

Model Standard Operating Procedures

For the Sub-Regional Coordination Centre (SRCC)



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Foreword

This document is a revision of a proposed Model Standard Operating Procedures (SOPs) to be adapted and established for the coordination of operations at the Sub-Regional level. The model is based on the CDEMA Regional Coordination Centre SOPs.

The document was refined as part of the Austrian Development Agency (ADA) funded Mainstreaming Climate Change into Disaster Risk Management Project in order to build capacity at the Sub-Regional Focal Points.

The document was formulated with input from the CDEMA CU, members of the Plan Development and Review Sub Committee (PDRSC) and the Directors of the SRFPs. The initial draft was presented at the 2nd meeting of the Plan Development and Review Sub Committee (PDRSC) held in Antigua 4th & 5th May, 2011. Consultations were made during the week of the 27th June -1st July 2011 in meetings with personnel from the four SRFPs: Antigua, Barbados, Jamaica and Trinidad and Tobago.

This document is to be adapted by each of the four Sub Regional Focal Points so that each would have its own specific SOPs.

In order to make the adaptation easier, some paragraphs to be adapted have been highlighted. **Paragraphs highlighted in yellow** are recommended for modification by the SRFP. However any number of changes can be made to the SOPs to ensure they are country specific. The adapted SOPs are the document SRFPs will use for the coordination of response at the sub regional level.

Once the SRFP has adapted the SRCCs SOPs, there should be continuous planning, updating and testing supported by simulation exercises, the SRFPs will then be able to activate their specific Sub-Regional Coordination Centres (SRCCs) in a timely and effective manner in the case of an emergency or a disaster impacting the Sub-Regions.

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LIST OF ACRONYMS

After Action Report	AAR
Caribbean Disaster Relief Unit	CDRU
Damage Assessment and Needs Analysis	DANA
Emergency Operations Centre	EOC
Ministry of Education	MOE
Ministry of Finance	MOF
Ministry of Health	MOH
National Disaster Office	NDO
National Emergency Operations Centre	NEOC
Participating State	PS
Regional Coordination Plan	RCP
Regional Response Mechanism	RRM
Search and Rescue	SAR
Standard Operating Procedures	SOPs
Sub-Regional Focal Point	SRFP
Sub-Regional Coordination Centre	SRCC
Technical Advisory Committee	TAC



PART A: INTRODUCTION

I.0 GENERAL

These Standard Operating Procedures (SOPs) are for operations of the (North-Western, Central, Eastern or South) Sub-Regional Coordination Centre (SRCC) in the Sub-Regional Focal Point (SRFP) of (Antigua, Barbados, Jamaica or Trinidad and Tobago).

2.0 NAME OF STANDARD OPERATING PROCEDURES (SOPS)

These SOPs will be called the "The Standard Operating Procedures for the (North-Western, Central, Eastern, or South) Sub Regional Coordination Centre"; hereafter called the (North-Western, Central, Eastern or South) SRCC SOPs or just the SRCC SOPs.

3.0 PURPOSE

These SRFP SOPs are developed to guide activation, call out, staffing and management of the (North-Western, Central, Eastern or South) Sub-Regional Coordination Centre (SRCC) for response to any disaster affecting a CDEMA Participating States (PS) within the SRFP Sub-Region.

The Sub-Regional Focal Points 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 and its Regional Coordination Centre (RCC) will respond coordinately with the SRFPs and their SRCCs in the case of a disaster affecting Participating States.

4.0 AUTHORITY

CDEMA Articles

The SRCC SOPs are developed under the authority of the Agreement Establishing CDEMA, which gives the Executive Director of CDEMA the responsibility of developing and maintaining a Regional Response Mechanism of which the SRFPs and their SRCCs are part.

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).*

SRFPs have Sub-Regional warehouses with relief items. SRFPs are therefore also responsible for keeping warehouse supplies in good condition should they be required.

Standard Operating Procedures

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

National Legislation

Antigua and Barbuda, Barbados, Jamaica and Trinidad and Tobago have accepted the responsibility of functioning as SRFPs with all its implications in terms of SRCC operations and support to the RRM with deployment of specialised teams and relief goods to impacted countries. This should be stated in the respective country's national legislation.

<<INSERT AND DESCRIBE NATIONAL LEGISLATION of the SRFP that supports SRCC activation and operations.>>

SRFPs should have in-country arrangements to provide assistance during disasters to the countries their SRCCs cover.

5.0 SCOPE

The SRCC SOPs may be implemented once level 2 of the Regional Coordination Plan (RCP) is entered into and under the request of CDEMA. They will remain in effect until the SRCC is deactivated. The SRCC SOPs set out procedures to be followed at the **(NAME THE NATIONAL DISASTER OFFICE)** when acting as the Sub-Regional Focal Point to respond to an impending impact or impact in any CDEMA PS within the SRFP's Sub-Region.

TABLE 1: LEVELS OF SRCC ACTIVATION ACCORDING TO LEVELS 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 Participating States for which local resources are adequate and available. The NDO informs CDEMA CU 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 Participating States for which local resources and response capacity are limited. The NDO informs CDEMA CU 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 CU 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	Partial Activation under request of CDEMA.	Monitoring, deployment of specialised teams and relief goods as requested, reporting.
An impact occurring in any of the Participating States that clearly overwhelms the national resources and capacity to respond. Major external operation required. The	3	Fully activated. 24-hour operations.	Activation of all SOPs: initiation, call out, deployment of specialised

Incident (from CDEMA ECP)	RRM-RCP level of activation	SRCC level of activation	SRCC activities
<p>NDO informs CDEMA CU 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.</p>			<p>teams and relief goods as requested and reporting.</p>

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

TABLE 2: LEVELS OF SRCC ACTIVATION ACCORDING TO SPECIFIC SCENARIOS

Event	RRM-RCP level of activation	SRCC level of activation	SRCC activities
<p>NEOC Activation: Full activation of an NEOC in any country within the Sub-Region. A country has been impacted and its NEOC has been fully activated foreign assistance is needed.</p>	2	Partially Activated under request of CDEMA.	Monitoring, key staff only in SRCC; deployment of specialised teams and relief goods as requested; reporting.
<p>CDEMA Intervention: If a single country has been impacted and CDEMA is providing assistance (e.g., sending CDRU), the SRCC should be activated at least partially.</p>	2	Partially Activated under request of CDEMA.	Monitoring, key staff only in SRCC; deployment of specialised teams and relief goods as requested and reporting.
<p>Multi-State Impact: More than one country within the Sub-Region (may include the SRFP) has or all of them have been impacted and foreign assistance is needed.</p>	3	Fully Activated.	Initiation of all SOPs: activation, call out of all SRCC staff, deployment of specialised teams and relief goods as requested and reporting.
<p>Imminent Large Scale Multi-State 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.</p>	3	Fully Activated.	Initiation of all SOPs: activation, call out all SRCC staff, deployment of specialised teams and relief goods as requested and reporting.

