

EMERGENCY RESPONSE AND CONTINGENCY PLANS FOR THE PRIVATE/PUBLIC SECTOR



TEMPLATE

PRODUCED BY:

**The BVI Department of Disaster Management
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A. INTRODUCTION

1. FOREWARD

The Department of Disaster Management (DDM) recognizes that Comprehensive Disaster Management requires an effective partnership between the public, private and other non-government sectors. The production of this Template for Contingency Planning in the Private Sector is another activity undertaken by the DDM to reduce vulnerability throughout the Territory.

It must be stressed that the production of a contingency plan is not all that is required to make contingency planning effective. The Plan must be supported by training where necessary, simulation exercises, materials, supplies and equipment. Leadership will be required to maintain “readiness” at all times.

This template therefore, goes beyond providing a plan outline for the Private sector; it also provides advice on making the contingency planning process more effective.

It is hoped that the template will encourage all private sector entities to prepare contingency plans as a matter of urgency. The DDM stands ready to provide any advice required.

Sharleen DaBreo
Director,
Department of Disaster
Management

2. ACKNOWLEDGEMENTS

The Department of Disaster Management wishes to acknowledge the benefits it derived in preparing this document by referring to literature on related topics, produced by the Federal Emergency Management Agency, (FEMA.)

The lead role for research and manuscript writing was assigned to Disaster Management Consultant, Franklyn Michael. He was able, through his knowledge of the Territory, to develop a document that is consistent with the sound principles of contingency planning while also being relevant to the local situation. Revision of the document was done by Ms. Sharleen DaBreo and Mr. Robert Harewood of the Department of Disaster Management.

The typing and formatting of the document was done by Ms. Diann Stoutt. Her efforts are deeply appreciated. Mrs. Karen Maduro assisted in reformatting the document; her efforts are also deeply appreciated.

Sharleen Da Breo
Director,
Department of Disaster
Management

3. BUSINESS CONTINGENCY PLAN GUIDELINES

INTRODUCTION	Briefly explain the process used to develop the plan. Identify, the hazards being planned for.
PRE-EVENT PREPAREDNESS	Highlight the procedures and practices that will be used to promote readiness for emergencies e.g. maintenance of equipment, orientation and training, simulations; inventory checks.
KEY TERMS	Explain the meanings of any key-terms used in the plan. Do not reproduce what is contained in the glossary. Focus on terms that must be understood if the plan is to be effective.
ASSUMPTIONS	Outline the critical assumptions upon which the plan is based, such as the availability of manpower when required; emergency supplies and equipment and committed leadership.
GOAL AND OBJECTIVES	Spell out the longer-term goal of the Plan and the specific objectives. These will revolve around reducing vulnerability, restoring service and reducing risk. e.g. reduce loss of life; ensure effective mobilization; promote rapid resumption of business.
LEADERSHIP AND DIRECTION	Identify the persons who will be responsible for key functions before during and after an event. A matrix is a handy way to present the information. Describe how the Emergency Operations Centre will work.
EMERGENCY COMMUNICATIONS	Explain the ways in which emergency communications equipment should be used or how everyday communications equipment should be used in an emergency. Establish the priorities for the restoration of communications within the organization.
INFORMATION MANAGEMENT	Explain how information is to be managed within the organization and also for the public. Pay special attention to the communication of warning information and information relating to changes in service to the public.

ACCOUNTING; RECORD-KEEPING AND FINANCIAL PROCEDURES	Outline the procedures that should be followed with regard to receipts, expenditure and accounting. Pay special attention to emergency procurement procedures and inventory management.
CALL OUT PROCEDURES	Clarify the procedure for transmitting warning information within the organization. Make sure a system is devised so that all key personnel can be alerted quickly. It may be helpful to represent the procedure diagrammatically. The guidelines should show how the organization moves from normal state to: ALERT; STANDBY; ACTIVATION AND MOBILIZATION
STAFF DUTIES AND RESPONSIBILITIES	Describe what is to be done by each member of staff when Mobilization takes place. Clarify whether staff will be deployed away from their normal duty stations.
STAFF WELFARE	Explain the arrangements that will be made for matters such as the following: <ul style="list-style-type: none"> • First aid during an emergency • Emergency food supplies and or feeding arrangements. • Emergency transport arrangements.
ADVICE TO STAFF	Provide advice to staff about preparing themselves for work during an emergency. Indicate any special assistance that will be provided to help them cope with family commitments
POST EVENT ACTIONS	Describe the procedures for damage assessment and reporting. <ul style="list-style-type: none"> • Explain the procedures for clean up (including salvage) • Explain how a priority needs list is to be developed. • Spell out how emergency repairs are to be undertaken. • Outline the priorities for restoration of essential services (utilities)
SERVICE RESUMPTION	Explain the sequence in which service to the public will resume

<p>HAZARD SPECIFIC PRECAUTIONS</p>	<p>Provide general advice about the natural and Human-induced hazards that the Plan caters to.</p> <p>These should include:</p> <ul style="list-style-type: none"> • Hurricanes • Earthquakes • Floods • Fires • Explosions • Bomb threats • Medical emergencies. • Hazardous materials (HAZMATS) • Water shortages • Protracted electricity outages • Hostage taking incidents
<p>GLOSSARY</p>	<p>Definitions of all terms and concepts critical to a clear understanding of the entire document.</p>
<p>ABBREVIATIONS</p>	<p>Spell out the full meanings of abbreviations used in the text, especially acronyms and agency names.</p>
<p>APPENDICES</p>	<p>It may be useful to keep appendices such as those shown below, in a separate document:</p> <ul style="list-style-type: none"> • Up-to-date contact lists • Up-to-date National Emergency Contact list. • Maps of the facility showing emergency exits • Contents of preparedness kits.

