



# Southern Standard Operating Procedures

For the Sub-Regional Coordination Centre (SRCC)  
Trinidad and Tobago



**CDEMA**  
The Caribbean Disaster  
Emergency Management Agency

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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(s)	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**

### **1.0 GENERAL**

These Standard Operating Procedures (SOPs) are for operations of the Southern Sub-Regional Coordination Centre (SRCC) in the Sub-Regional Focal Point (SRFP) of Trinidad and Tobago.

The Southern Sub Region comprises of Guyana, Grenada, Suriname and Trinidad and Tobago.

**2.0 NAME OF STANDARD OPERATING PROCEDURES (SOPS)**

These SOPs are called the “The Standard Operating Procedures for the Southern Sub Regional Coordination Centre”; hereafter called the Southern SRCC SOPs or the SRCC SOPs.

### **3.0 PURPOSE**

These SRCC SOPs are developed to guide activation, call out, staffing and management of the Southern Sub-Regional Coordination Centre (SRCC) for response to any disaster event affecting a CDEMA Participating State (PS) within the 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 Response Management Agency (CDEMA) in the case of any disaster event affecting any of its PS. The CDEMA Coordinating Unit (CU) and its Regional Coordination Centre (RCC) will respond alongside the SRF and its SRCC in the case of a disaster affecting Participating States within the Sub-Region.

## 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 to which the SRFPs and their SRCCs belong.

*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 now have Sub-Regional warehouses with relief items. The SRFPs are therefore responsible for ensuring the supplies are in good condition prior to shipment.

### Standard Operating Procedures

These SRCC SOPs are an appendix to the CDEMA Coordinating Unit (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(s).

### National Legislation

Antigua and Barbuda, Barbados, Jamaica and Trinidad and Tobago have accepted the responsibility to be SRFP 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 national legislation.

<<National Legislation of the Trinidad and Tobago that supports the activation and operations of the SRCC should be identified and described here.>>

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

## 5.0 SCOPE

The Southern 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 Office of Disaster Preparedness and Management (ODPM) when acting as the Sub Regional Focal Point to respond to an impending impact or actual impact in any CDEMA PS within the Southern 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 <b>no regional response is required</b> . 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 <b>requests focused specialised regional assistance</b> . 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 which clearly overwhelms the national resources and capacity to respond. Major external operation required. The NDO informs CDEMA CU of the impact and <b>requests that the RCP be activated</b> . A state of emergency/national disaster	3	Full Activation 24-hour operations.	Activation of all SOPs: initiation, call out, deployment of specialised teams and relief goods as requested and

may be declared. Actions may include the activation of the RRM, the Sub-Region(s) and full activation of the Regional Coordination Plan.			reporting.
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Some specific examples of events and the level of activation of the SRCCs are:

**TABLE 2 LEVELS OF SRCC ACTIVATION ACCORDING TO SPECIFIC SCENARIOS**

<b>Event</b>	<b>RRM-RCP level of activation</b>	<b>SRCC level of activation</b>	<b>SRCC activities</b>
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 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 is 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 under 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 country within the Sub-Region has been impacted and foreign assistance is needed.	3	Fully Activated.	Initiation 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.	Initiation of all SOPs: activation, call out all SRCC staff, deployment of specialised teams and relief goods as requested and reporting.
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 all SRCC staff, deployment of specialised teams and relief goods as

			requested and reporting.
Scale of impact. One or many countries within the Sub-Region have been impacted with large devastation (e.g., Haiti (120110 earthquake), Montserrat volcanic eruption; Grenada by Hurricane Ivan.)	3	Fully Activated.	Initiation of all SOPs: activation, call out 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) could be 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 the Sub-Region, including the SRFP have been impacted, assistance might need to come from other Sub-Regions; therefore, other SRCCs in other Sub-Regions may require activation depending on the circumstances and under the request of CDEMA.