Event	RRM-RCP level of activation	SRCC level of activation	SRCC activities
Slow Large Scale Hazard Impact: Many countries are threatened by a slow onset hazard such as a large oil spill.	3	Fully Activated.	Initiation of all SOPs: activation, call out of all SRCC staff, deployment of specialised teams and relief goods as requested and reporting.
Large Scale Hazard. One or many countries within the Sub-Region have been impacted with large devastation (e.g., Haiti (earthquake), Montserrat volcanic eruption; Grenada by Hurricane Ivan.)	3	Fully Activated.	Initiation of all SOPs: activation, call out of all SRCC staff, deployment of specialised teams and relief goods as requested and reporting.

Note: Consideration should be given to the development of a colour code in which a specific situation (scale of impact, etc.) and a specific response (partial, full-activation) is associated with each colour. (e.g. green: no activation; yellow: partial activation, and red: full activation).

In the particular case in which all countries in a Sub-Region, including the SRFP have been impacted, assistance may originate from other Sub-Regions; therefore, other SRCCs in other Sub-Regions may need to be activated depending on the circumstances and 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 consider this possibility and be familiar with these SOPs should they need to coordinate a Sub-Regional response.

6.0 ASSUMPTIONS

- a. The (INSERT NDO NAME) of (INSERT COUNTRY) acting as the SRFP has adequate dedicated space for the operations of the SRCC.
- b. The (INSERT NDO NAME) of (INSERT COUNTRY) acting as the Sub-Regional Focal Point 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 can 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 an 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 and has been trained in its use.

7.0 CONCEPT OF OPERATIONS

The (INSERT REGION) SRCC is an embedded fully functioning entity within the (INSERT NATIONAL DISASTER PLAN NAME). It is the focal point for and from which all coordination and management of a Sub-Regional response will take place. The SRCC will be staffed by a core group of (seven) persons drawn from the (INSERT NDO NAME) staff and supplemented as necessary by representatives from other organisations involved in the response (National Disaster Committees, disciplined forces, private and social sectors, volunteers etc.) and members of CDEMA CU or other CDEMA PS as necessary.

The (INSERT NATIONAL DISASTER PLAN NAME) should speak to how the country's own NEOC will work co-ordinately with the SRCC.

The SRCC is activated when it is clear that an impact is imminent (Warning Issued) on a CDEMA PS within the SRFPs 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 by hazard 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. The SRCC is activated only if something happens in the Sub-Region; however, in the case of a major disaster in another Sub-Region the SRCC may need to be activated upon CDEMA's request to assist in the overall regional response.

If the SRFP is impacted severely, assistance will come from the CDEMA CU and from other SRFPs. This will be decided on a Sub-Regional basis. Consultations are being held by CDEMA with the SRFPs on this matter. The scenario in which all countries within a Sub-Region and most or all countries within a region have been impacted with considerable damage is also being discussed (e.g. high magnitude earthquake with devastating tsunami associated)

The (NATIONAL DISASTER COORDINATOR OF THE SRFP) is responsible for coordination of emergency and disaster response within the Sub-Region in consultation with CDEMA. The National Disaster Coordinator may designate their Deputy, and/or any other staff to direct operations in the SRCC.

Along with telecommunications equipment a web based EOC (Web EOC or other) will be used in the SRCC for the purposes of coordination, flow of information, damage and needs assessment, recording of provision of supplies, sharing information on the deployment of specialised teams and reporting. Thus, the use of web based EOCs is fundamental in the SRCC operations. SRCC staff should be trained in their use.

(a) How the Sub-Regional Level relates to the Regional and National Levels

The SRCC will liaise directly with the CDEMA CU.

The (name the National Disaster Plan and SOPs) for the SRFP 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 and other designated operations centres 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 States 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 the web based EOCs (Web EOC or others) all coordination and response organisations can have real time access to information about the emergency.

8.6 LOCATION OF SRCC

The SRCC is located in (please indicate).

The alternate SRCC should be established at a suitable facility should the Primary SRCC be non-functional. The alternate SRCC is located at (please indicate). It is important that the NEOC and the SRCC are in the same location at all times.

The SRCC should have an element of portability built in to facilitate relocation of its operations in the event of damage to its primary facility.

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

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



PART B: STANDARD OPERATING PROCEDURES

SOP I - 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 National Disaster Coordinator, with the guidance of the Executive Director of CDEMA by virtue of the authority vested in him under the Agreement Establishing CDEMA, will take any immediate actions in his judgement that are necessary to bring quick resolution to any issue referred to him.

The Chair of CDEMA's Council in conjunction with the Head of the SRFP lead 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 CARICOM's Chair.

The procedure to activate the SRCC in an SRFP, should the situations from point 5.0 above occur, is:

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

b) **The SRCC Director (Specify whether the Deputy National Disaster Coordinator or other).**

The SRCC Director in the (North-Western, Central, Eastern, South) SRCC is the Deputy National Disaster Coordinator.

c) **The SRCC Operations Officer is the NDO Operations Officer/Senior Officer of the Military (Specify for the SRCC).**

The Operations Officer will be: (specify) and the alternate will be (specify).