4. SUGGESTIONS FOR IMPROVING THE CONTINGENCY PLANNING PROCESS IN THE BUSINESS SECTOR.

1. Maintain familiarity with BVI National Alert and Warning Systems.
2. **Ensure that the contingency planning process is supported by top management.** Communicate their endorsement to all staff.
3. **Involve employees from the outset.** Make them aware of the intention to prepare a plan and the process that will be used to prepare it.
4. Set up a team of employees best suited to the task of preparing the Plan. **Some may serve only in a consultative capacity while others undertake the task of writing the plan.** Ensure that all major functional areas of the enterprise are represented on the Planning Team.
5. If possible, include tasks related to contingency planning in employee job descriptions.
6. Establish a schedule for completion of the Plan. Identify dates for specific phases on the way to completion.
7. Provide the necessary facilitation: a meeting place; time for research; secretarial support, stationery and related supplies.
8. Conduct a thorough analysis of your enterprise in relation to natural and human-induced hazards. Develop a risk and vulnerability profile for each hazard based on: -
 - (a) The nature of the business- e.g. does it store hazardous materials
 - (b) Location e.g. is it in a flood plain or below an unstable slope
 - (c) Evacuation routes- are these likely to be blocked during an emergency
 - (d) Employee numbers
 - (e) Nature and style of construction of the building including features such as shutters
 - (f) Are there emergency medical arrangements in place
 - (g) Have staff been trained in first aid or CPR
 - (h) Are fixtures and fittings likely to cause injury in an earthquake
 - (i) Are cooking gas lines made of flexible material on entry into the building
 - (j) Do electrical fittings meet all safety requirements

NOTE: Plan for hazards that can arise both within the enterprise and within the Territory that could adversely affect the enterprise.

9. If possible, obtain copies of contingency plans for enterprises that are similar to yours.
10. Research the current arrangements for emergency power, water and communications within the organization. Take decisions to improve them if necessary, as part of the contingency planning process.
11. Assess the emergency response equipment and supplies within the enterprise e.g. smoke detectors, fire extinguishers, emergency lighting and first-aid kits. Ensure that a proper system for maintenance, repair and replacement is maintained.
12. Ensure proper signage for emergency exits and exit routes.
- 13. Develop an internal warning system for the enterprise that can be activated without delay e.g. a loud bell or buzzer.**
14. Develop a clear understanding from your insurance provider of any stipulations that your insurance policy may have with regard to contingency planning.
- 15. Remember that some employees may be volunteers with emergency response agencies and may see National duties in an emergency as taking precedence over enterprise duties.**
16. Develop a conveniently sized laminated emergency contact list that employees can keep for reference. It should be updated at least once per year.
17. Keep at least one transistor radio that could be used for listening to emergency broadcasts. If a television is available, switch to local access channels during alerts.
18. The Contingency Plan should be consistent with established safety and emergency procedures that already exist.
19. Staff should know where shut- off valves for water, electricity and cooking gas; are located and how these can be turned off.
20. Establish detailed procedures for the storage and distribution of emergency supplies and equipment when required.
- 21. Make one person the “Focal Point” for contingency planning matters. The individual should have a designated deputy for that responsibility.**
22. Test the Plan in table- top exercises, drills and where possible, full-scale exercises. Make any change to the plan that is required, after such activities.

23. Decide on a procedure to review the plan regularly. At least once every three years.
- 24. Seek advice from the Department of Disaster Management in developing and reviewing the Plan.**
- 25. Ensure that three are enough copies of the Plan for each member of staff to get one and several surplus for future distribution. At least one copy should remain in a set location for easy reference.**

5. ASSESSING THE CONTINGENCY PLAN

You can assess your completed draft plan against the areas outlined below. If the plan is deficient, improve it in the second draft. It is advisable to draft and review at least twice before printing the final version. Make sure feedback from staff has been taken into account when redrafting the plan.

SCOPE

Clearly explain the boundaries of the plan; e.g. headquarters only or natural hazards only.

CLARITY OF INTENT.

Explain what is to be done **before, during, immediately after and shortly after an emergency or disaster.** Explain who is in charge at the various stages of Preparedness and Response.

ROLES AND RESPONSIBILITIES

The plan should provide at least bullet- point descriptions of the roles and responsibilities of the staff in general and senior staff in particular, in the Preparedness and Response phases. They should be broken down into Lead and Support responsibilities as far as possible.

COORDINATION

Explain how the work of various units or departments will come together under unified leadership.

REALISM

The Plan should be based on the resources likely to be available within the organization, including, staff, volunteers, supplies, facilities, equipment, plant, and likely budgetary

support. The arrangements for access to and the use of these resources must be clearly explained.

Hazards must be identified in terms of probability and impact. The low probability but high impact events should also be planned for.

A fire might be considered a low probability event but depending on the nature of the business, the impact of a fire could be devastating.

CONTENT

Information should be comprehensive yet concise.

- A logical sequence should be used, i.e. before, during, after.
- The plan should “flow” when it is read and not sound disjointed.
- Technical terms should be explained and made clear within their context.
- Language should be direct, “everyday” usage. Redundant words and phrases and descriptive adjectives and adverbs should be removed.
- Variation in the length of sentences enhances important points.
- Information that does not add to the “flow” should be placed in an Annex or Appendix.
- Critical assumptions should be explained.
- Definitions, acronyms and abbreviations should promote understanding not create confusion.
- Hazard specific annexes should refer principally to the hazards e.g. hurricanes and earthquakes. They should not duplicate the body of the plan. They should be action oriented.
- Appendices should contain information on specific technical and operational details such as check- lists and call up cascades that may be revised each year.