In the case where the Southern 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 the SRFP; therefore, all countries within a Sub-Region should consider this possibility and be familiar with the SOPs in order to coordinate a Sub-Regional response.

**6.0 ASSUMPTIONS**

- a. The Office of Disaster Preparedness and Management (ODPM) of Trinidad and Tobago, who serves as the head of the Southern Sub-Region, has adequate dedicated space for the operations of the SRCC.
- b. The ODPM 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 up to 150 miles per hour storms 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. Staff of the Southern SRCC is familiar with its functions and operations 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 Southern SRCC is an embedded fully functioning entity within the National Emergency Operations Plan of Trinidad and Tobago – the Southern SRFP. It is the focal point for and from which all coordination and management of a Sub-Regional response will take place. The Southern SRCC will be staffed by a core group of persons drawn from the ODPM and supplemented, as necessary, by representatives from other organisations involved in the response (National Disaster Committees, disciplined forces, private and social sectors, etc.) volunteers and members of CDEMA CU or other CDEMA PS.

The National Emergency Operations Plan should speak to how the National Emergency Operations Centre (NEOC) will work co-ordinately with the Southern SRCC.

The SRCC is activated on request from the CDEMA as a result of a request for assistance from impacted CDEMA Participating State(s) within the Southern Sub-Region. Activation of the SRCC is most likely in the event of a multi-country impact scenario or if a nearby staging area is required for launching operations within an impacted state. Activation may also be triggered on request from the CDEMA CU who, being in possession of credible reports of impact or likely impact, but has not been able to establish communications with the impacted country.

A pre-condition for the activation of the Southern 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 RRM/RCP and CU Plan provides for activities under the pre-impact phase of any event.

In the event that the focal point country is severely impacted and unable to assist in coordinating an emergency response to other impacted countries within its Sub-Region, the CDEMA CU will coordinate the emergency response or request assistance with coordination from another SRFP. This will be decided on a case by case basis.

The scenario in which all or most PS have been impacted with considerable damage (e.g. high magnitude earthquake with devastating tsunami associated) is currently under discussion.

The Director of the Southern SRCC is responsible for coordination of emergency and disaster response within the Southern Sub-Region in collaboration with the CDEMA CU. The SRCC Director may designate the Deputy of the ODPM and/or any other staff to direct operations in the Southern SRCC.

Along with telecommunications equipment, a web-based facility (Web EOC or other) 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 web based EOCs is fundamental in the SRCC operations. It is recommended that SRFP staff be trained in the use of Web EOC for a better coordination at the regional level with the CDEMA CU.

### (a) Sub-Regional, Regional and National Level interactions

The Southern SRCC will liaise directly with the CDEMA CU. The National Emergency Operations Plan of Trinidad and Tobago is required to make provision for sharing information with the RCC by the insertion of explicit SOPs. The SRCC works in support of the RCC and as such will not, unless specifically requested by an official source, act on behalf of or represent any entity except to share information on damage, needs and

response activities.

NEOCs of the PS within the Southern Sub-Region (Guyana, Grenada and Suriname) may authorise the Southern SRCC to liaise directly with the RCC to share information and, conversely, the SRCC may liaise directly with 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) there will be real time access to information about the emergency.

## 8.6 LOCATION OF SRCC

The Southern SRCC is located in the Office of Disaster Preparedness and Management building on 4 Orange Grove Road, Tacarigua in Trinidad.

The alternate Southern SRCC is established at a suitable facility should the Primary SRCC be non-functional. The alternate SRCC is located at the Mobile NEOC or at the Tobago Emergency Management Agency (TEMA) Office in Tobago.

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

If the Southern SRCC is not operable the CDEMA CU will make a determination as to whether they will assume sole responsibility for coordination or request assistance from another Sub-Regional Focal Point.



