Central Standard Operating Procedures

For the Sub-Regional Coordination Centre [SRCC]
Barbados

CDEMA
The Caribbean Disaster
Emergency Management Agency

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Development Cooperation

Edited by Arturo Lopez-Portillo Contreras

Acknowledgements

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After Action Report	AAR
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National Disaster Office	NDO
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PART A: INTRODUCTION

1.0 GENERAL

These Standard Operating Procedures (SOPs) are for the Central Sub-Regional Coordination Centre (SRCC) in the Sub-Regional Focal Point (SRFP) of Barbados.

The SRCC is comprised of Dominica, Saint Lucia, Saint Vincent and the Grenadines and Barbados.

2.0 PURPOSE

The SRCC SOPs are to guide activation, call out, staffing and management of the SRCC in response to any event affecting a CDEMA Participating State (PS) within the Sub-Region.

The SRFPs and their SRCCs are part of the Regional Response Mechanism (RRM) activated and coordinated by the Caribbean Disaster Emergency Management Agency (CDEMA) in the case of any disaster affecting any of its Participating States (PS).

The CDEMA Coordinating Unit (CU) and its Regional Coordination Centre (RCC) will respond co-ordinately with the SRFP and its SRCC in the case of a disaster affecting Participating States in the Sub-Region.

3.0 AUTHORITY

CDEMA Articles

The SRCC SOPs are developed under the authority of the Agreement Establishing CDEMA (Article XVI), which gives the Executive Director of CDEMA the responsibility for developing and maintaining a Regional Response Mechanism of which includes

According to Article XVI the SRFP is responsible for:
a) *Acquisition and maintenance of updated comprehensive information on the facilities and services available in each of the PS within the Sub-Region.*
b) *Regular maintenance and testing of communications with the Coordinating Unit and with critical response agencies under the control of national relief organisations*
c) *Maintenance of independent fuel and power supplies while ensuring relevant facilities are in can withstand a major disaster, and,*
d) *Keeping and maintaining at the operational focal point in serviceable and optimal working condition an equipment package containing essential items recommended by CDEMA's Technical Advisory Committee (TAC).*

the SRFP and its SRCC.

Additionally, SRFPs now have Sub-Regional warehouses with relief items. The SRFP is also responsible for proper maintenance of relief supplies should they be required.

Standard Operating Procedures

These SRCC SOPs are an appendix to the CDEMA's Contingency Plan which also designates the Executive Director of CDEMA as the authority for requesting the activation of the SRCCs on behalf of the affected country(ies).

National Legislation

Barbados' responsibility as a SRFP including the terms of SRCC operations and support to the RRM and in-country arrangements is stated in national legislation. <<National Legislation of Barbados that supports the activation and operations of the SRCC should be identified and described here>>

4.0 CONCEPT OF OPERATIONS

The SRCC is an embedded, fully functioning entity in Barbados' National Disaster Plan. The National Disaster Plan speaks to the country's NEOC co-ordination with the SRCC. The SRCC is the focal point for all coordination and management of a Sub-Regional response. The SRCC should be staffed by a core group of persons drawn from DEM staff and supplemented, as necessary, by representatives from other organisations involved in response (National Disaster Committees, armed forces, private and social sectors, volunteers) and members of CDEMA CU or other CDEMA PS as necessary.

The SRCC is activated when it is clear that an impact is imminent (Warning Issued) on a CDEMA PS within the SRFP Sub-Region or an impact has occurred particularly when many countries in the Sub-Region are likely to be impacted or have been impacted.
This condition must be established through the relevant competent authority, or an observed and officially reported actual event.

A pre-condition for the activation of the SRCC is that the RRM/RCP is already activated and is stood-up only when response activities at the regional level are required or initiated. If the SRFP is impacted severely, assistance would come from CDEMA and other SRFPs. This is decided on a Sub-Region by Sub-Region basis.

The Director of the Department of Emergency Management is responsible for coordination of emergency and disaster response within the Sub-Region supported by the CDEMA CU. The Director of the DEM may designate the Deputy, and/or any other staff to direct operations in the SRCC.

Along with telecommunications equipment a web based EOC will be used in the SRCC for the purposes of coordination, flow of information, damage and needs assessment, record of provision of supplies, information on the deployment of specialised teams and reporting. Thus, the use of a web based EOC is essential in the SRCC operations. SRCC staff should be trained in their use.

(a)   Sub-Regional, Regional and National Relationships/Hierarchy.

The Central SRCC will liaise directly with the CDEMA CU.

The Barbados Multi-Hazard NEOC SOPs are required to make provision for sharing information with the RCC by inserting explicit SOPs within these specific instruments. The SRCC works in support of regional response and as such will not, unless specifically requested to do so by an official source, act on behalf of, or represent any entity except to share information on damage, needs and response activities.

NEOCs of affected State(s) in the Sub-Region may authorise the SRCC to liaise directly with the RCC to share information and, conversely, the SRCC may liaise directly with such field units or focal points. All information shared under such circumstances must at the earliest convenience be copied to the RCC for incorporation into the event/incident files. With the use of web based EOCs (Web EOC or others) all coordination and response organisations can have real time access to information about the emergency.

5.0 SCOPE

The SRCC SOPs may be initiated once level 2 of the Regional Coordination Plan (RCP) has been activated and remain in effect until the SRCC has been deactivated.

TABLE 1 LEVELS OF SRCC ACTIVATION ACCORDING TO LEVEL OF ACTIVATION OF THE RRM-RCP

Incident (from CDEMA ECP)	RRM-RCP level of activation	SRCC level of activation	SRCC activities
An incident occurring at the local level in any of the PS for which local resources are adequate and available. The NDO informs CDEMA of the incident and indicates that no regional response is required**. CDEMA CU's actions in response to this type of incident will include monitoring, and information sharing.**	1	No Activation.	No activities.
An incident occurring at the local level in any of the PS for which local resources and response capacity are limited. The NDO informs CDEMA of the incident and advises of the scope of impact and requests focused specialised regional assistance**. A state of emergency/disaster area may or may not be declared. CDEMA's actions may include the provision of technical assistance, specialised equipment, emergency funds and support personnel. Actions at this level may include the activation of the response mechanism of the particular Sub-Region.**	2	Partially Activated under request of CDEMA.	Monitoring, deployment of specialised teams and relief goods as requested and reporting.
An impact occurring in any of the PS which clearly overwhelms the national resources and capacity to respond. Major external operation required. The NDO informs CDEMA CU of the occurrence of the impact and requests that the RCP be activated. **A state of emergency/national disaster may be declared. Actions at this level may include the activation of the RRM, the Sub-Region(s) and full activation of the Regional Coordination Plan.**	3	Fully Activated. 24-hour a day operations.	Activation of all SOPs: initiation, call out and deployment of specialised teams, relief goods as requested and reporting.

Some specific examples of events and the level of activation of the SRCCs are:

TABLE 2 LEVELS OF SRCC ACTIVATION ACCORDING TO SPECIFIC SCENARIOS

Scenario	RRM-RCP level of activation	SRCC level of activation	SRCC activities
NEOC Activation: Full activation of an NEOC in any country within the Sub Region. A country has been impacted and its NEOC is fully operational and in need of foreign assistance.	2	Partially activated under request of CDEMA.	Monitoring; key staff only in SRCC; deployment of specialised teams and relief goods as requested; reporting.
CDEMA Intervention: CDEMA assisting an impacted country. If a single country has been impacted and CDEMA is providing assistance (e.g., sending CDRU), the SRCC should be activated at least partially.	2	Partially activated at request of CDEMA.	Monitoring; key staff only in SRCC; deployment of specialised teams and relief goods as requested; reporting.
Multi–State Impact: more than one or all countries within the Sub-Region have been impacted and foreign assistance is needed. (e.g., Haiti earthquake, Montserrat's volcanic eruption; Hurricane Ivan in Grenada.)	3	Fully activated.	Activation of all SOPs: activation, call out all SRCC staff, deployment of specialised teams and relief goods as requested and reporting.
Imminent Large Scale Hazard Impact: Many countries including the SRFP are about to be impacted by a high-magnitude hazard: tsunami, hurricane or a volcanic eruption is imminent.	3	Fully activated.	Activation of all SOPs: activation, call out all SRCC staff; deployment of specialised teams and relief goods as requested; reporting.
Slow Large Scale Hazard Impact: Many countries are threatened by a slow onset hazard such as a large oil spill.	3	Fully activated.	Activation of all SOPs: activation, call out all SRCC staff, deployment of specialised teams and relief goods as requested and reporting.

Note: Colour coding is recommended to identify the various scenarios e.g. situation (scale of impact, etc.) and a specific response (partial, full-activation) could be associated to each colour. (*e.g.* green: no activation; yellow, partial activation, and red: full activation).

In the particular case in which all countries in the Sub-Region, including the SRFP have been impacted, assistance may come from other Sub-Regions; therefore, other SRCCs in other Sub-Regions may be activated at CDEMA's request.

In the case where the SRFP has been impacted and it is not possible to activate the SRCC in the SRFP; other countries within the Sub-Region may act as SRFP; therefore, all countries within a Sub-Region should plan for this possibility and be familiar with the other SRFPs SOPs in case of future coordination.

6.0 LOCATION OF SRCC

The SRCC is located in the Barbados Department of Emergency Management in No. 30 Warrens Industrial Park, St. Michael. Barbados.