STRATEGY

- The plan should underscore the need for flexibility, adaptability, and creativity especially in the Response phase.
- It should emphasize the need for redundancy within critical systems, especially communications.
- It should promote a phased response rather than an “all-guns- blazing” approach to every incident. It must specify the “Stand Down” arrangements for bringing emergency operations to and end.
- It should emphasize directive leadership.

FORMAT

- Transitions among sections of text should be clearly indicated.

- If visuals and graphics are used, they should add to the text, not distract or amuse.
- Quantitative data should be presented in an easy to read format.
- Numbering and paragraphing should be complete and consistent.
- All pages should be numbered.
- There should be an explanation of the layout of the plan.
- There should be a detailed contents- page. It should be consistent with the body of the plan in terms of headings and numbering.

B. TEMPLATE EXAMPLE

1. INTRODUCTION

A primary factor in the Office's/Department's ability to coordinate response activities is its level of preparedness. Minimum disruption of operation will lead to an environment more conducive to response.

Some disasters such as hurricanes can be anticipated, whereas others offer little or no advance warning. The occurrence of disasters may be beyond our control but the impact is not. Well-planned procedures and well-trained personnel can effectively minimize their effects. This plan outlines the procedures to be undertaken by the staff of the *(office/Department name)*.....in the event of a disaster impacting the British Virgin Islands in order to ensure an orderly and efficient recovery to normal operations.

Each staff member therefore has specific responsibilities to ensure that the Office's or /Department's property is secured, to prevent their destruction, so that business can continue with minimum dislocation, disruption or loss of time.

2. AUTHORITY

This plan has been examined and adopted by *(name of Head/Coordinator/Director/Manager/etc.)*

.....

3. AIM

The aim of this contingency plan is to outline the details of the action to be taken to ensure the Office/Department is prepared to response to emergencies.

4. SCOPE

This plan covers the general operation procedures, which are to be followed by the Staff to ensure that the responsibilities for an emergency response are fulfilled. It covers disaster types, which may affect the British Virgin Islands and those emergencies to which the Office/Department itself may be exposed.

5. GENERAL PREPAREDNESS

To ensure a constant state of readiness at all times the Office/Department will ensure that the following are always in place – *where applicable*:

Availability of all necessary supplies and materials.

- i. Hand tools and supplies are available for minor works;
- ii. Large heavy-duty garbage bags and heavy-duty plastic sheets are available in sufficient quantities;
- iii. Paper/plastic masking tape available in sufficient quantities.

MONITORING

1. The staff have the primary responsibility to monitor and inform the Head/Coordinator/Director/Manager/etc. or in his/her absence the Deputy or Officer in charge, of the occurrence of a sudden disaster or of the development of potential disasters.
2. At all times it is the responsibility of the Head/Coordinator/Director/Manager/etc. to assess the situation and determine the appropriate action and inform the staff.

I. Notification of Staff

1. All staff will be informed by the Head/Coordinator/Director/Manager/etc. Deputy or the Officer in charge of an impending hazard situation (e.g. Hurricane) and of the estimated time when effects will be felt.
2. The Head/Coordinator/Director/Manager/etc. Deputy or the Officer in charge will request staff members to make themselves available to expedite physical arrangements within the premises of the Office/Department.
3. The remainder of the staff shall be released to attend to their domestic preparation and shall be required to report after the hazard impact (e.g. passage of a hurricane) based on the instructions given by the Head/Coordinator/Director/Manager/etc.

4. For security reasons all staff members are expected to be reachable/contactable at their permanent address as listed. Should staff members relocate then the staff member must inform the Head/Coordinator/Director/Manager/etc. and/or the Deputy or Administrative Officer of their new location.

II. Physical Arrangements

1. General

- i. Each staff member is responsible for the physical arrangements for the protection of the equipment and materials normally found in his/her office/work area.
- ii. In the absence of an Officer, it is the responsibility of the staff member belonging to the specific component to undertake the physical arrangements.

6. HAZARDS

Knowing what to do in a disaster helps to reduce panic and loss of self-control.

1. HURRICANE

Storms and hurricanes can cause both wind and water damage to both the physical buildings and their contents. A number of preparedness measures can be taken in advance of an approaching storm system to minimize destruction. They are:

Before the storm: on first notice of an approaching storm:

The building and grounds:

1. Inspect the building for structural deficiencies.
2. Make sure all windows and doors are closed and securely locked.
3. Check grounds and remove loose-lying objects.

Inside:

1. Unplug all lights and electrical appliances and turn off electricity at main switch.
2. Close and lock windows and doors.
3. Set alarm.

After the storm:

Once personal and family needs are taken care of, try to contact the Head/Coordinator/Director/Manager/etc. for instructions. For your own safety,

do not venture out into the storm affected area unless absolutely necessary. If you must, then do so with caution while making your way to the Office/Department premises.

1. Hurricane movement and early warnings are to be monitored at the National and International levels by listening to radio and television broadcasts.

Hurricane Warning

If the situation warrants it, the following procedures will be implemented before a hurricane is expected to impact the area. These procedures are applicable on regular working days, weekends or holidays.