## PART B: STANDARD OPERATING PROCEDURES

### SOP 1 - ORGANISATION OF THE SOUTHERN 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 Chief Executive Officer (CEO) of ODPM, under 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 Council in conjunction with the Head of the Southern Sub-Region 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, should the situations from point 5.0 above occur, is:

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

#### b) The SRCC Director/ODPM CEO

The Southern SRCC Director is the Chief Executive Officer of the Office of Disaster Preparedness and Management.

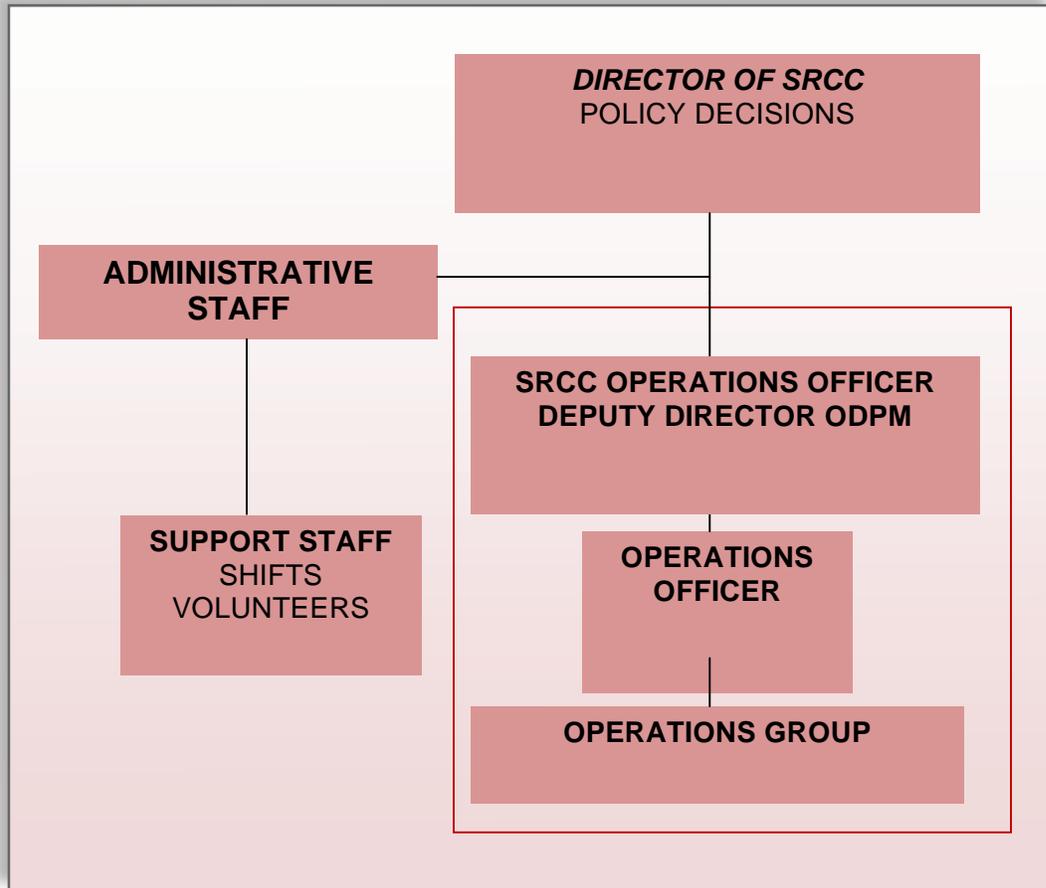
#### c) The SRCC Operations Officer/ODPM Operations Manager

The Operations Officer will be the ODPM Operations Manager. In the case a senior officer of the military acts as the South SRCC Operations Officer, he/she should be familiar with the SRCC procedures having 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), Information Officer, Information Technology (IT) Officer, secretary, telephone operator (call centre) and Logistics Officer.