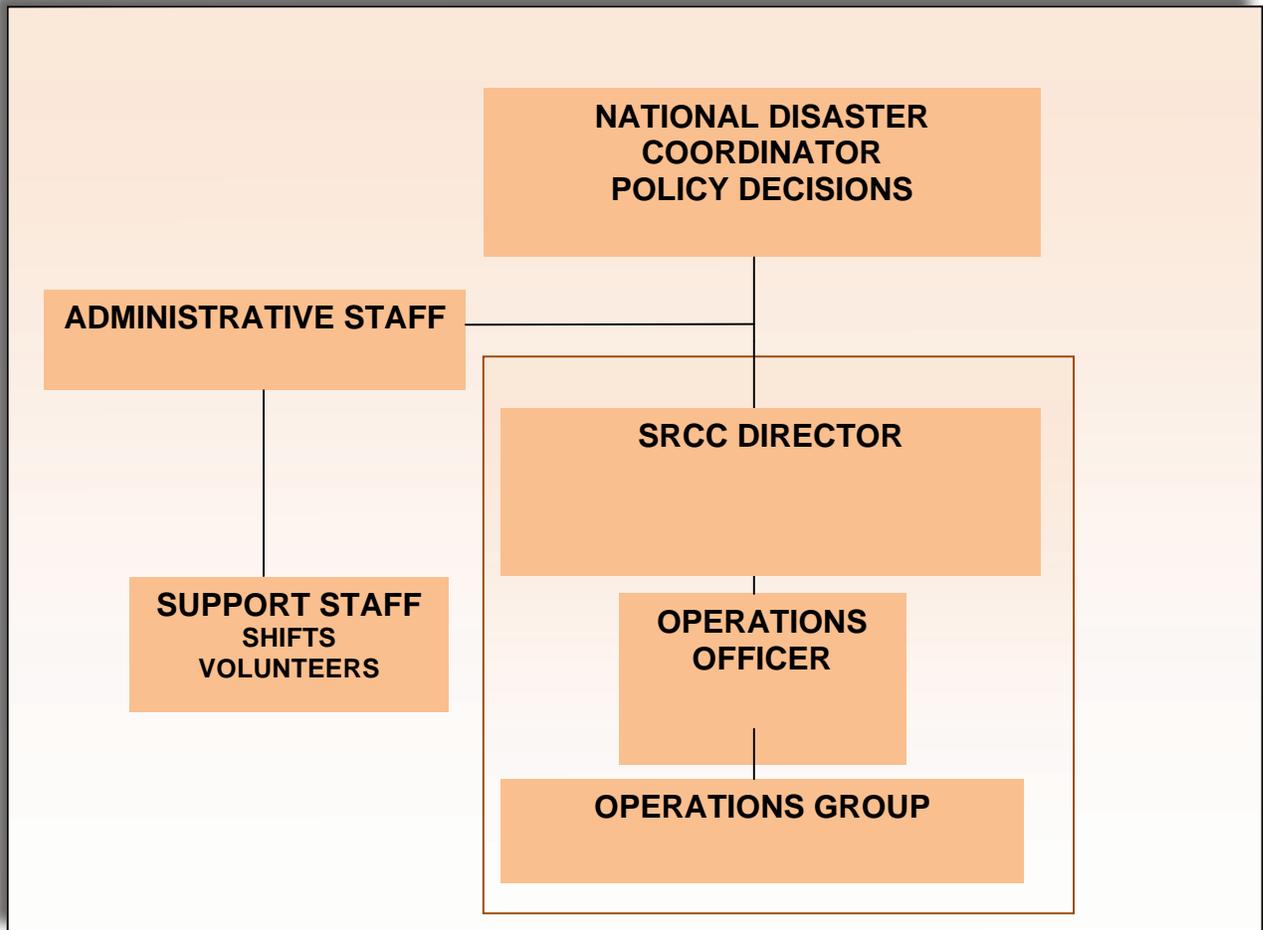
Should a Senior Officer of the military act as the SRCC Operations Officer, he/she should know the SRCC procedures and have participated in training and simulation exercises.

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.

The other members of the SRCC staff are: Administrative Officer, Planning Officer, Telecommunications Officer(s) (and radio operators), Emergency Public Information Officer, Information Technology (IT) Officer, Secretary, Telephone Operator (call centre). (Indicate if there are others)

FIGURE 1: SRCC ORGANISATION



SOP 2 - SRCC STAFFING

SRCC staff is drawn in the first instance from the (National Disaster Office) staff. The Administrative Officer in accordance with his/her 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, Emergency Public Information Officer, Information Technology Officer, Telecommunications Officer (and Radio Operators), Secretary, Telephone Operator, other members and volunteers. Specific Terms of Reference are detailed below.

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

SRCC Positions

The positions in the SRCC are:

1. Director of the SRCC
2. Operations Officer
3. Administrative Officer
4. Planning Officer
5. Emergency Public Information Officer
6. Information Technology (IT) Officer
7. Telecommunications Officer (s) (Radio Operators)
8. Secretary
9. Telephone Operator

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

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 SOPs and 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, volunteer Ham operators and others from service groups could also assist in the SRCC operations.

SRCC DIRECTOR – Deputy NDC (Specify for the SRFP)

- a) Responsible for managing 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 are 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) Ensures availability of Sub-Regional Response Teams for possible deployment to impacted countries in the Sub-Region once the SRCC is activated. (including the CARICOM Disaster Relief Unit CDRU).
- f) Ensures all key staff of the SRCC is trained in the use of web based resources for EOC coordination.
- g) Ensures continuous monitoring of hazards and immediately notifies the (National Disaster Coordinator) so that the Executive Director CDEMA CU can be notified as well of threats to the Sub-Region.
- h) Responsible for establishing the SRCC (See Checklist at Appendix 2)
- i) Ensures proper display of information in SRCC.
- j) Monitors incoming reports and corrective actions from impacted States (through Web EOC, etc.).
- k) Ensures damage and needs assessment reports are prepared to determine specific needs for the affected country (ies).
- l) Ensures the production and dissemination of the SRFP's Information Products including advisories, SITREPS etc. and arrangement of Press Briefings.
- m) 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.
- n) Ensures maintenance of records for SRCC including Event Logs.
- o) Ensures dissemination of accurate and timely information to CDEMA CU, CDEMA.
- p) Ensures daily briefings, review and planning sessions for SRCC personnel.
- q) Ensures debrief of event and production of After Action Report (AAR).
- r) Deactivates the SRCC after consultation with CDEMA CU.

END OF PROCEDURE

OPERATIONS OFFICER – (Indicate who is/are the OPS Officer(s) in the SRCC)

- a) Assists the SRCC Director in his/her functions.
- b) Ensures database of suppliers, emergency response personnel is current and available/accessible by SRCC.
- c) Has previous knowledge of specific resources (specialised teams, relief goods, etc.) in the countries in the Sub-Region.
- d) Ensures database of items at the warehouse and emergency, response personnel is current and available/accessible by SRCC.
- e) Is trained in the use of web based EOC resources (including Web EOC).
- f) Accesses Web EOC through the CDEMA website to monitor the situation.
- g) Ensures receipt and logging of incoming and outgoing messages for the SRCC.
- h) Reviews and assigns priority to messages in consultation with SRCC Director.
- i) Ensures the smooth flow of information and messages within the SRCC.
- j) Ensures coordination of resources needed for logistical support.
- k) Ensures the establishment and maintenance of communication links with impacted State(s), Response Teams and the CDEMA CU (through web based resources - Web EOC, others, radio, telephone, etc.)
- l) Coordinates the mobilisation and deployment of Sub-Regional Response Teams through liaison with respective elements of the RRM.
- m) Secures logistics for supporting deployed Regional Response Teams sent to Sub-Regional impacted States.
- n) Monitors status and movement of supplies in the Sub-Regional Warehouse and advises SRCC Director on requirements for first response items and humanitarian relief supplies for discussion with donors.
- o) Updates the SRCC Director on progress of response through briefings and timely feedback.
- p) Ensures SRCC logs are kept.
- q) Assists SRCC Director in production of Advisories and Situation Reports.
- r) Assists in the preparation for SRCC Briefings.
- s) Assists in the deactivation of the SRCC.