Inside the Building

Furniture, Equipment and Materials

ACTIVITY	RESPONSIBLE PERSON
All equipment and materials must be placed or wrapped in plastic bags and securely tied to ensure water does not penetrate.	(name of post)
Furniture and equipment too large for plastic bags must be covered with plastic sheeting.	(name of post)
Plastic sheeting must be rendered waterproof by securing the ends and edges with masking or waterproof tape.	(name of post)

Electrical Equipment

ACTIVITY	RESPONSIBLE PERSON
All electrical equipment must be disconnected, placed in large heavy duty garbage bags and tightly fastened to prevent water penetration.	(name of post)

Files, loose documents, books and other printed materials.

ACTIVITY	RESPONSIBLE PERSON
Files, loose documents, books and other printed materials must be placed in metal filing cabinets whenever possible.	(name of post)

If this is not possible then loose files and paper must be placed in large garbage bags fastened and labeled with a list of their origin and content.	(name of post)
They should then be raised from the floor to prevent water penetration.	(name of post)

Offices

ACTIVITY	RESPONSIBLE PERSON
The contents of any given office should not be moved to another location unless their removal will ensure their safety.	(name of post)
Filing cabinets must be locked and turned so that their drawers are facing a wall.	(name of post)
Louvers windows must be closed tightly.	(name of post)
All office doors must be kept closed and where possible locked to minimize the entry of water or wind within the building.	(name of post)
The keys for the doors leading to these offices will be kept by the Deputy.	(name of post)

Outside the building

ACTIVITY	RESPONSIBLE PERSON
Hurricane shutters must be secured on the outside of the windows by the staff members designated to do so.	(name of post)
Vulnerable radio antenna must be removed from the roof and placed in a protected area.	(name of post)
Tree limbs which may become dangerous to the building must be pruned.	(name of post)
Debris and other materials which are potentially dangerous should be cleared away.	(name of post)

Procurement of non perishable items

ACTIVITY	RESPONSIBLE PERSON
Non-perishable items such as batteries,	

sanitation products and non perishable food and drinks shall be purchased and then stored within the premises for use as necessary in the period following the aftermath	(name of post)
--	-----------------------

Electrical Power

ACTIVITY	RESPONSIBLE PERSON
Te office electrical supply must be disconnected to prevent possible short circuits and consequent fires. This is done prior to leaving the premises.	(name of post)

Staff Personal Safety

Hurricanes provide sufficient warning for the evacuation of the office building. Staff members’ main responsibility once they have returned home is to make the necessary preparedness arrangements to protect themselves and their property.

ACTIVITY	RESPONSIBLE PERSON
Personal effects including documents, clothes, valuables, which are not kept in cupboards, must be secured in plastic bags or other waterproof containers.	(name of person/family member)
A stock of drinking water, batteries, hurricane lanterns, flashlights, canned food and other non-perishables must be kept. This stock should have sufficient food and water to last for at least seven days.	(name of person/family member)
The Coordinator, Deputy Coordinator or the officer in charge must be provided with the address or location of all staff members, during and immediately after the hurricane strikes.	(name of person/family member)

2. FLOODING AND WATER DAMAGE

Serious water damage can occur from a variety of sources: burst pipes, clogged drains, broken windows, heavy rains. If flooding or a serious leak occurs:

1. Remain calm.

2. Try to identify the source of the water, and take corrective measures. Consistent with your own safety; proceed cautiously.
3. Use extreme caution if there are electrical appliances or outlets near the flooded area. If there is any possible danger, evacuate the area.
4. If you cannot stop the water flow, notify the Head/Coordinator/Director/Manager/etc. Advise them of the exact source and severity of the water flow. Indicate whether any part of the business contents is involved or in imminent danger. They will notify the appropriate people and take charge of damage control operations.
5. Be prepared to protect important objects that are in jeopardy. Cover large objects with plastic sheeting. Move small or light objects out the emergency area.

3. FIRE

The following instructions if followed should help to prevent situation of panic.

Fire Alarm Procedures

3. In the case of a fire ravaging any particular area of the building an attempt should be made to extinguish the flames by using a certified ABC Fire Extinguisher. *Point the nose of the extinguisher to the base of the fire and not on the flames.*
4. The BVI Fire and Rescue Services should be called immediately by a staff member.
5. Should evacuation of the building be necessary, each office and corridor should be closed, but not locked. This will help to slow down the propagation of the fire.
6. All staff members must stand in the designated area, away from possible debris, in the yard and a head count taken by the(*assigned person*).

FIRE DRILL PROCEDURES

Fire drills are necessary features of the Disaster Preparedness and Emergency Planning Programs and should be practiced on a regular basis. These drills enable us to react quickly and sensibly when confronted with a real fire or other emergencies which may require the building to be evacuated immediately. Practice drills are therefore necessary and all possible safe routes, which lead to open air safety, must be used.

Fire and evacuation drills should be done with the support and supervision of the BVI Fire and Rescue Services.

The sequence of a Fire drill is as follows:

1. Alarm sounded.
2. Building evacuated
3. Assembly at pre-determined point (**state point**)
.....
4. Head count taken
5. Briefing takes place
6. All staff waits until the all clear is given before re-entering the building.

ITEM	DESCRIPTION	LOCATION
Fire Alarm		
Fire Extinguisher		

4. EARTHQUAKE

Seismic events are very common in the British Virgin Islands. If a major event should occur:

During an earthquake -

If you are inside:

1. Stay inside
2. Watch for falling objects
3. Crawl under a table or desk, or stand in a doorway
4. Stay away from windows, mirrors, overhead fixtures, bookcases and electrical equipment.