FIGURE 1 SOUTHERN SRCC ORGANISATION



## SOP 2 - SOUTHERN SRCC STAFFING

SRCC Staff is drawn in the first instance from the ODPM staff. The Administrative Officer in accordance with their responsibility under the NEOC Plan must allocate staff and resources to ensure the efficient functioning of the SRCC.

The functioning of the SRCC will be coordinated by the SRCC Director and facilitated by support staff that will comprise an Operations Officer, Administrative Officer, Emergency Public Information Officer, Information Technology (IT) Officer, Telecommunications Officer (and Radio Operators), 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 Sub-Regional Coordination Centre.

### SRCC Positions

The positions in the Southern SRCC are:

1. SRCC Director,
2. Operations Officer,
3. Administrative Officer,
4. Planning Officer,
5. Information Officer,,
6. Information Technology (IT) Officer
7. Telecommunications Officer(s) (Radio Operators),
8. Logger,
9. GIS Specialist,
10. Secretary,
11. Telephone Operator.

This list can be modified according to the specific organisation of the South SRCC by adding other positions or by reducing staff but ensuring all the functions are covered.

Other personnel in the SRCC can be representatives of organisations involved in the response such as the Ministry of Health, Ministry of Education, Police, Fire Service, Public Works, etc. This will be decided by the SRCC according to the situation and specific needs of the impacted country(ies). Additionally, volunteers could assist in the SRCC operations such as Ham operators and others from service groups.

In the case of organisations such as the International Federation of Red Cross and Red Crescent Societies, the UN System and donors which can bring resources from the region or outside the region, it is important to establish coordination before emergencies and ensure plans and procedures for deployment of teams and shipment of supplies are compatible with these SOPs. Coordination and flow of information regarding resources to be sent to impacted countries should also be synchronised. These organisations should be invited to participate in planning so that all resources are utilised and optimise results.

**SRCC DIRECTOR – ODPM CEO**

- 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 SRCC staff are trained for 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.
- 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 State(s) 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 SRCC's information products including advisories and SITREPS and arrangement of Press Briefings.
- m) Ensures 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.
- p) Ensures daily briefings, review and planning sessions for SRCC personnel.
- q) Ensures debrief of event and production of After Action Review (AAR) Report.
- r) Deactivates the SRCC after consultation with CDEMA CU.

**END OF PROCEDURE**

**OPERATIONS OFFICER – Operations Manager, ODPM**

- a) Assists the SRCC Director in his/her functions.
- b) Ensures database of supplies, 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 in Sub-Regional warehouse, 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 for monitoring.
- 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 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 communications links with impacted State(s), Response Teams and CDEMA CU (through web based resources - Web EOC, others, radio, telephone, etc.)
- l) Coordinates the mobilisation and deployment of Sub-Regional Response Teams through liaisons with respective elements of 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, 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 – To be appointed**

- 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 functional.
- e) Ensures, in coordination with the IT Officer, that all equipment and materials for the 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) 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) Supervises financial records regarding dispatch of emergency teams and shipment of emergency supplies.
- m) Assists in the deactivation of the SRCC.

**END OF PROCEDURE**

**INFORMATION OFFICER – To be appointed**

- 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, online 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 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 (webpages, 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 (IT) OFFICER – To be appointed**

- 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 the main person responsible for the SRCC input and monitoring in the web-based resources (Web EOC and others) during the emergency/disaster.
- e) Assists the staff of the SRCC with 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) Keeps maps, charts, status boards updated.
- i) Assists the SRCC Director, the Operations Officer and the other staff in accessing and logging information in the web EOC.
- j) Logs in the web EOC the SRCC activities.
- k) Keeps continuous communication with the Telecommunications Officer to ensure both are aware of information received and sent to other organisations and about information logged and retrieved from the Web EOC.
- l) Keeps in communication with CDEMA CU and impacted countries through chat and messages via the 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 – To be appointed**

- a) Manages 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 State(s) through 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 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 Operations Officer 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.