END OF PROCEDURE

ADMINISTRATIVE OFFICER (Indicate who will be the Administrative Officer in the SRCC)

- a) Keeps and regularly updates directories, lists, checklists and inventories of equipment and materials and any other items that will 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 including roster staffing, supply of stationery etc. to ensure smooth running of the SRCC.
- d) Ensures the SRCC equipment is kept functional
- e) Ensures in coordination with the IT Officer that all equipment and materials for the right operations of web-based resources (Web EOC and others) are in place (computers, software, passwords, stationery, back-up generators, directories, etc.).
- f) Organises equipment repairs 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) Files 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.

END OF PROCEDURE

EMERGENCY PUBLIC INFORMATION OFFICER (Mention who is the EPIO in the SRCC)

- 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 SRCCs incoming email, facsimiles and other correspondence, 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 gathers information appropriate for inclusion in public information products.
- f) Keeps continuous communication with the IT Officer to ensure information received through Web EOC is used in the preparation of public education 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 a 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.

END OF PROCEDURE

INFORMATION TECHNOLOGY OFFICER (Mention who will be the IT officer in the SRCC)

- a) Responsible for all IT support systems.
- b) Is trained in the use of web based resources (Web EOC and others).
- 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) Is responsible 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 audio-visual equipment.
- g) Prepares/formats all web based products for posting to web EOC and website.
- h) Keep 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 Web EOC.
- j) Logs in Web EOC the SRCC activities.
- k) Keeps continuous communication with the Telecommunications Officer to ensure both know 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.

END OF PROCEDURE

TELECOMMUNICATIONS OFFICER (Indicate who is the TO in the SRCC)

- a) Manages Communications Centre in the SRCC.
- b) Ensures equipment is functional / operational.
- c) Ensures proper and timely message handling.
- d) Monitors the status of communications with the affected States by consultation with NEOCs.
- e) Liaises with SRCC Director to establish information flow which directs 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 messages 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 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.

END OF PROCEDURE

PLANNING OFFICER (Indicate who is the Planning Officer in the SRCC)

- a) Coordinates display of information coming into SRCC on monitors, maps, screens and status boards. (Use Web EOC as necessary).
- b) Coordinates with Telecommunications Officer and Information Technology Officer regarding messages and information received.
- c) Keeps maps, charts and status boards updated.
- d) Informs and updates the Operations Officer about the situation in impacted countries and about needs.
- e) Ensures affected areas, 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 Situation Reports.

END OF PROCEDURE

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 NDC 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 is: (please indicate: personnel from other agencies (Defence Force, Fire Service, MOH, etc. that would go to the SRCC to support in specific activities: Search and Rescue (SAR), Telecomms, etc., as needed according to the situation).

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/ or 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.

Please indicate which volunteers will assist with running the SRCC and their tasks:

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:

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, may require that the country receives support. This may be coordinated by the Caribbean Disaster Emergency Management Agency [CDEMA] through the Sub Regional Focal Point System.

The decision to activate the SRCC will be made by the Executive Director, CDEMA CU in consultation with **the NDC of the SRFP** according to the impact in a CDEMA PS and following its request for assistance.

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

The National Emergency Operations Centre [NEOC] of the affected State shall retain operational control of all operations in country.

The procedure to activate the SRCC, should the situations from point 5.0 above occur, would be:

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

OF SPECIAL NOTE: Should the CDEMA/CU receive a request for activation from any source from 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 **(National Disaster Coordinator)** shall inform the Prime Minister of SRFP of the need to deactivate the SRCC for his/her approval.

CDEMA Executive Director will contact CDEMA Council Chairperson, CARICOM's Chairperson and the SRFP Prime Minister for these purposes.

See deactivation checklist at Appendix 3.

Note: As the SRCC is in a dedicated space, all resources needed for its set-up will be stored in the NDO. The space will be used as offices for short term consultants and training during the non active periods. The SRCC must always be capable of reverting within one hour. However, a set of large containers should be kept in which the supplies and resources can be packed and moved, should it become necessary to move to the alternate SRCC. Over time, the alternate SRCC should have its own set of supplies and equipment, in case the SRCC and contents are destroyed or become inaccessible.

SOP 4 - ALERT NOTIFICATION AND CALL OUT PROCEDURES**Alert and Notification RCC staff**

The SRFP will utilise the same procedure as the national alert and notification system. It should be briefly described here. Outside of normal working times the National Disaster Coordinator (please indicate the position as it is in the SRFP: Director of NODS, CEO of ODPM, etc.) when receiving any notification/alerts/advisories that a hazard will impact immediately, or as soon as possible following receipt, shall call the Executive Director of CDEMA, the Deputy Executive Director or the Preparedness and Response Manager of CDEMA in that order to discuss the situation and the need for activating the SRCC.

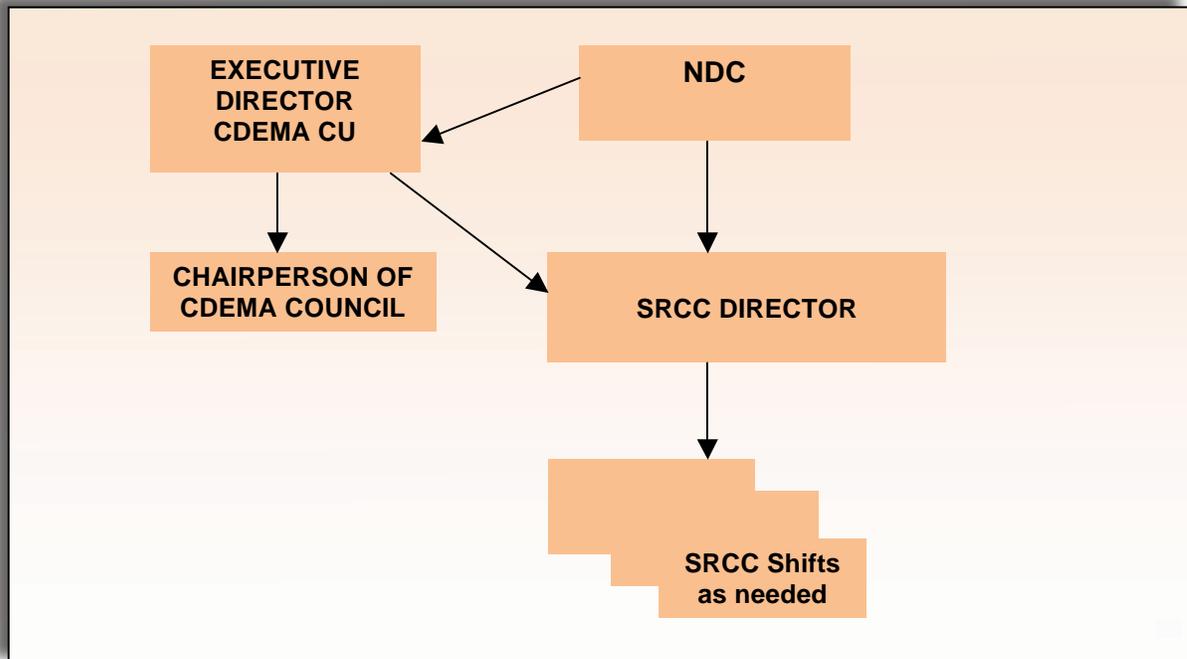
Call Out

The Executive Director of CDEMA and the National Disaster Coordinator (indicate correct title in the SRFP) will consult and make a determination on the need to activate the SRCC. Once activation has been decided the Deputy National Disaster Coordinator will initiate the staff call out.