If you are outside:

1. Move to an open area away from buildings, trees and power lines
2. If forced to stand near building, watch for falling objects

After an earthquake -

1. Stay calm

2. Be prepared for aftershocks
3. Move to designated evacuation area
4. Do not move seriously injured persons, unless they are in obvious, immediate danger (of fire, building collapse, etc.)
5. Open doors carefully. Watch for falling objects.
 - (a) Earthquakes give little or no warning before they strike. If located indoors do not attempt to go outside. Find refuge under a desk or table or under a strong beam or a strong masonry corner of the building.
 - (b) Remain in this location until the tremors have stopped.
 - (c) Evacuate the building as quickly as possible following the first tremor.
 - (d) All staff members must keep together in the designated area of the yard away from falling objects or collapsing masonry, and a head count taken.

7. POST DISASTER ACTIVITIES

1. Staff Welfare

For all disaster events the(*assigned person*) is required to ascertain the well-being of the staff. Consequently he/she will:

- (a) Account for all staff members present in the office when the disaster occurs.
- (b) Know the location of staff not located in the office and ascertain their well-being.
- (c) Staff members must report to the office as soon as possible after the passage of a hurricane – This is an optional requirement by the Head/Coordinator/Director/Manager/etc.
- (d) The(*assigned person*) will provide the Head/Coordinator/Director/Manager/etc. with a report on the well-being of the staff.

- (e) Where a staff member becomes ill or injured during an emergency the Head/Coordinator/Director/Manager/etc. will arrange for such staff members to receive medical attention.

2. Assessment of Damage

1. Preliminary report

- (a) The(*assigned person*) in collaboration with the Head/Coordinator/Director/Manager/etc. will compile a preliminary assessment of damage.
- (b) The Head/Coordinator/Director/Manager/etc. will determine the habitability of the premises based on the assessment.
- (c) A report will be prepared and sent by the Head/Coordinator/Director/Manager/etc. to the Boar/Council etc. and the Insurance Company.

2. Consolidated report

Within (*state period*)..... after the preliminary report has been prepared the(*assigned person*) will prepare a consolidated report based on the preliminary report, inventory and records.

8. EVACUATION

Should the premises become unsuitable for the continuation of the agency's activities, the Head/Coordinator/Director/Manager/etc. shall:-

- (a) Relocate to the alternate Office – (*determine and state location*)
- (b) Instruct the(*assigned person*) to proceed with the salvaging and transfer of the agency's property to the new location.

Repairs to the Building

Should emergency repairs to the Office/Department be required, the Head/Coordinator/Director/Manager/etc. shall:-

- (a) Obtain the necessary cost estimates and obtain approval to proceed with necessary disbursements.
- (b) Employ occasional labour to effect the repairs.

Adjustment to Operation of Office

The normal work schedule and responsibilities within the Office/Department may be adjusted following the occurrence of a disaster and will be devised as necessary.

Cleaning of Premises

- (a) Under the supervision of the Secretary, the Cleaner will be mainly responsible for the cleaning of the premises in general.
- (b) Individual staff members will be responsible for the cleaning and rehabilitation of their own offices.
- (c) In the case where staff members are absent, their offices will be rehabilitated after the main premises have been made usable.
- (d) If necessary, additional assistance will be sought.

Responsibilities

- (a) There shall be two levels of functioning: Operational and Support. The operations will deal with all matters relating to relief while, support will deal with those matters which will enhance and facilitate the actions of the staff.
- (b) The needs and developments of the situation will determine the magnitude of the functions. Changes will occur as the operations improve.
- (c) All staff must attend daily briefing sessions at the designated hour indicated on the daily schedule.

9. POST EMERGENCY ACTIVITIES

1. An evaluation of the performance of the agency will be undertaken within the month following the end of the emergency phase. The evaluation will be based on the Contingency Plan.
2. The Contingency Plan will be revised and distributed within a month after the evaluation has been completed. i.e. 2 months after the emergency phase has been declared.

10. MEDICAL EMERGENCY

There are First Aid Kits (*state number and location/s*)for minor emergencies. For more serious problems:

1. Immediately contact the Head/Coordinator/Director/Manager/etc. who will make the necessary calls for assistance.
2. If unable to make contact, call (*state number*).....for emergency medical assistance. Other numbers to call are 911 (Fire Dept.) or 999 (Police).
3. Unless it is a life-threatening situation, do not give any first aid yourself.
4. Do not attempt to move a person who has fallen and appears in pain.
5. Avoid unnecessary conversation with, or about, the ill or injured person. It might increase the person's distress or fears, and thereby contribute to medical shock. Limit communication to calm reassurances.
6. Stay with the victim until help arrives.
7. If ambulance was called, if possible, send someone to the main road to direct crew.
8. Do not discuss the possible cause of an accident or any conditions that may have contributed to the cause, without authorization from the Head/Coordinator/Director/Manager/etc.
9. Under no circumstance should an employee or volunteer discuss any insurance information with members of the public.
10. After the person's needs have been taken care of, assist the Head/Coordinator/Director/Manager/etc. with pertinent information for the medical report.

11. EXPLOSION

Chemical accidents, leaking gas, bombs, or even falling aircraft could be the cause of life-endangering explosions. If an explosion should occur:

1. Remain calm
2. Be prepared for possible further explosion
3. Crawl under a table, desk or other protective shelter

4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases and electrical equipment.
5. If excavation is ordered, proceed to one of the designated area (*state area*).....
6. Do not move seriously injured persons, unless they are in obvious immediate danger.
7. Open doors carefully. Watch for falling objects.
8. Do not use matches or lighters.
9. Avoid using telephones.
10. Do not spread rumors.