**END OF PROCEDURE**

**PLANNING OFFICER – To be appointed**

- a) Coordinates display of information coming into SRCC on monitors, maps, screens and status boards. (Uses 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 GIS mapping of the affected areas, position of teams and supplies.
- f) Monitors the web EOC and informs the Operations Officer about new significant events.
- g) Collects information and produces SITREPS.

**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 SRCC Director to identify and provide the adequate amount of support staff per shift for the SRCC. These personnel will, in turn receive their assignments from the SRCC Director.

The supporting staff for the Southern SRCC in Trinidad and Tobago will be drawn from: (Defence Force, Fire Service, MOH, etc.) to assist in specific activities: Search and Rescue (SAR), Telecommunications, 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 (or lack of affiliation) 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.

## 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, Operations Officer, etc., as indicated above.	7:00 am to 3:00 pm
SHIFT 2	Alternates: SRCC Director, Operations 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 receive support; the Caribbean Disaster Emergency Management Agency (CDEMA) through the Sub-Regional Focal Point system may coordinate this. The decision to activate the SRCC will be made by the Executive Director, CDEMA CU in consultation with the CEO of ODPM. Once activated, all Standard Operating Procedures shall come into effect. The National Emergency Operations Centre (NEOC) of Trinidad and Tobago shall retain operational control of all operations in country.

The procedure for activation the SRCC, should the situations from point 5.0 above occur, would be:

- a) CDEMA Executive and the CEO of ODPM have preliminary discussions on the situation and steps to follow.
- b) The CEO of ODPM informs the PM about the situation and the possible need to activate the SRCC.
- c) Country (ies) is (are) impacted and request(s) assistance.
- d) CDEMA Executive Director calls CDEMA Council Chair, CARICOM Chair and Prime Minister of Trinidad and Tobago.
- e) ODPM CEO calls the PM for approval for activation or *vice versa*.
- f) CDEMA Executive Director calls ODPM CEO 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 CEO of ODPM.

*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 CEO of ODPM shall inform the Prime Minister of Trinidad and Tobago of the need to deactivate the SRCC for his/her approval.

CDEMA Executive Director will contact CDEMA Council Chairperson, CARICOM's Chairperson and Prime Minister of Trinidad and Tobago for these purposes.

*See deactivation checklist at Appendix 3.*

**Note:** As the SRCC occupies space within the National Disaster Office, all resources needed for its establishment will be stored at the ODPM. 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 SRCC Staff**

The Southern SRCC will utilise the same procedure as the national alert and notification system. Outside of normal working times the CEO of ODPM will contact CDEMA's Executive Director. In the event the CU needs to contact the Southern SRFP, CDEMA's Executive Director or the Deputy Executive Director or an appropriate senior member of staff shall contact the CEO, Deputy or the Administrative Officer of ODPM.

Any of the above persons from the CU or the Southern SRFP will receive notification/alerts/advisories issued by the CU, Southern SRFP or any of the PS and will immediately or as soon as possible after receipt, contact the appropriate authority.