Call out of SRCC staff is the responsibility of the Deputy National Disaster Coordinator who will liaise with the Operations and Administrative Officers. Call out will be done as it is stated in the NEOC procedures of the SRFP. Call out will follow the diagram in Fig 2.

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

In the first instance, the Deputy NDC will assume the role of SRCC Director, report to the SRCC and commence the setting up of the SRCC. Both the Deputy NDC and the Operations Officer must be available to brief the NDC.

FIGURE 2: SRCC NOTIFICATION, ALERT AND CALL-OUT DIAGRAM

SOP 5 - DISPATCH OF EMERGENCY RESPONSE TEAMS PROCEDURE

The SRFP is responsible for identifying and providing specialised teams from the Sub-Region to the impacted country (ies). These specialised teams and organisations should be identified in the countries within the Sub-Region.

The SRFP is responsible for identifying mechanisms to deploy and redeploy such teams during planning consideration should be given to building a cross sectional team. Issues relating to transportation, daily subsistence allowance, insurance, equipment, leave, approval, etc. should be considered. The SRFP should make the arrangements with the different organisations in the country (Prime Minister's Office, Ministry of Finance, other Ministries, etc.) so that specialised personnel can be identified and deployed without delay.

At the same time, the SRFP should determine with CDEMA what financial arrangements for sending these teams would be in place when CDEMA requests the deployment of teams. Either the team is sent directly by the government of the SRFP or at the request of CDEMA.

Specialised teams will be deployed depending on the impacted country's needs for them: doctors, nurses, SAR team, engineers, etc. In all cases teams will be sent according to the country's needs and only if requested either directly or through CDEMA. The SRFP will always consult with CDEMA about sending the teams to the affected country.

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 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 stricken State within their Sub-Region.

Emergency Teams and Personnel will be dispatched in accordance with provisions under the CDEMA Agreement, any covering MOUs or the respective Donor Groups' Operations Orders.

A list of emergency teams and their expertise available in the Sub-Region should be in this SOP. Each SRFP should prepare one. A directory is also required. Please include in APPENDIX 11.

SOP 6 - PROVISION OF EMERGENCY SUPPLIES

Impacted countries might need emergency supplies. If they cannot supply them from in-country sources, they will request international assistance. The SRCC having identified resources in the SRFP and in other countries in the Sub-Region, might be able to provide such assistance in coordination with the RCC and the country's NEOCs.

The 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 such as water, chainsaws, generators, tents, tarpaulins, blankets, etc.

The SRFP is responsible for keeping an inventory of the relief items and ensuring arrangements such as transportation are in place for the shipping of these items to affected countries in need of them.

The SRFP will provide the relief items from the warehouse to the impacted country at the request of CDEMA based on the request of the impacted country.

The Director of Operations will determine 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. Web EOC will be particularly helpful to optimise the flow of information and the provision of emergency supplies since all responders will have access to the same information via the medium.

Transparency should be ensured at all times keeping track of all items sent from the warehouse to specific air or seaports in impacted countries. In the case of more than one country impacted and needing relief items. Special arrangements should be made with ports both governmental and private.

Financial arrangements should be in place to address the shipping costs of the relief items with CDEMA, the SRFP government (Ministry of Works, transportation, Port Authority, customs, etc.,) regarding transport, drivers, fuel, etc. All items sent should respond to specific needs as requested by the impacted countries.

In a case where more than one country in the Sub-Region is affected, the SRCC must ensure that all relief items and teams are sent to either country based only on their specific needs and under specific request. **In case the SRFP is impacted arrangements should be in place with CDEMA for the use of relief items in the SRFP itself.**

In this case the SRFP would send relief items from its own warehouse and from the country itself and/or in case the SRFP would be receiving relief goods from other countries to be sent to the affected State, the SRFP through its SRCC and in coordination with CDEMA will ensure that no unneeded items and/or items that are expired or are not adequate to the social/religious characteristics of the impacted country are sent; e.g., expired food, clothes, medicines or items in a language alien to the Caribbean: Russian, Chinese, etc.

Requests and provision of supplies can be recorded with the help of the Web EOC. The SRFP, in all cases, should keep records of the items requested and sent for transparency and in order to support replenishment after the emergency.

See Suggested Requisition Form in Appendix 12.

SOP 7 - WEB BASED EOC INFORMATION MANAGEMENT

Besides traditional telecommunication systems such as radios and telephones, it is possible to receive information about damage and needs from impacted countries digitally.

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

Web EOC has been used by CDEMA and its Participating States in simulation exercises, it is important that it is used in real events to improve coordination. It allows access to real time information about a disaster from multiple sources including CDEMA's RCC, SRFP, CDEMA PS and other organisations involved in disaster response and relief.

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 authorised users remote access via the internet.

In the event of a disaster the CDEMA CU will create an 'Incident Name' in Web EOC and CDEMA, the SRCC and NEOCs' staff members can log activities of their own organisations/countries related to that specific 'Incident'. At the same time all would be able to look at everything posted so 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 emergency/disaster in order to log activities and inform the SRCC of information from other countries/organisations. However, Web EOC is not only monitored by the IT Officer, Web EOC is a tool that should be used by all SRCC staff. The IT Officer must coordinate with CDEMA ICT Manager to ensure the SRCC staff is trained in the use of Web EOC.

Prior to any event and as part of preparedness activities in the SRCC, the NDC (SRCC Director) and the Deputy NDC 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 ready to be accessed so that it can be used in response and coordination operations. It must be ensured that all key personnel have log in credentials to Web EOC. The same staff of the SRCC should ensure that personnel of the SRCC are continuously trained in the use of the Web EOC so that it can be used for coordination, information sharing and processing in the SRCC.

SOP 8 - SECURITY OF ACCESS

Security of access 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 NDO/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 authorized by the NDC, Deputy NDC 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 NDC, Deputy NDC 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.

Please adapt this procedure as per current procedure for NEOC if necessary.