12. SALVAGE AND FIRST AID COLLECTIONS

SEGREGATION OF DAMAGED AND UNDAMAGED OBJECTS

It is very important to separate damaged articles (particularly those that are, or have been, wet) from undamaged objects and try to maintain the status quo for both, i.e. if they are dry, keep them dry; if they are wet, keep them wet!

If part of the building is secure, assemble undamaged objects there. Try to maintain stable conditions (particularly temperature and humidity) as similar to those that existed before the disaster.

If no part of the building can be secured, protect damaged and undamaged objects alike in situation (where they are) with whatever materials are available (e.g. plastic sheeting) until secure space can be found in another building. Then move the collections as quickly as possible, giving priority to undamaged objects.

WET OBJECTS

Wet or damp objects made of organic materials other than paper:

- Spray with unscented Lysol, if available.
- Bag or lightly wrap in plastic sheeting.
- Place in cool, well-ventilated place away from undamaged objects.
- Examine them daily for mold growth: if any is found, spray again with Lysol and open the bag to allow slow air-drying.
- Never apply heat to wet organic materials.
- If in doubt, freeze them.

WET PAINTINGS

- Lay horizontally, face up.
- Support at the corners to ensure air circulation beneath and allow to air dry.
- Do not remove from their frames.
- Do not apply heat.

WET FRAMED PRINTS AND DRAWINGS

- Remove from frames.
- If easily separated from mats, do so and discard mats and air dry.
- If not easily separated, air dry in the mat.
- Do not apply heat.

WET BOOKS OR DOCUMENTS

- Freeze as soon as possible.

WET PHOTOGRAPHS

- Dry on flat surface, glossy side up.
- If stuck together, place in tray of water and allow them to come apart naturally.

WET FILM

- Keep covered in water until professional help is found.

WET METAL, GLASS OR CERAMIC OBJECTS

- Air-dry quickly.
- If necessary mop gently with clean, soft dry lint-free cloths or paper towels.
- A warm air blower, hair dryer, may be used on metals with caution.

OBJECTS THAT HAVE DRIED AFTER BEING WET

- Keep in a cool, well-ventilated place apart from those that have not been wet.
- Although it is not necessary to bag or wrap them, inspect them daily for mold. If mold is found, spray with Lysol, remove to the wet storage area and treat as wet objects.

SMOKE DAMAGED, SCORCHED, CHARRED OR DIRTCAKED OBJECTS

- Handle as little as possible
- Do not try to clean
- If they are dry, treat as dry objects, if they are wet, treat as wet objects.

Please note that these are strictly emergency first-aid measures to be used only when a conservator is not immediately available (A conservator should be called as soon as possible). They do not address all the problems that will arise, but they should minimize the damage that may occur until help arrives.

13. APPENDICES

13.1 ORGANISATIONAL STRUCTURE

(State structure of your organization)

13.2 RESPONSIBILITIES OF STAFF MEMBERS

(List ENTIRE staff and list responsibilities)

13.2.1 HEAD/COORDINATOR/DIRECTOR/MANAGER/etc.

The Head/Coordinator/Director/Manager/etc. is responsible for the coordination of the Office's response to a disaster.

Preparedness

- ✓ Updating of Office Disaster Preparedness Plans

- ✓ Maintain up to date information on disaster prone areas.

13.2.2 DEPUTY OR ASSIGNED PERSON

Pre Emergency

- Deputizes for the Head/Coordinator/Director/Manager/etc. in his/her absence.
- Ensures that the physical arrangements are in place for the protection of equipment and materials.
- Ensures the safekeeping of all keys for the building.
- Ensures the purchase of non-perishable items and food.
- Ensures the disconnection of the electrical supply to the building.
- Ascertains the whereabouts and well being of all staff.
- Arranges to locate staff members who have not reported to work – if required.
- Provides the Head/Coordinator/Director/Manager/etc. with a report on the welfare of all staff members.
- Ensure the availability of materials and supplies for securing equipment.

13.2.3 SECRETARY

- The Secretary is responsible for providing secretarial and related support for the smooth operation of emergency response.

Pre Emergency

1. Ensures the availability of critical documents and contact lists necessary for disaster response.
2. Assists with the securing of the inside and outside of the building housing the Office/Department.
3. Ensures equipment at workstation is adequately secured.
4. Ensures personal effects are secured and that a personal supply of food, drink and water and other items are in place for at least seven days.
5. Monitor Radio, and/or Television, for information or advisories on impending disasters or disasters which may have occurred.
6. Assists with securing of the inside and outside of the building housing the Office/Department.

Emergency Response

1. Cleans and rehabilitates work area (office).
2. Makes and receives telephone calls as required.
3. Send telefaxes as required.
4. Opens, maintains and update files as required.
5. Types documents as directed.
6. Photocopy documents as necessary.

13.2.4 CLEANER

The Cleaner is responsible for ensuring the following:

Pre Emergency

1. Ensures availability of non-perishable food and drinks.
2. Arranges with the Secretary for the purchase and stocking of heavy duty garbage bags and plastic sheets.
3. Ensures all electrical equipment are disconnected and placed in heavy duty plastic bags when the warnings of impending hazard events have been received.
4. Monitor Radio and/or Television Broadcast for information or advisories of impending hazard events or hazards events which have occurred.

Emergency

1. Ensures the availability of a clean supply of portable water.
2. Arranges for the purchase and stocking of batteries, candles, canned foods and other emergency food supplies.
3. Assists with the securing of equipment and materials.
4. Assists with the clean up and restoration of the premises.