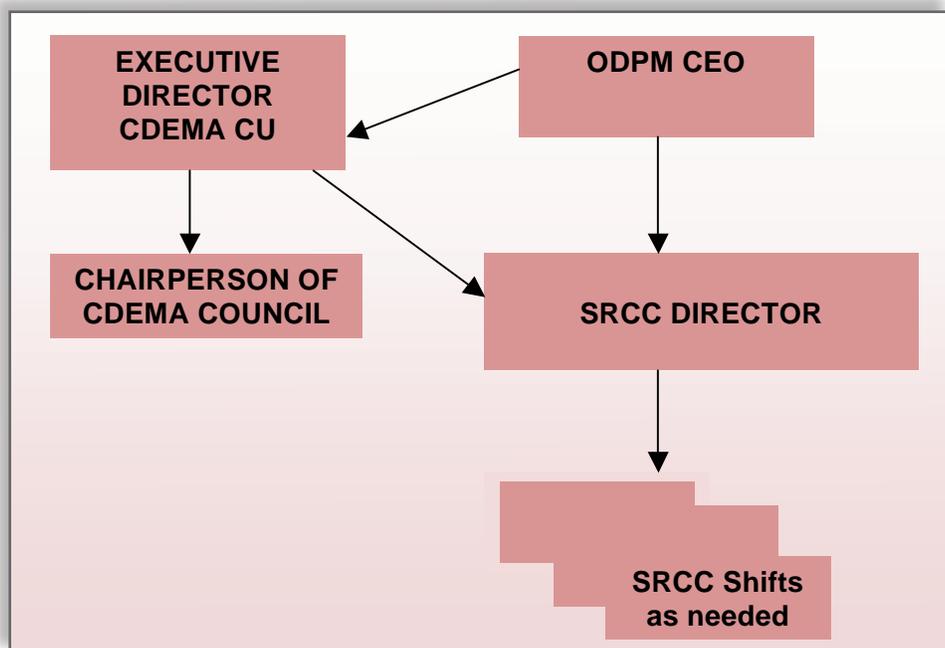
**Call Out**

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

Call out of Southern SRCC staff is the responsibility of the Deputy of the ODPM in consultation with the CEO who will liaise with the Operations and Administrative Officers. Call out will follow the diagram in FIG 2.

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

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

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

- SHIFT 1      7:00 am to 3:00 pm
1. Operations Officer
  2. Telecommunications Officer
  3. Administrative Officer
  4. Logistics Officer
  5. Information Officer
  6. Supporting Staff
- SHIFT 2      2:00 pm to 10:00 pm
1. Assistant Operations Officer
  2. Deputy Telecommunications Officer
  3. Deputy Administrative Officer
  4. Deputy Logistics Officer
  5. Deputy Information Officer
  6. Supporting Staff
- SHIFT 3      10 pm to 7 am Duty Officer/Radio Watch Officer

**SOP 5 - DISPATCH OF EMERGENCY RESPONSE TEAMS PROCEDURE**

The Southern SRCC is responsible for identifying and providing specialised teams from the Sub-Region to the impacted country(s). These specialised teams and organisations that could provide them should be identified in the countries within the Sub-Region.

The Southern SRCC is responsible for identifying mechanisms for the deployment and redeployment of such teams including their establishment, transportation, daily subsistence allowance, insurance, equipment, leave, approval, etc. It is the responsibility of the Southern SRCC to ensure that all arrangements are made with the various departments/organisations in country (e.g. Prime Minister's Office, Ministry of Finance, etc.) so that specialised personnel can be identified and sent to an impacted country without delay.

The CDEMA CU assumes financial responsibility for any teams they request to be deployed to the impacted State(s). All financial and other arrangements should be in place to ensure the teams are organised and sent to the impacted country as soon as possible. The Southern SRF and CDEMA CU must coordinate to achieve this at all times.

Specialised teams – doctors, nurses, SAR team, engineers, etc. – will be deployed to the impacted country according to the country's needs or in response to their request either directly or through CDEMA. The deployment of specialised teams to the affected country will be done in consultation with the CDEMA CU. Teams dispatched to the impacted country to provide technical support may also include senior level officers from the CDEMA CU or from other National Disaster Offices. The determination for this will be made by the CDEMA Executive Director based on the impacted States' request and the availability of resources within the Sub-Region.

Requests for the support of the CARICOM Disaster Relief Unit (CDRU) will be communicated to the Regional Response System's Central Liaison Office (RRS /CLO) for their immediate mobilisation and deployment in accordance with their standing orders.

For technological hazards where the expert 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, respective Memoranda of Understanding (MOUs) or the Donor Groups' Operations Orders. The RCC Director shall be kept informed at all times. See list of emergency teams and their expertise available in the Sub-Region in APPENDIX 11.