The alternate SRCC is established at a suitable facility should the Primary SRCC be non-functional. The alternate SRCC is located at Arch Hall Fire Station. Arch Hall St. Thomas, Barbados. It is very important that the NEOC and the SRCC are in the same location at all times.

The SRCC has an element of portability built in to facilitate a relocation of its operations in the event of damage to its primary location

If the SRCC in the Barbados is not operable the Sub-Region can be assisted by coordinating a response from another country in the Sub-Region through an 'Alternate SRCC'. In order to do this, countries in the Sub-region should know these procedures. Simulation exercises should be conducted having specific scenarios and, in the case of a predictable impact of a high – magnitude hazard the country that would activate the 'Alternate SRCC' should be prepared to do so.

All these situations/scenarios should be discussed during 'peace times' between CDEMA, SRFPs and all PS in order to determine locations for 'Alternate SRCCs'.

7.0 CONDITIONS OF THE CENTRAL SRCC

a. The DEM, Barbados has adequate dedicated space for the operations of the SRCC.

b. The DEM, Barbados has adequate dedicated space for joint operations to respond to the National and Sub-Regional needs.

c. The building is an engineered structure located in an area not subject to flooding tsunami impact and landslides.

d. The structure will withstand wind-speeds of a high magnitude hurricane and is shuttered.

e. The structure is earthquake resistant.

f. The building is self-contained with stand-by power and emergency water supply.

g. The building housing the SRCC contains the necessary functional services such as communications, rest, eating and briefing areas.

h. SRCC staff is familiar with the functions and operations of a SRCC including these SOPs.

i. SRCC staff is familiar with the Web EOC resources and has been trained in its use. Barbados uses the SAHANA software.

PART B: STANDARD OPERATING PROCEDURES

SOP 1: ORGANISATION OF THE SRCC

The SRCC will be organised as follows: *(See Fig. 1)*

a) **The Executive / Policy Decision Making Group**

During any response, issues will arise which require policy guidance or direction and decisions. The Director DEM, with the guidance of the Executive Director of CDEMA as per the Agreement Establishing CDEMA, will take any immediate actions necessary to bring quick resolution to any issue referred to him.

The Chair of CDEMA Council in conjunction with the Head of the SRFP country will give the broader (political) endorsement/imperative to act. The political actors MUST be involved, including the country's Prime Minister, CDEMA's Council Chair and the CARICOM Chair.

The procedure to activate the Central SRCC, should the situations at point 5.0 above occur, is:

1. CDEMA's Executive and the Director DEM Director have preliminary discussions on the situation and steps to follow.
2. The Director DEM informs the Prime Minister about the situation and the possible need to activate SRCC.
3. The country (ies) is (are) impacted and request(s) assistance.
4. CDEMA's Executive Director speaks with CDEMA Council Chair, CARICOM Chair and Prime Minister of Barbados.
5. The Director DEM seeks the Prime Minister of Barbados' approval for activation or *vice versa*.
6. CDEMA's Executive Director communicates with the Director DEM and/or *vice versa*.

b) **The SRCC Director The Director DEM**

The SRCC Director in the Central SRCC is the DEM Director.

c) **The SRCC Operations Officer is the DEM Operations Officer/Senior Officer of the Military.**

The Operations Officer will be the DEM Operations Officer. (Alternate to be determined)

In the case a Senior Officer of the Military acts as the SRCC Operations Officer, he/she should know the SRCC procedures and participate in training and simulation exercises.

d) **The Operations Group**

This group is led by the Operations Officer and will consist of the other members of the SRCC Staff and any volunteer(s) assigned to work with the SRCC.

FIGURE 1 SRCC ORGANISATION

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                           ┌──────────────────────────┐
                           │   NATIONAL DISASTER      │
                           │     COORDINATOR          │
                           │    Policy Decisions      │
                           └──────────────────────────┘
                                        │
     ┌──────────────────────┐           │
     │ ADMINISTRATIVE STAFF │───────────┤
     └──────────────────────┘           │
              │              ┌──────────────────────────┐
              │              │      SRCC DIRECTOR       │
              │              └──────────────────────────┘
              │                         │
     ┌──────────────────┐     ┌──────────────────────┐
     │  SUPPORT STAFF   │     │     OPERATIONS       │
     │     Shifts       │     │      OFFICER         │
     │   Volunteers     │     └──────────────────────┘
     └──────────────────┘                │
                              ┌──────────────────────────┐
                              │    OPERATIONS GROUP      │
                              └──────────────────────────┘
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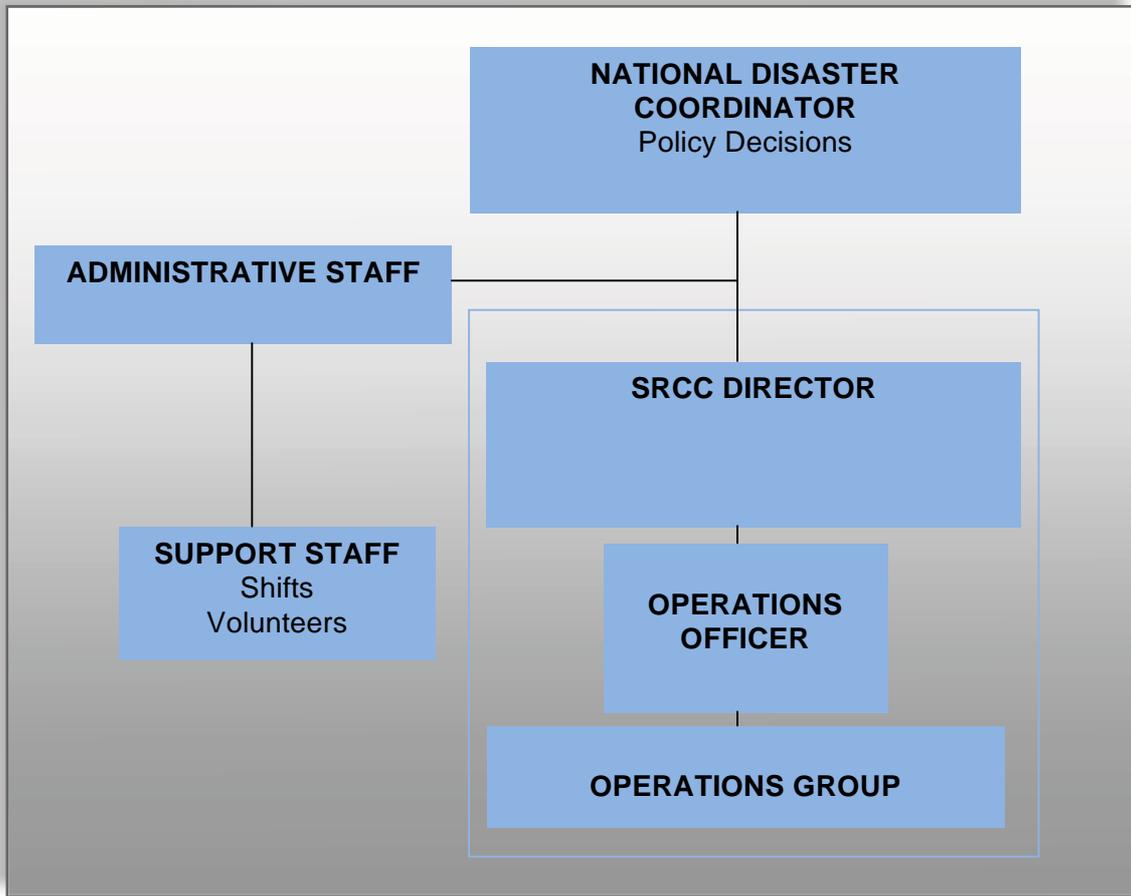
SOP 2: SRCC STAFFING

SRCC Staff is drawn in the first instance from the DEM. The Administrative Officer in accordance with his responsibility under the NEOC Plan is responsible for allocating staff and resources to ensure the efficient functioning of the SRCC.

The functioning of the SRCC will be facilitated by support staff that will comprise an Operations Officer, Administrative Officer, Information Technology (IT) Officer, Telecommunications Officer (and Radio Operators), Secretary, Telephone Operator, other members and volunteers. Specific Terms of Reference are detailed below.

Note: Each member of SRCC Staff must be trained to perform at least two functions in the SRFP Coordination Centre.

SRCC Positions

The positions in the Central SRCC are:
1. Director of the SRCC. Director DEM
2. Operations Officer. Deputy Director DEM/ Project Officer
3. Administrative Officer. Administrative Staff
4. Information Technology (IT) Officer. DEM Staff
5. Telecommunications Officer (s) (Radio Operators). DEM Staff
6. Secretary. DEM Administrative Staff
7. Telephone Operator. DEM staff assigned

This list can be modified according to the specific organization of the SRCC by adding other positions (e.g., Planning Officer, Logger, Geographical Information Systems Officer, etc.) or by reducing staff but ensuring all the functions are covered.

DEM has suggested public information activities to be executed by CDEMA due to staffing constraints and since CDEMA is in Barbados, to minimise duplication of public information. DEM will provide CDEMA with all information needed about the SRCC operations.

Other personnel in the SRCC can be representatives or organisations involved in the response such as the MOH, MOE, Police, Fire Service, Public Works, etc. This will be decided by the SRCC according to the situation and specific needs of the impacted countries.