See APPENDIX 4 for SRCC Visitors Register.

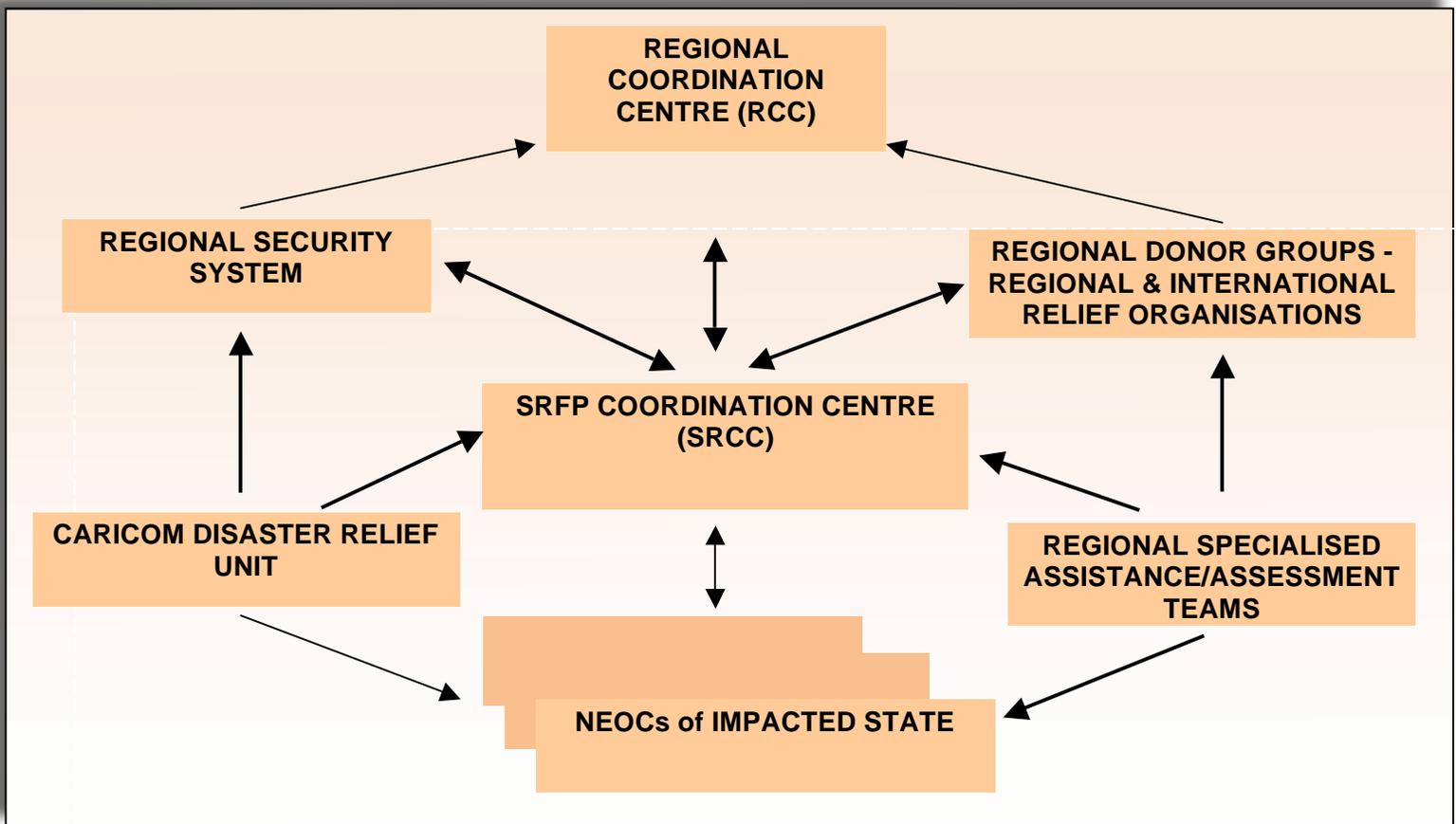
SOP 9 - INFORMATION FLOW TO SRCC

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 activated NEOCs and 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 Web EOC, all organisations will communicate in real time; therefore, the use of Web EOC is key for adequate operations of the SRCC and for the flow of information among all agencies.

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 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 the 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 SRFP is also equipped with Satellite Communications (SATCOMS). The contact numbers for the CU and each Participating State is at Appendix 5. **Please see if it is updated for the country SRFP.**

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 NDO Receptionist or the Secretary who will transfer the message to the SRCC Director or Operations Officer for attention. Data messages (fax, email) maybe 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.

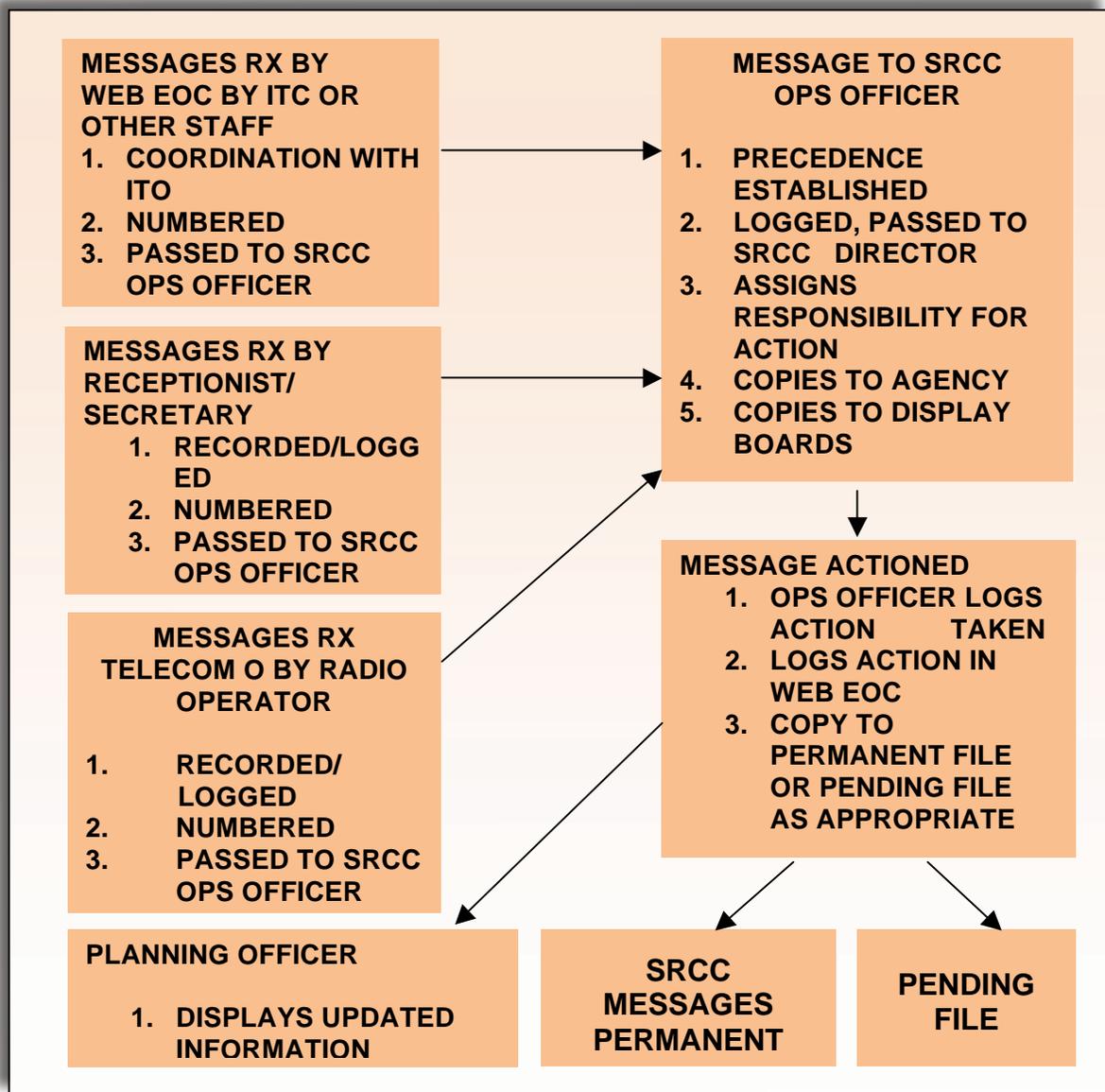
The Operations Officer will review all incoming messages and will indicate on the appropriate copy what action has been taken and when. One copy of the message must be filed in the "PERMANENT" file by the Administrative Officer. Messages in the process of being acted on will be filed in the "PENDING"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