Other

13.3 ADDRESSES OF STAFF MEMBERS

(List ENTIRE staff with address and contact numbers)

NAME	ADDRESS	HOME PHONE

13.4 LIST OF EMERGENCY SUPPLIES AND TOOLS & CRITICAL DOCUMENTS

13.4.1 FOOD SUPPLIES

ITEM	DESCRIPTION	LOCATION
FOOD SUPPLIES	1 doz tins Sardines 6 tins Tuna 1 doz tins luncheon meat 1 Carton Crackers 1 doz tins Corned Beef 6 tins condensed milk 3 Boxes Peppermint Tea 1 Box Tea 10 Packs Garbage Bags(100) 2 doz Batteries 3 2 doz Candles 1 doz Boxes Matches	These are to be found in the cupboard labeled Emergency Supplies.

13.4.2 FIRST AID SUPPLIES

ITEM	DESCRIPTION	LOCATION
	3 Triangular Bandages 1 tin Assorted Band Aid 1 roll gauze 1 pack gauze swabs 1 pack cotton wool 2 roller bandages – 2 sizes 1 roll adhesive tape 1 small bottle rubbing alcohol 1 pair tweezers 1 pair scissors 1 spray bottle	

	1 small kidney dish or small plastic bowl 1 pack sanitary pads – individually wrapped 1 pack of plastic bags (5x8) 1 bottle Savlon 1 doz sanitary cups (small)	
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13.4.3 EMERGENCY EQUIPMENT, TOOLS & SUPPLIES

ITEM	DESCRIPTION	LOCATION
EMERGENCY TOOLS	1 Claw Hammer 1 Adjustable Wrench 1 Lg Screw Driver 1 13mm Spanner 1 Heavy duty Jumper Cable 1 TOOL KIT CONTAINING 1 medium Phillips Screw driver 1 small Phillips screw driver 1 medium regular screw driver 1 sm regular screw driver 1 ¼ drive socket bar 1 3/16 drive socket bar 1 adapter 2 metal tweezers Miscellaneous items	
PLASTIC SHEETING	1 Roll 100ft x 10ft	
GENERATOR	1 2200X Honda Generator EO89922	

13.4.4 HURRICANE SHUTTERS

ITEMS	DESCRIPTION	LOCATION
HURRICANE SHUTTERS	Plywood shutters	

13.4.5 LOCATION OF CRITICAL DOCUMENTS

ITEMS	DESCRIPTION	LOCATION
DISASTER MANAGEMENT PLAN		
MEMORANDA OF UNDERSTANDING		
INSURANCE POLICIES		
BACK UP TAPES FOR COMPUTERS		

13.4.6 BUILDING SERVICES

SERVICE FRIM	CONTACT PERSON	TELEPHONE
Architect		
Insurer		
Plumber		
Electrician		
Lawyer		
Locksmith		
Carpenter		
Trucking		
Security		
Exterminator		
Equipment Rental		
Storage Space Warehouse		
Freezer		
Other		

13.5 COLLECTION PRORITIES

A list in order of importance of those collections or items that are to be removed salvaged and conserved first.

LOCATION	COLLECTION/ITEM	PERON(S) TO REMOVE ITEM(S)
1		
2		
3		
4		
5		

13.6 PREPAREDNESS ACTIONS CHECKLIST FOR (state date).....

Actions	Times of year	Date completed
Review and test plan with staff		
Review and test evacuation procedures with staff		
Revise Plan as necessary		
Inventory supplies and equipment		
Replace supplies as necessary		
Inspect facilities and equipment using		
Correct areas as necessary		
Take photographs of building in June		
Review and update inventories of furnishings		
Annual inspection by Fire Department		
Annual review and update of Insurance		

C. GLOSSARY OF TERMS

These definitions come from the UNHCA/UNDP and OFDA. Other authors and organizations sometimes use variations of these definitions.

1. AFTERSHOCK

A smaller earthquake that follows the main shock and originates close to its focus. Aftershocks that follow the main shock; have to be considered as the same event as the main earthquake.

2. ALARM

The warning or signal given of the actual or imminent presence of a dangerous event, so that specific instructions for emergencies can be followed. Generally indicates the first awareness of the threat.

3. ALERT

The warning or signal given of the actual or imminent presence of a dangerous event; so that specific instructions for emergencies can be followed. There may be a “Standby” period before specific action is taken.

4. BUDGET

A statement of resources (people, time and money) allocated to particular activities with a specific time frame. A statement of plans and expected results in numerical terms.

5. CONTINGENCY PLAN

A plan for possible future situations that are not expected to occur but which may occur. Commonly called a “What if.” Plan.

6. COORDINATION

The process of integrating the objectives and activities of separate work units or functional areas; in order to realize the organization’s goals effectively.

7. DAMAGE

Unwanted changes or losses resulting from hazard impacts.

8. DECLARATION OF A DISASTER

Official declaration by the authorities of a political-management jurisdiction due to the need for extraordinary action.

9. DEVELOPMENT

The cumulative and lasting increase, tied to social changes, in the quantity and quality of a community’s goods, services and resources, with the purpose of maintaining and improving the security and quality of human life.

10. DISASTER

A natural or human-caused event which causes intense negative impacts on people, goods, services and/or the environment, exceeding the affected community's capability to respond.

11. DISASTER MANAGEMENT

A collective term encompassing all aspects of planning for and responding to disasters, including, pre and post-disaster activities. It refers to both the risk and consequences of a disaster.

12. DISASTER WARNING SYSTEM

Methods to alert the community in case of a disaster.