In the case of organisations such as the International Federation of Red Cross and Red Crescent Societies, the UN System and donors that can bring resources from the region or outside the region, it is important to establish coordination before emergencies and to ensure plans and procedures for deployment of teams and shipment of supplies are compatible with these SRCC SOPs; there will always be coordination and flow of information regarding resources to be sent to impacted countries. These organisations should be invited to participate in the planning process so that Sub-Regional, regional and international resources are sent in a coordinated manner thus optimising results for the benefit of the impacted countries and for the overall response mechanisms. Additionally, volunteers can also assist in the SRCC operations as Ham Operators or provide other services.

SRCC DIRECTOR – DEM Director
The Director:

a) Manages the staff, functions and resources of the SRCC.

b) Ensures designated staff is familiar with their respective roles and responsibilities.

c) Ensures all key staff of the SRCC is trained for SRCC operations.

d) Maintains communication with CDEMA CU at all times for the coordination of the response at the Sub-Regional level.

e) Identifies Sub-Regional Response Teams for possible deployment to impacted countries in the Sub-Region once the SRCC is activated. (Including the CDRU).

f) Ensures all key staff of the SRCC is trained in the use of web-based resources for EOC coordination.

g) Establishes the SRCC (See Checklist at Appendix 2).

h) Ensures proper display of information in SRCC.

i) Monitors incoming reports and corrective actions from impacted PS (Through Web based EOC, etc.)

j) Ensures damage and needs assessment reports are prepared to determine specific needs for the affected country (ies).

k) Ensures the production and dissemination (through Web EOC or other means) of the SRFP's information products including advisories, SITREPS as needed; as well as arrangement of Press Briefings.

l) Ensures assistance of specialised teams and emergency supplies are provided to affected countries in the Sub-Region as needed and in coordination with CDEMA CU while establishing a link with CDEMA at all times.

m) Ensures maintenance of records for SRCC including Event Logs.

n) Ensures dissemination of accurate and timely information to CDEMA CU.

o) Ensures daily briefings, review and planning sessions for SRCC personnel.

p) Ensures debrief of event and production of an After Action Report (AAR).

q) Deactivates the SRCC after consultation with CDEMA CU.

<p style="text-align:center; color:red;">END OF PROCEDURE</p>

OPERATIONS OFFICER – DEM Deputy Director

a)   Assists the SRCC Director in his/her functions.

b)   Ensures database of suppliers, emergency response personnel is available/accessible by SRCC.

c)   Establishes link with CDEMA to ensure coordination with suppliers and to determine who ships and who receives items and how this will be done.

d)   Must be aware of specific resources (specialised teams, relief goods, etc.) in the countries in the Sub-Region.

e)   Ensures database of items held at the regional warehouse and emergency response personnel is current and available/accessible by SRCC.

f)   Is trained in the use of web based EOC resources (including Web EOC).

g)   Accesses Web EOC through the CDEMA website for monitoring.

h)   Ensures receipt and logging of incoming and outgoing messages.

i)   Reviews and assigns priority to messages in consultation with SRCC Director.

j)   Ensures smooth flow of information and messages within the SRCC.

k)   Ensures coordination of resources needed for logistical support.

l)   Ensures the establishment and maintenance of communication links with impacted State(s), and CDEMA CU (through web based resources including Web EOC and others, radio, telephone, etc.)

m)   Assists CDEMA with the mobilisation and deployment of Sub-Regional Response Teams through liaison with respective elements of RRM.

n)   Secures logistics for supporting deployed Regional Response Teams sent to Sub-Regional impacted States.

o)   Monitors the status and movement of supplies in the Sub-Regional Warehouse and advises SRCC Director on requirements for first response items, humanitarian relief supplies for discussion with donors.

p)   Updates the SRCC Director on progress of response through briefings and timely feedback.

q)   Ensures SRCC logs are kept.

r)   Assists SRCC Director in production of Advisories and Situation Reports.

s)   Assists in the preparation for SRCC Briefings.

t)   Assists in the deactivation of the SRCC.

<p style="text-align:center;color:red">END OF PROCEDURE</p>

ADMINISTRATIVE OFFICER DEM Administrative staff

a)   Keeps and updates regularly directories, lists, checklists and inventories of equipment and materials and any other item that would be needed in the activation and operations of the SRCC.

b)   Assists the Director in setting up the SRCC.

c)   Liaises with the SRCC Director for support services such as staffing for shift roster, adequate supplies of stationery etc., to ensure smooth running of the SRCC.

d)   Ensures the SRCC equipment is kept functional.

e)   Ensures in collaboration with the IT Officer that all equipment and materials for the right operations of the web-based resources (Web EOC and others) are in place (computers, software, passwords, stationery, back-up generators, directories, etc.)

f)   Organises repairs to equipment if necessary.

g)   Ensures refreshment, and other welfare needs are provided for.

h)   Ensures various functional areas within SRCC have appropriate signage for identification.

i)   Stores all messages (incoming & outgoing) in the appropriate files.

j)   Keeps a 'Pending' file for messages to be responded to and a 'Permanent' file for messages to be kept in once action has been taken and status boards and maps have been updated.

k)   Takes notes of meetings, briefings and prepares summary notes highlighting pending actions, issues, decisions.

l)   Assists in the deactivation of the SRCC.

<div align="center">END OF PROCEDURE</div>

EMERGENCY PUBLIC INFORMATION OFFICER (DEM Suggests these functions be executed by CDEMA. DEM will provide information)

a) Keeps in close contact with warning agencies, news media, and counterparts in NDOs in countries within the Sub-Region).

b) Is trained in the use of Web based resources.

c) Monitors SRCC incoming email, facsimiles and other correspondence and flags where urgent action is required to the Operations Officer and harvests information for information products as appropriate.

d) Assists the SRCC Director in preparing Press Releases, Briefing Notes, web based articles and public information products.

e) Monitors SRCC releases, news media, partner agencies event reports and relevant internet sites and harvests information appropriate for inclusion in public information products.

f) Keeps continuous communication with the IT Officer to ensure information received through the Web EOC is used in the preparation of public information.

g) Assists in the drafting of responses to messages received which are of a general nature.

h) Issues emergency public information products on approval of SRCC Director through the media and through web based resources (Web-pages, Web EOC, Twitter, Facebook, etc.)

i) Schedules briefings in consultation with SRCC Director.

j) Maintains journal of all SRCC meetings and briefings.

k) Keeps records/copies of all emergency public information issued from the SRCC during its operations for the AAR.

<p align="center" style="color:red">END OF PROCEDURE</p>

INFORMATION TECHNOLOGY (IT) OFFICER DEM Staff

a)   Responsible for all IT support systems.

b)   Is trained in the use of web based resources.

c)   Ensures all key personnel from the SRCC are trained in the use of the web based resources that will be used during the SRCC operations.

d)   Has oversight for the SRCC input and monitoring in the web based resources (Web EOC and others) during the emergency/disaster.

e)   Assists the rest of the staff of the SRCC regarding web based resources.

f)   Responsible for the operational readiness of all audiovisual equipment.

g)   Prepares/formats all web based products for posting to Web EOC and website.

h)   Keeps maps, charts, status boards updated.

i)   Assists the SRCC Director, the Operations Officer and the rest of the staff in accessing and logging information in the Web EOC.

j)   Logs in Web EOC the SRCC activities.

k)   Keeps continuous communication with the Telecommunications Officer to ensure both know about information received and sent to other organisations and about information logged and retrieved from Web EOC.

l)   Keeps communication with CDEMA CU and impacted countries through chat and messages via Web EOC and informs the Operations Officer about status of the emergency and response.

m)   Keeps all records of all information sent and received through the Web EOC for input to the AAR.

<div align="center">END OF PROCEDURE</div>

TELECOMMUNICATIONS OFFICER Mr. Wesley Nicholas

a)   Manages the Communications Centre in the SRCC.

b)   Ensures equipment is functional / operational.

c)   Ensures proper and timely message handling.

d)   Monitors status of communications with the affected States through consultation with NEOCs.

e)   Liaises with SRCC Director to establish information flow directing event related messages (Web EOC, phone, email, fax, etc.) to SRCC for immediate attention.

f)   Transmits and receives radio messages on the prescribed forms.

g)   Records message in triplicate on the Emergency Message Form.

h)   Logs all incoming radio messages on the Message In Log.

i)   Logs all outgoing radio messages on the Message Out Log.

j)   Informs the Director of the SRCC, the Director of Operations and rest of the Operations Group members as needed about messages received or sent.

k)   Maintains continuous communication with the Planning Officer and the Information Technology Officer about information received so that it can be mapped, displayed and also logged in the Web EOC as necessary.

l)   Keeps all the logs and records of communications for the AAR.

<p style="text-align:center; color:red;">END OF PROCEDURE</p>

PLANNING OFFICER - Not determined for Central SRCC

a) Coordinates display of information coming into SRCC on monitors, maps, screens and status boards. (Using Web EOC as necessary).

b) Coordinates with Telecommunications Officer and Information Technology Officer regarding messages and information received.

c) Keeps maps, charts, status boards updated.

d) Informs and updates the Operations Officer about the situation in impacted countries and about needs.

e) Ensures areas affected position of teams and supplies are mapped with GIS.

f) Monitors the Web EOC and informs the Operations Officer about new significant events.

g) Collects information and produces SITREPS.