Web EOC is the hub for information during emergencies and all events should be logged in it so that all SRCC members, RCC members, NEOCs members and the rest of organisations involved will be aware of existing needs for response.

FIGURE 4 MESSAGE FLOW CHART – IN TO SRCC



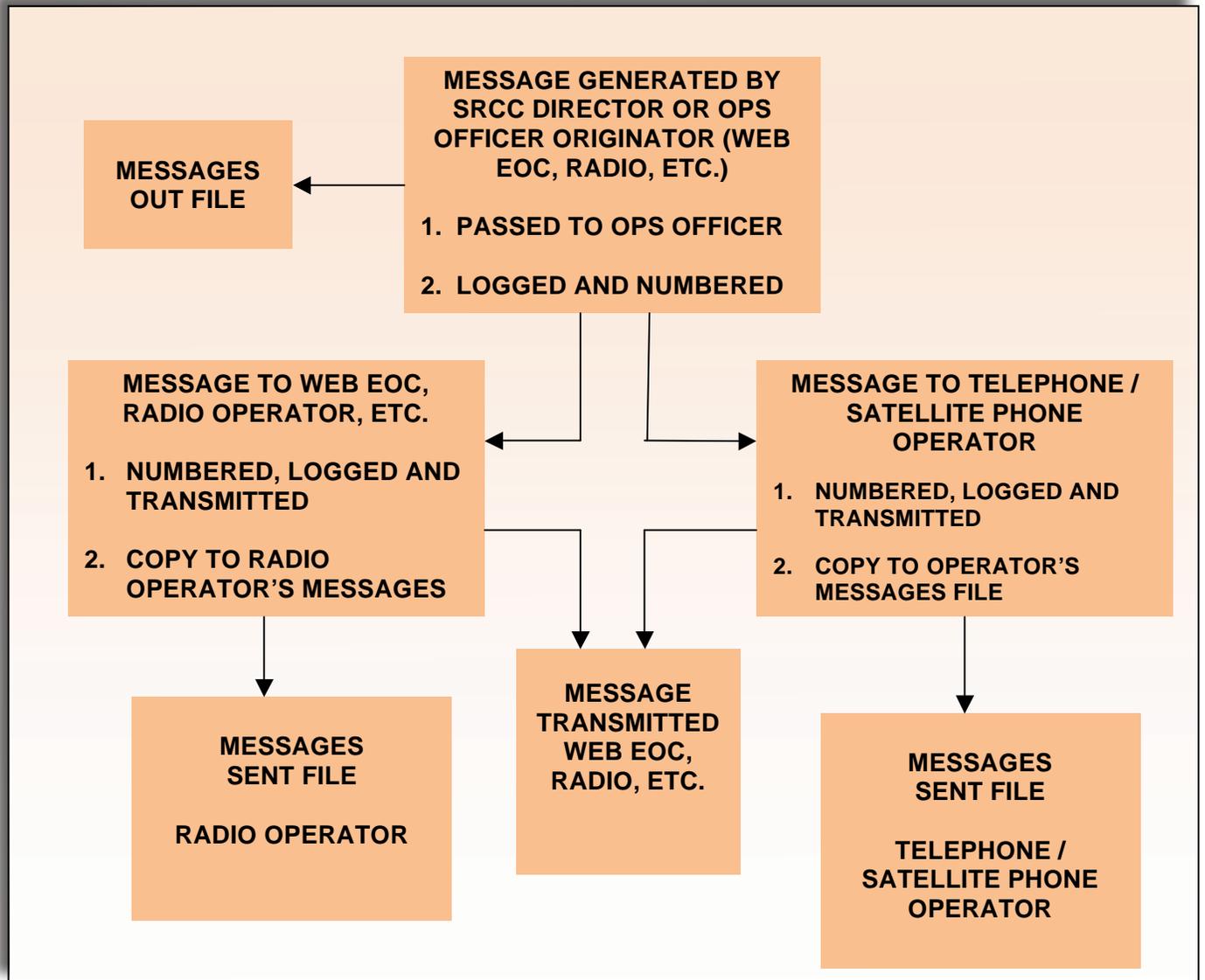
Note: On deactivation, the PERMANENT and PENDING messages can be matched against the incoming message log file to see if messages were actioned in a timely manner. These files will represent a permanent record of messages from the incident/event, and should be analysed for the debriefing exercise.

Messages going out from the SRCC (Fig. 5)

The SRCC Director or Operations Officer will generate outgoing messages which were actioned by 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, logged and filed as detailed in Fig 5.

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

FIGURE 5 MESSAGES FLOWCHART-OUT OF SRCC



SOP II - 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.

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

A. Maps

1. Incident Map - Topography map(s) of affected State(s) with status of infrastructure, inundation etc plotted with various symbols, and legend.
2. Hazard Maps - Showing areas vulnerable to hazards such as flooding, storm surge, hazardous materials incidents etc.
3. Resource Map - Showing location of major resources, distribution centres etc.