13. EARTHQUAKE

Sudden break within the upper layers of the earth, sometimes breaking the surface, resulting in the vibration of the ground, when strong enough, will cause the collapse of buildings and destruction of life and property. There are two scales for measuring the impact of an earthquake; the Richter scale and the Mercalli scale.

14. EMERGENCY PLAN

A definition of the policies, organization and procedures for confronting disasters in all phases.

15. EMERGENCY

Situation generated by real or imminent occurrence of an event, requiring immediate attention.

16. EXPOSED POPULATION

The total population potentially susceptible to the effects of a hazard.

17. FLOOD

A significant rise of water level in a stream, lake, reservoir or a coastal region, a flood is harmful inundation of property and land utilized by man and may be of two types.

Slow flood – An increase in the volume of water produced by rain in rivers and lakes over a long period, days or weeks, mainly affecting property such as houses and cattle, and displacing the inhabitants from their usual dwelling places.

Flash flood – A sudden and extreme volume of water that flows rapidly causing deaths, injuries and violent destruction of property and inundation, and because of its nature is difficult to forecast.

18. HAZARD

The potential for a natural or man-caused event to occur with negative consequences.

19. HAZARD ASSESSMENT

Determining the nature, severity and frequency of a hazard; the area likely to be affected; and the time and duration of impact.

20. HAZARD MAPPING

The process of establishing geographically where certain phenomena are likely to pose a threat to elements at risk.

21. HURRICANE/CYCLONE

A large-scale closed circulation system in the atmosphere with low barometric pressure and strong winds that rotate counter clockwise in the southern hemisphere. Hurricanes are large atmospheric vortices with winds of more than 74 m.p.h; they develop in the Doldrums of the tropics and move in an often-erratic way towards higher latitudes.

22. INJURED

People with physical injuries/trauma/illness requiring medical treatment (therapeutic feeding included) as a direct result of a disaster. Comments: This category will include the severely malnourished as well as victims of radiation exposure and chemical intoxication. The injured are always part of the primary affected population.

23. MITIGATION

Measures taken to reduce the loss of life, livelihood and property by disasters, either by reducing vulnerability or by modifying the hazard, where possible.

24. NATURAL DISASTERS

Events of natural causes that result in a disaster. Examples are: hurricanes, tropical storms, floods, erosion, landslides, earthquakes, tidal surges/tsunami and volcanoes.

25. OPERATIONAL MANUALS

Describes duties, authorities, responsibilities, policies, rules, regulations, operational procedures and any other information that will guide employees in the performance of their tasks.

26. POPULATION AT RISK

Population whose life, property and livelihood are directly threatened by a hazard.

27. PREVENTION

Measures taken for the purpose of preventing natural or an-caused phenomena from causing or giving rise to disasters or other emergency situations.

28. RECONSTRUCTION

The medium and long-term repair of physical, social and economic damage and the return of affected structures to a condition equal to or better than before the disaster.

29. RECOVERY

The medium and long-term repair of physical, social and economic damage and the return of affected structures to a condition equal to or better than before the disaster.

30. REHABILITATION (Community)

The restoration of basic services and the beginning of the repair of physical, social and economic damages.

31. REHABILITATION (Individuals)

The process of restoring victims to normal life through education, therapy and assistance.

32. RESPONSE

Actions carried out in a disaster situation with the objective to save lives, alleviate suffering and reduce economic losses.

33. RETROFIT

Major repairs to a structure for the purpose of changing or modifying the construction to withstand the effects of a potential hazard.

34. RISK ASSESSEMENT

Determining the probability that a disaster will occur.

35. RISK MAP

A graphic representation of the distribution of the types of intensity of effects a particular event may cause in relation to the degree of vulnerability.

36. RISK

The probability that a disaster will occur given the hazard and vulnerability.

37. STANDARD OPERATING PROCEDURES SOP's

Guidelines for operating procedures in an emergency - equipment processes and methods.

38. SHELTER

A facility set up to provide temporary housing for persons unable to continue their living arrangement in separate family units. LONG TERM – used for a longer period of time as temporary housing: SHORT TERM – occupied for no more than 72 hours.

39. SHELTER MANAGER

A staff manager assigned overall responsibility for managing a shelter utilizing available resources.

40. SHELTEREE

A person, who as a result of an emergency situation, requires temporary shelter.

41. SIMULATION EXERCISE

A representation of reality with information and activities designed to train or test individuals or groups on processes and actions.

42. STORM SURGE

A sudden rise of sea as a result of high winds and low atmospheric pressure; sometimes called a storm tide, storm wave or tidal wave (this name indicates waves caused by the tidal action of the moon and the sun in the same way as regular ocean tides. It is often erroneously given to tsunamis). Generally affects only coastal areas but may intrude some distance inland.

43. STAGING AREA

Temporary location where personnel and equipment may be assigned.

44. TARGET

The groups of people to whom relief services and supplies are provided.

45. TSUNAMI/TIDAL WAVE

Series of large sea waves generated by sudden displacement of sea water (caused by earthquake, volcanic eruption or submarine landslide); capable of propagation over large distance.

46. VICTIM

A person who has suffered great harm to his/her physical or psychic integrity, goods and/or individual and collective services.

47. VULNERABILITY ANALYSIS

The process through which the values at risk and/or the susceptibility level of elements exposed to specific hazards is determined.

48. VULNERABILITY

The extent to which a community's structure, services or environment is likely to be damaged or disrupted by the impact of a hazard.

49. WORKING GROUP

A group which has tasks and activities related to common goals and objectives and which is in frequent and regular contact and communication.