<p align="center">END OF PROCEDURE</p>

SUPPORTING STAFF

In addition to the staff listed above, and in anticipation of multiple impacts or extended periods of activation, the SRCC may require supporting staff in the form of telephone operators, typists, message clerks and runners. It is the responsibility of the Administrative Officer in consultation with the SRCC Director to identify and provide the adequate amount of Support Staff per shift for the SRCC. These personnel will, in turn be assigned by the SRCC Director.

The supporting staff for the SRCC can be supplied from Defence Force, Fire Service, MOH, etc. and will support specific SRCC activities: Search and Rescue (SAR), Telecomms, etc., as needed.

VOLUNTEERS

A volunteer is an individual who willingly gives time and effort to an activity without compensation: simply put an unpaid worker. For the purpose of these SOPs volunteers are grouped into five categories that may have different affiliations and functions:

1. Community volunteers.
2. Good Samaritans.
3. Government sponsored and managed emergency volunteers.
4. Voluntary organisations and emergency volunteers managed by NGOs.
5. Spontaneous volunteers

All must be managed. Volunteers will assist depending on the magnitude of the situation particularly in the radio room.

SHIFTS

The SRCC will not operate on a 24hr basis but will provide coverage for the critical period between 7am to 10pm (15 hrs). The Duty Officer will be on call outside of this period to respond to any urgent needs.

The SRCC will operate two eight hour shifts inclusive of a one hour overlap to allow for handing over and incoming briefings. The SRCC will also have a third shift (night shift) covered by a duty officer.

SHIFTS	STAFFING	Duration
SHIFT 1	**SRCC Director, Ops Officer, etc., as indicated above.**	**7:00 am to 3:00 pm**
SHIFT 2	**Alternates: SRCC Director, Ops Officer, etc.**	**2:00 pm to 10:00 pm**
SHIFT 3	**Duty Officer, Radio Watch.**	**10:00 pm to 7:00 am**

SOP 3: ACTIVATION AND DEACTIVATION OF SRCC

Activation

A major situation, which threatens a Participating State in the Sub-Region, may require that the country receives support for its control and management. This may be coordinated by CDEMA through the SRFP System.

The decision to activate the Central SRCC will be made by the Executive Director, CDEMA in consultation with the Director, DEM according to the event's impact and request for assistance.

Once activated, all Standard Operating Procedures shall come into effect.

Of Special Note: Should the CDEMA/CU receive a request for activation from any source in an affected country, regardless of its apparent credibility, the CDEMA/CU is to confirm the request with the Prime Minister, the Cabinet Secretary or the National Disaster Coordinator of the affected State.

See Appendix 1 for listing of SRCC Resources
See Appendix 2 for activation set-up checklist

Deactivation

The SRCC Director will deactivate the SRCC when coordination of response at the Sub Regional level is no longer required. This is done in consultation with the Executive Director of CDEMA.

The Director DEM shall inform the Prime Minister of Barbados about the need to deactivate the SRCC for his/her approval.

CDEMA Executive Director will contact CDEMA Council Chairperson, CARICOM Chairperson and Barbados Prime Minister for these purposes.

See deactivation checklist at Appendix 3

SOP 4: ALERT NOTIFICATION AND CALL OUT PROCEDURES

Alert and Notification RCC staff

The SRFP will utilise the same procedure as stated in the Barbados National Disaster Plan. Outside of normal working times the Director of the Department of Emergency Management when receiving any notification/alerts/advisories of a hazard impact will immediately, or as soon as possible after receipt, call the Executive Director of CDEMA, the Deputy Executive Director or the Preparedness and Response Manager of CDEMA CU in that order to discuss the situation and the need for SRCC activation.

Call Out

The Executive Director of CDEMA and the Director of the DEM will consult and make a determination on the need to activate the SRCC. Once it has been decided to activate the SRCC the DEM will initiate the staff call out.

Call out of SRCC staff is the responsibility of the Director, DEM (Director of the SRCC) who will liaise with the Operations and Administrative Officers. Call out will be done as it is stated in the Barbados National Plan and in the Barbados Multi-Hazard NEOC SOPs. Call out will follow the diagram in Figure 2.

If an unpredictable disaster happens at night (e.g. earthquake, tsunami, etc.) the call out procedure should also be activated.

In the first instance, the Director, DEM will assume the role of SRCC Director, report to the SRCC and commence the setting up of the SRCC.

FIGURE 2: SRCC NOTIFICATION, ALERT AND CALL-OUT DIAGRAM
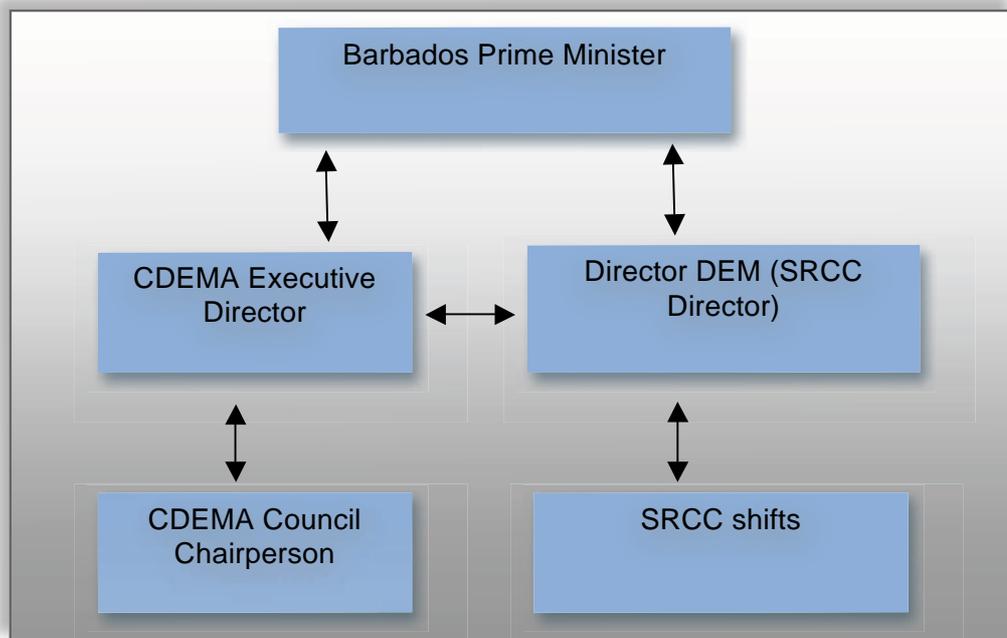
SOP 5: DISPATCH OF EMERGENCY RESPONSE TEAMS PROCEDURE

The SRCC is responsible for identifying and providing specialised teams from the Sub-Region to the impacted country (ies) in coordination with the CDEMA CU. The SRCC is also responsible for identifying mechanisms to deploy and redeploy such teams. Consideration should be given to financial arrangements, transportation, daily subsistence allowance, insurance, equipment, leave, approval, etc. The SRCC should make the arrangements with the different organisations in country (the PM's Office, MOF, other Ministries, etc.) so that specialised personnel can be identified and sent to an impacted country without delay. All teams are sent directly by the Government of Barbados upon CDEMA's request.

Specialised teams will be deployed depending on the impacted country's needs for them: doctors, nurses, SAR team, engineers, etc. Based on the impacted states' request and the availability of resources within the Sub-Region, the Executive Director CDEMA may deploy senior level staff officers from the CDEMA CU or from another National Disaster Office and other specialised response or assessment teams in order to provide technical support to the stricken State or to the SRFP.

If the impacted State requests the support of the CARICOM Disaster Relief Unit (CDRU) the SRCC Director will communicate with Executive Director CDEMA CU who will request the RSS/CLO for its immediate mobilisation and deployment in accordance with their (RSS/CLO) Standing Orders.

For technological hazards where the expertise is not available, the Executive Director CDEMA may solicit assistance from regional and international agencies/organisations. The SRCC will coordinate the logistics and resources for deploying them to assist the afflicted State.

Emergency teams and personnel will be dispatched in accordance with provisions under the CDEMA Agreement, any covering Memoranda of Agreement (MOUs) or the respective Donor Groups' Operations Orders.

See list of emergency teams and their expertise available in the Sub-Region in APPENDIX 11.

SOP 6: PROVISION OF EMERGENCY SUPPLIES

Impacted countries might request international assistance and emergency supplies if they cannot supply them from an in-country source. The SRCC having identified resources in the Sub-Region may be able to provide such assistance in coordination with the RCC and the country's NEOCs.

The Central SRFP is responsible for keeping relief supplies in its Regional Warehouse to be shipped to a country within the Sub-Region in the case of a disaster. The DEM is responsible for keeping an inventory of the relief items and ensuring arrangements are in place for the shipping of these items to affected countries in need of them in coordination with CDEMA CU.

The SRFP will provide the relief items from the Sub-Regional warehouse to the impacted country at the request of CDEMA based on the request of the impacted country and according to previous arrangements with CDEMA.

The Director of Operations has the responsibility for determining whether emergency supplies can be provided from the SRFP's Sub-Regional Warehouse or from any other country within the Sub-Region. In all cases, the SRCC should coordinate with CDEMA CU for these purposes. At all times telecommunications (Radios, Satcomms, web based EOCs, etc.) will be particularly helpful to optimise the flow of information and the provision of emergency supplies; of particular importance will be the use of the Web EOC to share information with CDEMA.