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

1. Major Incident Log - 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. Summarising status of key facilities, shelters etc.
2. Damage Status Board summarising 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

These are also the responsibility of the Emergency Public Information Officer. A regular flow of information going out to the public is necessary to reassure the population, keep them 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 NDC of the SRFP will assist when necessary.

The SRCC Director in collaboration with the Information Officer must establish and share a schedule for daily internal briefings and Media/News Conferences as necessary.

Executive and media briefings should be scheduled regularly, preferably at the same time each day or at whatever interval is agreed.

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), response partners, and donors. In turn, the SRCC will generate reports (Advisories, SITREPS, Incident Reports 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 observing media house deadlines for news programmes.

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 Prime Minister:

- 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

Please review and modify all appendices as necessary: include necessary information as required. Appendices should reflect the real status of information and resources the SRCC currently has.

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 team in the Sub Region)
APPENDIX 12	REQUISITION FORM

APPENDIX I - 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.

These are general items. Please specify and list what the SRCC currently has.

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. Diskettes, compact discs
18. Flip chart stands and pads
19. Telephone Directory: Local and Affected State(s)
20. Name Tags, badges, passes
21. First aid kit, medical supplies
22. Vehicle identification tags

Telecommunications

This is a general list, the SRCC should aim at having these items, however, the attachment to the SOPs should have what the SRCC has in reality.

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 in case the SRFPs, NEOC and the SRCC are operating at the same time.

Please list those existing in the SRCC:

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

Please review and modify as necessary.

EVENT:	DATE:	TIME:	CHECK OFF 
1. Check SRCC resources in place: <i>(See Appendix 1)</i>			<input type="checkbox"/>
2. Check emergency fuel, water topped up.			<input type="checkbox"/>
3. Check generator, emergency lighting functional.			<input type="checkbox"/>
4. Ensure communications equipment tested.			<input type="checkbox"/>
5. Ensure adequate tables, chairs in SRCC.			<input type="checkbox"/>
6. Set up maps, display boards, charts.			<input type="checkbox"/>
7. Activate extra phone, fax lines cell phones, satellite phones.			<input type="checkbox"/>
8. Ensure food, water, bedding supplies available.			<input type="checkbox"/>
9. Ensure sanitary supplies available.			<input type="checkbox"/>
10. Check computers, flip charts projectors in place and working.			<input type="checkbox"/>
11. Check adequate batteries for lighting, radios etc. in place.			<input type="checkbox"/>
12. Ensure fax line operational, fax installed/available.			<input type="checkbox"/>
13. Ensure first aid kits and medical supplies in place.			<input type="checkbox"/>
14. Ensure security arrangements in place.			<input type="checkbox"/>
15. Ensure access to satellite phones.			<input type="checkbox"/>
16. Ensure security arrangements in place.			<input type="checkbox"/>

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

APPENDIX 4 - SRCC VISITORS REGISTER

DATE	NAME	TIME IN	TIME OUT	PASS NO.	AGENCY	SIGNATURE

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

APPENDIX 6 - SATCOMM CONTACT LIST

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 7 - EMERGENCY MESSAGE FORM

Use this format or the one you currently use in the NEOC.

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

Please review and modify as necessary.

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				Communica tions		
			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]**

SRFP should adapt and ensure agreements are made with in-country and regional companies.

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 organization 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 authorized 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 II - SUB REGIONAL RESOURCE LISTING (WAREHOUSING AND TEAMS IN THE SUB REGION)

Please list items and teams according to your SRFP/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 _____

ANNEX 1: USEFUL TIPS FOR THE SRCC

Rumour Control and Information Dissemination

During any emergency or disaster, rumours will circulate which can set back emergency response efforts, de-motivate emergency management workers and confuse the population. Control and discrediting of these rumours is essential.

One of the most effective means of rumour control is the continual dissemination of accurate information from an authoritative source. The SRCC and the RCC will be this source, and will direct all official information being disseminated to the public. Several strategies can be used for maximum effect. These include:

- a) Regular news releases through media houses. These should be timed to catch major news broadcasts and early editions of newspapers.
- b) Live interviews with personnel who are both authoritative and knowledgeable.
- c) Panel discussions on electronic media with technical experts who can explain observed phenomena.
- d) Scheduled media conferences.
- e) Statements from the Heads of States or other members of the Executive Group.

Monitoring of the media is also important in rumour control. This responsibility can be assigned to volunteers or PEIU members. These persons will report negative comments and rumours that are being circulated over the electronic media, or being reported in the press.

Stress Management

The pressure situation in which the JSS operates could give rise to stressful situations for the SRCC staff. The SRCC Directors must be aware of the possibility of stress and plan for its management.

Stress management professionals should be part of SRCC staff, even on a part-time basis. There are also courses for peer counsellors, who are trained in recognising and defusing stress in colleagues.

One way of reducing stress is to ensure that actors are well trained and prepared for an extreme event, through training, drills and exercises. Ensuring that lessons are learnt which avoid repeating mistakes builds confidence among team members and reduces uncertainty.

Regular breaks during operations are also important. Enough depth must exist within the response team to allow a shift system to be instituted, so that actors can have breaks and get enough rest. Short breaks during shifts are also highly recommended.

Rest areas in the SRCC should be comfortable enough to permit this, should staff be unable to go home.

The SRCC Director should also be aware of the likelihood of stress build-up in field personnel, particularly those having to respond to traumatic incidents involving death and severe injury. First responders must also be included in stress management debriefs.

Recognising Stress Symptoms

Some symptoms of stress require immediate intervention while others do not. The SRCC Director should be able to recognise these and organize professional intervention by health management personnel. Stress management should be planned for as with any other part of the operation.

Symptoms of Stress

Physical	Cognitive	Emotional	Behavioural
These require immediate corrective intervention			
Chest pain	Decreased alertness	Panic reactions	Significant change in speech patterns
Difficulty breathing	Difficulty making decisions	Shock-like state	Excessive angry outbursts
Exhaustion, collapse	Generalised mental confusion	General loss of control	Anti-social acts
Cardiac arrhythmias	Disorientation	Inappropriate reactions	Extreme hyperactivity
Dizziness	Problems in naming familiar items		
These do not require immediate corrective actions			
Nausea	Confusion	Anticipatory anxiety	Change in activity
Profuse sweating	Poor concentration	Uncertainty of feelings	Change in relations with others

Physical	Cognitive	Emotional	Behavioural
Chills	Distressing dreams	Grief	Increased or decreased food intake
Vision problems	Blaming others	Feeling overwhelmed	Excessive silence
Fatigue	Disruption in logical thinking	Wishing to hide	Unusual behaviour

Source: EOC Operations Student Manual, USAID/OFDA 2000