Transparency should be ensured at all times in keeping track of all items sent from the Sub-Regional Warehouse to specific air or seaports in impacted countries. (See Suggested Requisition Form in Appendix 12).Additionally, special arrangements should be made with ports both governmental and private for shipment of the relief supplies. Financial and logistical arrangements should also be in place relief efforts. All items sent should satisfy the specific needs of the impacted countries.

In the case of multi country impact, the Central SRCC must ensure that all relief items and teams are sent to both countries based only on their specific needs and under specific request. If Barbados is impacted as well, arrangements should be in place with CDEMA for the use of the CU.

Should the SRCC send relief items from its own warehouses and from the country itself, to the affected PS, the DEM will ensure that no unneeded items and/or items that are expired or not adequate to the social/religious characteristics of the impacted country are sent; e.g., expired food and medicine clothes, items in a language alien to the Caribbean etc..

All requests and provision of supplies must be recorded within the SRCC.

SOP 7: WEB BASED EOC INFORMATION MANAGEMENT

Besides traditional telecommunication systems such as radios and telephones, information needs can be received digitally.

It is up to the country to determine which web based EOC resource will be used internally for the coordination of the emergency; however, for coordination at the regional level it is desirable that the SRCC uses the Web EOC for information sharing with CDEMA and other regional responders.

Web EOC has been used by CDEMA and its Participating States in simulation exercises, it is important now that it is used in real events so that coordination can be improved significantly. It allows publication and access to information about a disaster from many sources: CDEMA RCC, SRFP, CDEMA PS and other organisations involved in disaster response and relief. By using Web EOC all responders can have access to the same information and can be linked thus knowing in real time what is needed in the countries in disaster.

Web EOC is a web-based information management system that provides a single access point for the collection and dissemination of emergency or event-related information. Web EOC integrates data, video, messaging and many other types of information. It distributes that information both to individual terminals and to projection screens. It also allows for remote access via the internet for authorised users.

In the event of a disaster in a PS the CDEMA CU will create an 'Incident Name' in Web EOC and CDEMA, SRCC and NEOCs' members can then log in and record activities of related to the specific 'Incident'. All users will be able to look at all posts so a coordinated response action can be taken.

Organisations/individuals with access to Web EOC can also chat and send messages to each other during the emergency.

Responsibility for this procedure lies with the Information Technology Officer; who should be monitoring Web EOC during the event in order to log activities and inform the SRCC of information from other countries/organisations. However, the Web EOC is not only monitored by the IT Officer, the Web EOC is a tool that should be used by all SRCC staff in order to be informed immediately about events and to log activities.

The IT Officer must coordinate with CDEMA ICT Manager to ensure the SRCC staff is trained in the use Web EOC.

Prior to any event and as part of preparedness activities in the SRCC, the Director DEM (SRCC Director) and the Administrative Officer in coordination with the IT Officer should ensure that key staff is trained in the use of the Web EOC and that it is accessible. All personnel should also have valid log in credentials. The same staff of the SRCC should ensure that personnel of the SRCC is continuously trained in the use of the Web EOC so that it can be used for coordination, information to responders, information to the public and produce maps and project status boards in the SRCC.

SOP 8: SECURITY OF ACCESS

Security is important to prevent unauthorised access to the SRCC especially in the midst of an operation. The same procedures used at the NEOC will apply.

Visitors will report to the Receptionist/Secretary of the SRCC who will keep a register of all persons entering and exiting the offices. Passes to access the SRCC area will be limited and only issued to persons authorised by the SRCC Director and Operations Officer.

The following procedures are to be applied:

a)   Open register/log for all entries and exits.

b)   Log those entering and issue passes as per directions of SRCC Director and Operations Officer.

c)   Log those leaving and collect passes.

d)   Prevent unauthorised entry.

e)   Close register and pass to the Director of the SRCC on deactivation.

See APPENDIX 4 for SRCC Visitors Register.

SOP 9: INFORMATION FLOW TO SRCC

In order to effectively manage the response, the SRCC must have immediate access to information from the impacted States as well as from the other NEOCs which may be activated as well as the RCC. Any event related messages or information coming into the SRCC must be transferred directly to the Director SRCC with copies (as necessary) going into the regular mailing system.

With the use of the Web EOC, all organisations for coordination and response will be communicated in real time; therefore, the use of the Web EOC is key for adequate operations of the SRCC and for the flow of information amongst all agencies particularly those at the regional level.

The reporting relationships among the SRCC, Regional agencies and the NEOCs are shown in the Figure 3 below, these reporting relationships can be established through the Web EOC:

FIGURE 3: REPORTING RELATIONSHIPS TO SRCC
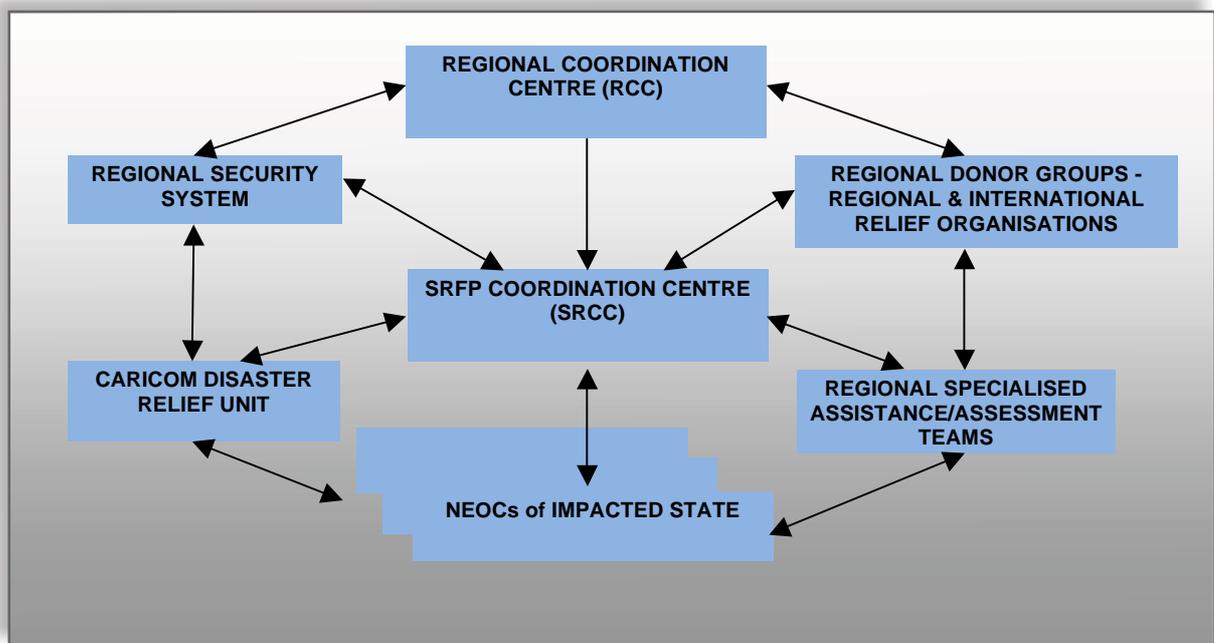
Note: Regional specialised assistance in communication with NEOC only after team is deployed.

SOP 10: EMERGENCY COMMUNICATIONS AND MESSAGE HANDLING

Telecommunication

Good communication is important to the efficient management of any emergency. The most widespread communication system is the telephone network, and once this is functional, it will represent the primary means of communication. Cellular telephones permit mobile communication. These will be used where available and if cellular network is functional. VHF and HF Radio communication are provided in the Radio Room. The equipment will be operated by authorised SRCC personnel or volunteers. Complementing the SRCC operators, will be the amateur radio operators who may be used to assist in communications.

The SRCC is also equipped with Satellite Communications (SATCOMS). The contact numbers for the CU and each Participating State is at Appendix 5.

Data communications will also be utilised in the form of facsimile transmissions and email when available.

The SRCC should look to have their own frequency plan and should ensure operators are trained.

Message Handling

For the guidance of the Radio Operator(s) and other users of communication equipment the message handling procedures established in the CDEMA produced EOC SOPs will apply.

All incoming messages via radio will be received by the Radio Operator in the radio room. (See Fig 4a). Voice messages may also be received either by the SRCC Receptionist or the Secretary who will transfer the message to the SRCC Director or Operations Officer for attention. Data messages (fax, email) may be received by the Receptionist and/Secretary. These should be routed in a similar manner.

The SRCC should consider having a logger who would receive/log messages and ensure copies of messages are delivered and filed.

Both Radio Operators and Secretary or any other member of SRCC staff who receives a message should give a copy to the logger and he/she will input in Web EOC. The IT Officer will ensure this is reflected in the Web EOC log.

All messages relating to the event being managed irrespective of its origin or mode of transmission must be passed to the SRCC Director or Operations Officer for action.

The Operations Officer will review all incoming messages and will indicate on the appropriate copy what action has been taken and when. One copy of the message must be filed in the "PERMANENT" file by the Administrative Officer. Messages in the process of being acted on will be filed in the "PENDING" file. Once the status boards and maps have been updated a copy of the message will be placed in the "PERMANENT" File. (Fig. 4a)

Web EOC

With the use of the Web EOC communications and exchange of information in the RCC, SRCC and NEOCs will be easier since everyone involved in the response will know in real time what is happening, what action is being taken and what information/action is needed.

The Web EOC is the hub for information during emergencies and all events should be logged so that all SRCC, RCC and NEOCs' members and the rest of organisations involved will be aware of the situation and requirements for response; this avoids duplication of efforts and delays in the provision of assistance.

FIGURE 4: MESSAGE FLOW CHART – INTO SRCC
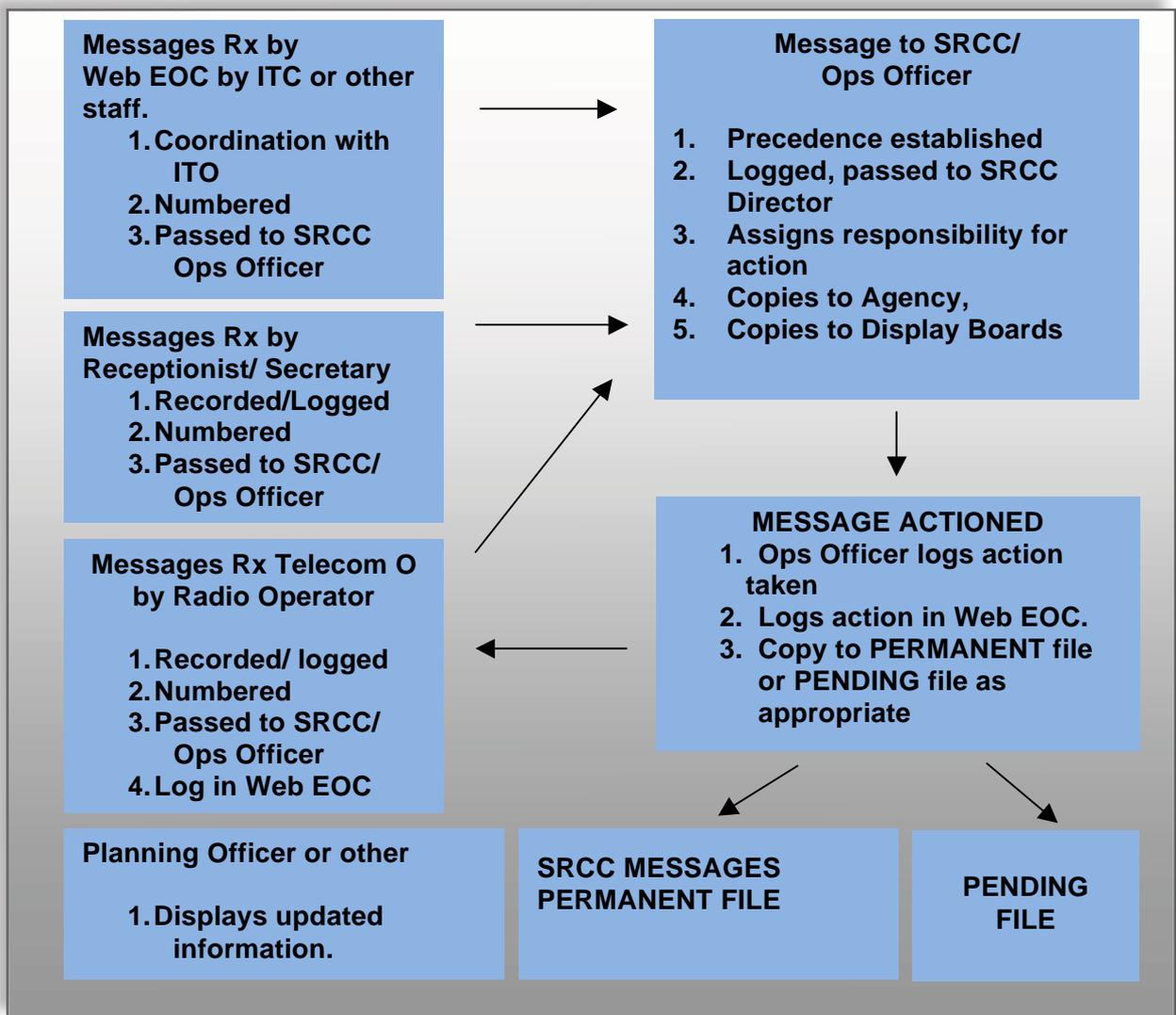
Note: On deactivation, the PERMANENT and PENDING messages can be matched against the incoming message log file to see if messages were actioned in a timely manner. These files will represent a permanent record of messages from the incident/event, and should be analysed for the debriefing exercise.

Messages going out from the SRCC (Fig. 5)

The SRCC Director or Operations Officer will generate outgoing messages, action incoming messages and pass to the ITO, Radio Operator or Receptionist as appropriate. All generated messages are to be scripted on the prescribed form(s) in triplicate and logged, filed as detailed in Figure 5.

See Sample Message Logs and Forms at Appendices 6 and 7.

FIGURE 5: MESSAGES FLOWCHART–OUT OF SRCC
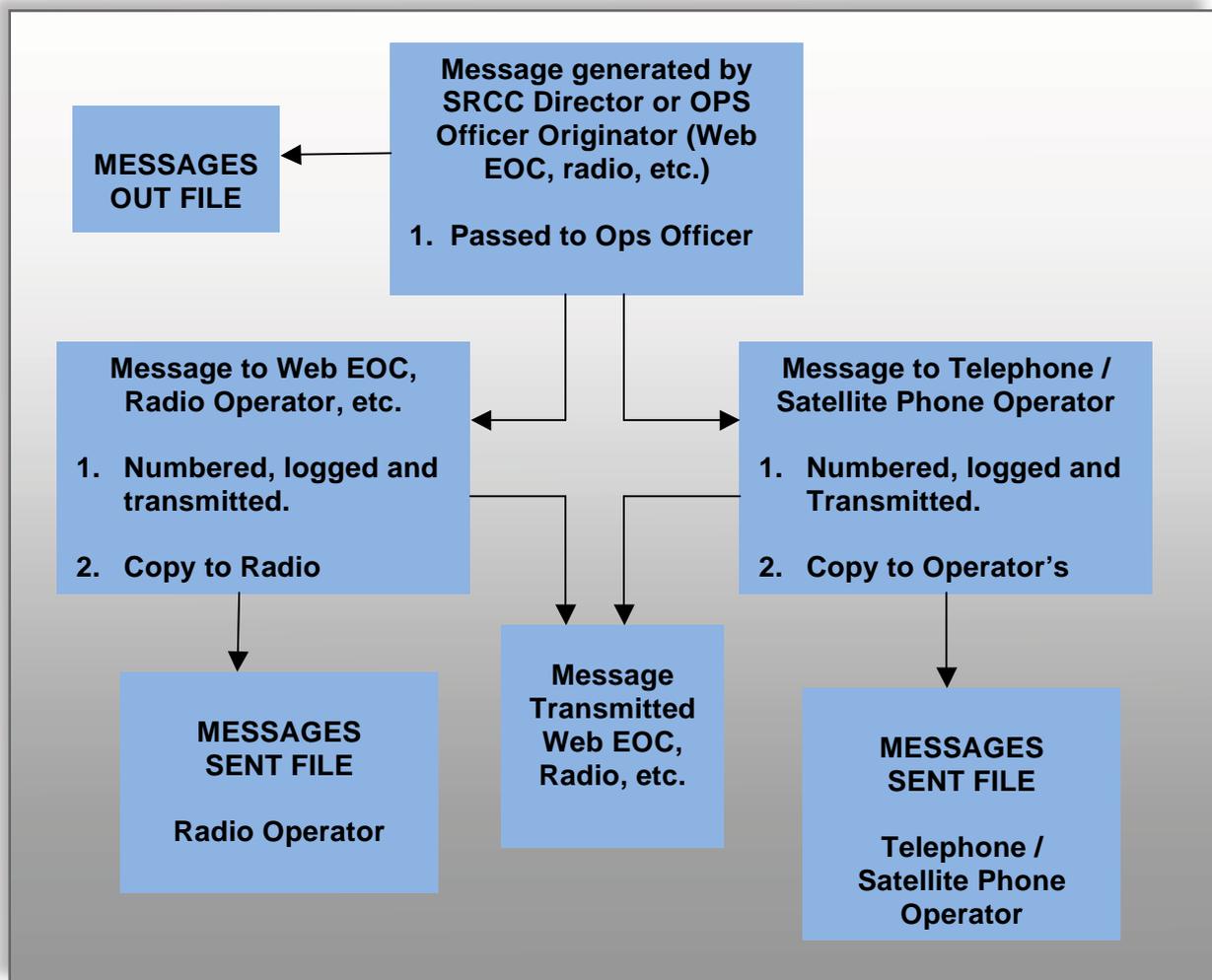
SOP 11: INFORMATION MANAGEMENT AND DISPLAYS

A copy of messages entering the SRCC is passed to the IT Officer who will ensure that all maps and display boards are updated. The IT Officer and other key staff of the SRCC should be trained in the use of Web EOC so that charts, status boards and maps can be created and projected informing the SRCC.

Electronic or hard copy displays and maps will vary depending on the incident/event and its own characteristics, and formats:

A. Maps

1. Incident Map - Topography map(s) of affected State(s) with status of infrastructure, inundation etc. plotted with various symbols, and map legend.

2. Hazard Maps - showing areas vulnerable to hazards such as flooding, storm surge, hazardous materials incidents etc.

3. Resource Maps - showing location of major resources, distribution centres etc.

B. Logs *(See Forms at Appendix 8a and 8b)*

1. Major Incident Log – a record of all major events resulting from incident, time and action taken.

2. Problem Log - used to track problems and solutions developed.

3. Web EOC record of all logged in activities of organisations involved.

C. Status Boards *(See Forms at Appendix 8c)*

1. Summary status of key facilities, shelters etc.

2. Damage Status Board summarizing impact of event.

3. Regional board.

D. Journal - Kept by Emergency Public Information Officer

The Journal is used for recording daily activities, major decisions taken and time, future activities, anticipated problems and solutions, assignment of responsibilities and areas for follow-up.

E. Public Information & Press Releases

A regular flow of information going out to the public is necessary to reassure the population, keep it safe from secondary hazards, and ensure that any actions to be taken by the authorities to assist with the response are known. Dissemination of Emergency Public

Information is the responsibility of the Impacted State(s). However, the SRCC will collaborate with CDEMA and the impacted country for these purposes.
The SRCC Director will inform CDEMA CU about the SRCC activities.

NOTE: In an emergency many telephone calls from the public will be received. These will often not require action from the SRCC; they may be related to persons seeking information on the situation or seeking information on how to protect themselves or their property. The Telephone Operator/Receptionist and/or Secretary or person receiving such calls should be directed to route these calls to the local public information centre where they can be addressed. This will reduce the load on the SRCC leaving the operation staff free to manage the response.

Telephone calls related to operations issues will be noted on message pads or on computers and follow the message handling procedure.

SOP 12: REPORTING REQUIREMENTS

The SRCC is expected to receive information and reports from the impacted State(s), partners, and donors. In turn, the SRCC will generate reports (Advisories, SITREPS etc.) for sharing with the RCC, media and members of the RRM. Cognisant of the need for timely and accurate information from the field especially in the early stages of the response, the SRCC must strongly recommend the establishment of reporting schedules (where none exists) by the reporting entity (NEOC, Field Units/Teams etc). All efforts should be made to observe any agreed schedules and use the prescribed forms.

The SRCC will establish a schedule for sharing information on the status of the response and for issuing public information for media houses.

In accordance with established procedures contained in the National and Regional Protocols and DANA procedures, the SRCC will prepare reports as follows and submit to CDEMA and to the PM:

a. Preliminary SITREP and Damage Report within 4 – 8 hours following the issuance of the All Clear advisory.
b. Expanded SITREP, updated Damage Report and Preliminary Needs Report within 24hrs and at the end of every 24hr period up to seven days after the All Clear.
c. A Detailed SITREP to include Sector information and Final DANA report 21 days after the All Clear.**
d. An After Action Report once the SRCC has been deactivated. 2-3 weeks after deactivation.

Proper training in the DANA process and reporting is needed by the countries impacted and SRCC staff.

DANA reports can be uploaded and downloaded through the Web EOC.

*** This final report would be issued by the CDEMA Coordinating Unit in the event that the SRCC has been stood down (deactivated).*

APPENDICES

APPENDIX 1	SRCC RESOURCES
APPENDIX 2	CHECKLIST - ACTIVATION
APPENDIX 3	CHECKLIST - DEACTIVATION
APPENDIX 4	SRCC VISITOR'S REGISTER
APPENDIX 5	MESSAGE LOGS
APPENDIX 6	SATCOMMS CONTACT NUMBERS
APPENDIX 7	EMERGENCY MESSAGE FORM
APPENDIX 8	SRCC LOGS/ DISPLAYS
APPENDIX 9	SITUATION REPORT FORM
APPENDIX 10	MEMORANDUM OF UNDERSTANDING
APPENDIX 11	SUB REGIONAL RESOURCE LISTING (warehousing and teams in the Sub-Region)
APPENDIX 12	REQUISITION FORM

APPENDIX 1 - SRCC RESOURCES

The following resources are to be available to the SRCC once activated. It is the responsibility of SRCC Director to ensure availability of resources and to secure resources upon deactivation.

Stationery and Documentation

Resources related to coordination:

1. Stationery supplies: file jackets, paper, staplers, paper clips, treasury tags
2. Paper punch
3. Tape, Drawing Pins
4. Writing equipment – pens, pencils, markers
5. Topographic, risk and hazard maps
6. Resource material – Hazardous Materials lists, MSDS etc.
7. Aerial photographs, satellite imagery
8. All pre-prepared forms – Message, Situation Report, Damage assessment
9. Purchase Order forms for obtaining supplies, finances
10. Documentation on procedures for reimbursement
11. Copies of Regional Coordination Plan, Annexes and Appendices
12. Other plans e.g. Utilities
13. Regional Contact List
14. Memoranda of Understanding/Mutual Aid Agreements
15. Disaster Legislation, Stores Orders, Financial Orders
16. Regional Resource List
17. Compact discs
18. Flip chart stands and pads
19. Telephone Directory: Local and Affected State
20. Name Tags, Badges, Passes
21. First aid kit, medical supplies
22. Vehicle identification tags

Telecommunications

It is desirable that telecommunications should be standardised throughout the region. Also the SRCC should have specific telephone lines and radio frequencies. However, some equipment could be shared particularly if both SRFP's NEOC and the SRCC are operating at the same time.

1. Base Radios (VHF, HF) which, how many, etc.

2. Mobile Radios

3. Hand held radios

4. Spare telephone receivers

5. Cellular phones numbers, etc.

6. Batteries and spare batteries

7. Spare Fuses

8. Scanners

9. Antenna Systems

10. Commercial radio receivers

11. Satellite phones

12. Television Sets

13. Commercial Cable

14. Computers with modems (Internet Access)

15. Fax machines

16. Emergency Broadcast System links

17. Radio repair kit, spares

18. Video camera, Tape recorder, VCR Player

19. Spare printer cartridges, toner

Furniture and Appliances

1. Refrigerator
2. Stove, Gas (LPG)
3. Storage Cabinets
4. Coffee Percolator
5. Kettle, Pots
6. Eating Utensils
7. Microwave Oven
8. Multi-media, overhead and slide projectors
9. Projection Screen
10. Photocopier
11. Digital camera
12. Clocks
13. Display Boards – Dry Erase or Permanent

Sanitary Supplies

1. Paper products, etc.
2. Cleaning supplies, etc.

Emergency Equipment

1. Generator and Fuel for seven days
2. Water tank for seven days
3. Battery – operated lighting
4. Water purification kits

APPENDIX 2 - SRCC ACTIVATION - SET UP CHECKLIST

RESPONSIBILITY: SRCC DIRECTOR

EVENT: DATE: TIME: CHECK OFF ✔

1. Check SRCC resources in place: *(See Appendix 1)*   ☐

2. Check emergency fuel, water topped up.   ☐

3. Check generator, emergency lighting functional.   ☐

4. Ensure communications equipment tested.   ☐

5. Ensure adequate tables, chairs in SRCC.   ☐

6. Set up maps, display boards, charts.   ☐

7. Activate extra phone, fax lines cell phones, satellite phones.   ☐

8. Ensure food, water, bedding supplies available.   ☐

9. Ensure sanitary supplies available.   ☐

10. Check computers, flip charts projectors in place and working.   ☐

11. Check adequate batteries for lighting, radios etc. in place.   ☐

12. Ensure fax line operational, fax installed/available.   ☐

13. Ensure first aid kits and medical supplies in place.   ☐

14. Ensure security arrangements in place.   ☐

15. Ensure access to satellite phones.   ☐

16. Ensure security arrangements in place.   ☐

APPENDIX 3 - SRCC DEACTIVATION CHECKLIST

RESPONSIBILITY: SRCC Director

EVENT: CHECK OFF ☑

Decision to deactivate taken at _____

By_____

CHECKLIST

1. Ensure all messages correctly filed.   ☐

2. Ensure all information from displays recorded.   ☐

3. Ensure all reports completed, sent and copies filed.   ☐

4. Remove maps and display boards.   ☐

5. Inventory, list and store supplies in correct place.   ☐

6. Deactivate all phones, lines, collect phones.   ☐

7. Store radios, spares, ensure batteries charged.   ☐

8. Secure fuel, food, other emergency supplies   .   ☐

9. Secure spare batteries, lighting equipment.   ☐

10. Secure all equipment - computers, projectors, flip charts etc. ☐

11. Secure maps, charts, plans, agreements and other aids.   ☐

12. Inventory equipment and store.   ☐

13. Collect and return borrowed equipment, ensure receipt obtained. ☐

14. Remind Deputy to carry out debrief exercise and prepare report ☐

DATE	NAME	TIME IN	TIME OUT	PASS NO.	AGENCY	SIGNATURE

APPENDIX 4 – SRCC VISITORS REGISTER

APPENDIX 5 - MESSAGE LOGS

a)MESSAGE IN LOG
DATE: PAGE#:_____ OF_____

OPERATOR (PRINT FULL NAME) _____

NUMBER ASSIGNED	TIME RECEIVED	FROM	ORIGINATOR NO	PRECEDENCE

b) MESSAGE OUT LOG
DATE: PAGE#:_____ OF_____

OPERATOR (PRINT FULL NAME) _____

NUMBER ASSIGNED	TIME SENT	TO	ORIGINATOR NO	PRECEDENCE

Country	Telephone #	ISN			
		Voice 1	Voice 2	Fax	Data
Anguilla	(321) 610 2205	763988345	763988346	763988347	763988348
Antigua & Barbuda	(321) 610 2206	763989545	763989546	763989547	763989548
Bahamas	(321) 610 2207	763988320	763988321	763988322	763988323
Barbados	(321) 610 2208	763988285	763988286	763988287	763988288
Belize	(321) 610 2209	763988745	763988746	763988747	763988748
BVI	(321) 610 2210	763988295	763988296	763988297	763988298
Dominica	(321) 610 2211	763989395	763989396	763989397	763989398
Grenada	(321) 610 2212	763989460	763989461	763989462	763989463
Guyana	(321) 610 2213	763989390	763989391	763989392	763989393
Jamaica	(321) 610 2214	763989525	763989526	763989527	763989528
Montserrat	(321) 610 2215	763989565	763989566	763989567	763989568
St. Kitts & Nevis	(321) 610 2216	763989575	763989576	763989577	763989578
Saint Lucia	(321) 610 2217	763989530	763989531	763989532	763989533
St. Vincent & the Grenadines	(321) 610 2218	763989435	763989436	763989437	763989438
Trinidad & Tobago	(321) 610 2219	763989515	763989516	763989517	763989518
TCI	(321) 610 2220	763989560	763989561	763989562	763989563
CDERA	(321) 610 2201	763988350	763988351	763988352	763988353
CDERA	(321) 610 2202	763989415	763989416	763989417	763989418
RSS	(321) 610 2203	763988846	763988847	763988848	763988849
CDERA	(321) 610 2204	763988790	763988791	763988792	763988793
CDERA	(321) 610 2221	763989570	763989571	763989572	763989573
Focal Point (BDOS)	(321) 610 2222				
Focal Point (ANU)	(321) 610 2223	763989410	763989411	763989412	763989413
Focal Point (JAM)	(321) 610 2224				
Focal Point (T&T)	(321) 610 2225				

APPENDIX 6 - SATCOMM CONTACT LIST

APPENDIX 7 - EMERGENCY MESSAGE FORM

INCIDENT:

MESSAGE NO.:   **PRIORITY:**

DATE: **TIME:**

FROM: **TO:**

LOCATION:

MESSAGE:
_____
_____
_____
_____
_____
_____

MESSAGE TAKEN BY: **SIGNATURE:**

ROUTE TO:

ACTION TAKEN:
_____
_____

BY: **DATE:**   **TIME:**

FOLLOW UP REQUIRED IF ANY:

BY (PERSON/AGENCY):

DEADLINE IF ANY:

This copy to:

APPENDIX 8 – SRCC LOGS/DISPLAYS

a) Major events Log

No.	Time entered	Reported by	Reported to	Description	Action taken

b) Problem log

Incident No.	Date, Time of report	Description of Problem	Assigned to	Action	Follow up needed

c) Status Boards

c. i) Shelter

INCIDENT:			DATE:		TIME UPDATED:	
Name	**Capacity**	**# IN**	**Space Available**		**Needs**	**Remarks**

c. ii) Health Facilities

INCIDENT:			DATE:		TIME UPDATED	
Name & Type	**No. Beds**	**Available Beds**	**Patients received #**	**Patients treated #**	**Patients admitted #**	**Remarks/ Needs**

c. iii) Evacuation status

INCIDENT:			DATE:		TIME UPDATED
Area	No of residents	No evacuated	Moved to	Remaining	Remarks/Needs

FINAL WARNING GIVEN TO POPULATION OF………………… AT ……… BY…………….
WITNESSES:

c. iv) Resource Boards

INCIDENT:			DATE:		TIME UPDATED
Resource	Location	Deployed #	Available #	Needed #	Remarks

c. v) Damage Status

INCIDENT:			DATE:			TIME UPDATED:			
Dead	Injured	Homeless	Public Facilities Damaged/ Destroyed	Housing Units Destroyed	Main Roads Unusable	Bridges Damaged	Utilities Damaged	Agriculture Acreage of Crops Damaged	Commerce/ Production Facilities (List)
			Health		Damaged/ Unusable	Destroyed	Power		
			Education			Closed for Inspection	Water		
			Emergency Response				Communications		
			Other				Waste Water		
							Other		
$ Value if known									

APPENDIX 9 – SIT REP

SITUATION REPORT FORM

1.   NAME/TYPE OF EVENT:_____

2.   DATE/TIME OF OCCURRENCE:
      FROM: DATE_____   TIME_____   TO: DATE_____   TIME_____

3.   REPORT DATE: _____   TIME_____

4.   REPORT FOR (LOCATION):_____

5.   CASUALTIES - NUMBER OF PERSONS:
      DEAD: _____
      MISSING: _____
      INJURED: _____
      HOMELESS: _____
      EVACUATED: _____
      PROVIDED WITH SHELTER: _____

6.   BRIEF COMMENTS ON AVAILABILITY AND CONDITION OF WATER SUPPLY:
      _____
      _____
      _____

7.   ESTIMATED DAMAGE TO HOUSING:
      NUMBER DESTROYED: _____

      NUMBER DAMAGED: _____

8.   BROAD EVALUATION OF AGRICULTURAL LOSSES:
      _____
      _____
      _____

9.   BRIEF COMMENTS ON CONDITION OF CRITICAL FACILITIES:
      HOSPITALS: _____

      POLICE/MILITARY FACIL.:   _____

      BROADCASTING: _____

      TRANSPORT LINKS: _____

      COMMUNICATIONS: _____

      ELECTRICITY: _____

10.   BRIEF DESCRIPTION OF ACTIONS TAKEN SO FAR:
      _____
      _____
      _____
      _____

11.   LIST OF MOST URGENT REQUIREMENTS: (SPECIFY TYPE AND QUANTITY):
      _____
      _____
      _____
      _____

12.   LIST OF COMMUNICATIONS MODES AVAILABLE: (SPECIFY TEL OR FAX NOS., RADIO CALL SIGNS, FREQUENCIES, ETC.)
      _____
      _____

APPENDIX 10 - MODEL MEMORANDUM OF UNDERSTANDING

[Saint Lucia Example]

This is a model. The SRCC will adapt.

This Agreement is made this day the ___of the month of _____ two thousand and _____

    Between: The National Emergency Management Office, a Department of the Office of the Prime Minister and which is situated at the Biseé Headquarters, acting herein and represented by the Director (hereinafter called ***THE CONTRACTOR***) of the one part.

    And

_____ (Hereinafter called ***THE SUPPLIER***) of the other part.

    Whereas

    (1) The ***Contractor*** is the organisation with responsibilities for the preparedness, prevention, mitigation and response activities to an emergency situation on the island.

    (2) In order to facilitate some of its responsibilities it is necessary and expedient for ***The Contractor*** to make arrangements for supplies on a credit basis to assist in relief and other humanitarian operations.

    (3) The ***Contractor*** has requested ***The Supplier*** and ***The Supplier*** has agreed to make available to ***The Contractor*** the goods described in the schedule hereto.

    The Supplier at the request of ***The Contractor*** or its nominee all or any of the types of goods described in the Schedule hereto upon the terms and conditions hereinafter mentioned, that is to say:-

    1. ***The Supplier*** will upon the written request or upon any other agreed method supply to ***The Contractor*** any quantity of the goods described in the schedule hereto.

    2. The quantity stipulated must not exceed the agreed limit previously determined in writing by the parties.

    3. ***The Contractor*** will be billed for the quantities supplied to ***The Contractor*** or its nominee at the time of delivery and will be given ninety (90) days to settle the bill submitted by ***The Supplier***.

    4. ***The Supplier*** shall not deliver any of the goods to any person except persons authorised by ***The Contractor***.

    5. The parties shall mutually agree to extend the nature of the goods to be supplied by an amendment to the schedule.

    6. This agreement shall remain in existence for one (1) year but may be extended from year to year by an exchange of letters.

7. Either party may give to the other three months previous notice in writing to terminate this agreement, after all outstanding liabilities are settled.

IN WITNESS WHEREOF these presents have been signed by the parties hereto in triplicate.

Signed

Supplier (Shop Owner)	**Determine who signs.**

Witness
(Chairman – Local Committee)

SCHEDULE

Provide NDO with the following:

1.   **Name of Shop/Company**
2. **Name of person to sign for Shop/Company**
3.   **Name of Committee Chairperson**
4.   **List of items**
5.   **Price of Items**

Initial

_____
Supplier (Shop Owner)

_____
Contractor (NDO)

_____
(Chairman – Local Committee)

Each page of the schedule shall be initialled by all three signatories, including this page.

APPENDIX 11 - SUB REGIONAL RESOURCE LISTING (WAREHOUSING AND TEAMS IN THE SUB REGION):

To be prepared by the SRCC.

APPENDIX 12 - REQUISITION FORM

In spite of taking action when receiving a request from CDEMA or the country impacted, the SRCC should always request a requisition form so for every item or team sent there would be a requisition form.

Event_____

Requisition #_____

Date_____Time_____

Sent from NEOC of _____
by_____
Sent from _____ CDEMA
by_____

Requisition (Relief items, emergency supplies, specialised teams, etc.) and purpose.
_____
_____
_____
_____
_____

To be sent to
_____
_____
_____
_____
_____

Received in SRCC by_____

Date_____Time_____

Passed to_____

Copies to _____

Signature_____