## SOP 6 - PROVISION OF EMERGENCY SUPPLIES

Depending on the nature and extent of the emergency, the impacted State(s) may be unable to access emergency supplies within the country. Needs and requests from the impacted country can be shared with the Southern SRCC through messages received via the various modes of communication (e.g. radio, telephone, email, Web EOC).

The Southern SRFP is responsible for maintaining relief supplies such as water, chainsaws, generators, tents, tarpaulins, blankets, etc. in its Sub-Regional Warehouse for use for any country(s) within their Sub-Region in the event of an emergency. The Southern SRFP is also responsible for keeping an inventory of these relief items and for ensuring that arrangements are in place for their transportation to affected countries.

On the request from the impacted country CDEMA will authorise the Southern SRCC to make warehouse emergency supplies available to support the impacted country. The SRCC may also, in coordination with the CDEMA CU and the relevant National Disaster Coordinators, identify and mobilise additional resources that may be required from countries within the Eastern Sub-Region. Determining how and where relief items will be sourced will be the main responsibility of the Operations Officer. In all cases the SRCC should coordinate with the CDEMA CU for these purposes. Where the head of the Sub-Region – Trinidad and Tobago – is impacted and requires additional supplies, permission must be obtained from the CDEMA CU for the use of supplies in the Sub-Regional Warehouse.

Requests and provision of supplies can be recorded with the help of Web EOC which can optimise the flow of information and the provision of emergency supplies since all responders will have access to the same information.

Transparency is critical in this process. The Southern SRCC is to ensure that all items sent to specific air or seaports in impacted countries are properly monitored and accounted for. Ensuring up-to-date records of items sent to the impacted country is also important for ensuring replenishment following the emergency. In the case of a multi-country impact and request for relief items, special arrangements should be made with ports both governmental and private. Arrangements with CDEMA and the Trinidad and Tobago government and relevant ministries (e.g. Ministry of Works, Transport, Port Authority, Customs, etc.) should be solidified to support the transport and shipment of the relief items.

All items sent should respond to specific needs as requested by the impacted country. This is especially crucial where more than one country within the Sub-Region has been impacted. Coordination of relief items should ensure that unsolicited and/or unsuitable supplies (expired food or medicines) are avoided.

*See Suggested Requisition Form in Appendix 12.*

## SOP 7 - WEB BASED EOC INFORMATION MANAGEMENT

Along with traditional telecommunication systems such as radios and telephones, modern technology has made it possible to receive information about damage and needs from impacted countries electronically.

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, authorised web access. Consequently, it allows users to post and access information about an emergency event from many sources: CDEMA RCC, SRCC, 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 knowing in real time what is needed. Organisations/individuals with access to Web EOC can also chat and send messages to each other during the emergency.

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 with CDEMA and other regional responders. Consistent use and application of WebEOC by the CDEMA CU and its Participating States would allow for coordination to be significantly improved.

Following an emergency event an 'Incident Name' is created in Web EOC that allows relevant personnel to log the activities of their own organisations/countries related to that specific incident as well as determine what response action can be taken.

For an event within the Southern Sub-Region, SRCC staff will immediately log into Web EOC (specific incident in country affected) via the CDEMA website and start getting information about the incident and for an adequate and timely response.

Responsibility for this procedure within the SRCC lies with the Information Technology Officer who should be continually monitoring and updating the web EOC during the emergency so that all parties stay informed. However, the web EOC is ideally to be used by all SRCC staff as a mechanism for sharing information.

Prior to any event and as part of preparedness activities in the SRCC, the CEO and Deputy CEO of ODPM and the Administrative Officer in coordination with the IT Officer should ensure that key staff are periodically trained in the use of Web EOC and that it can be readily accessed and used in response and coordination operations.

## 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 authorised by the CEO and Deputy CEO of ODPM 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 the Director of the SRCC, ODPM Deputy 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*

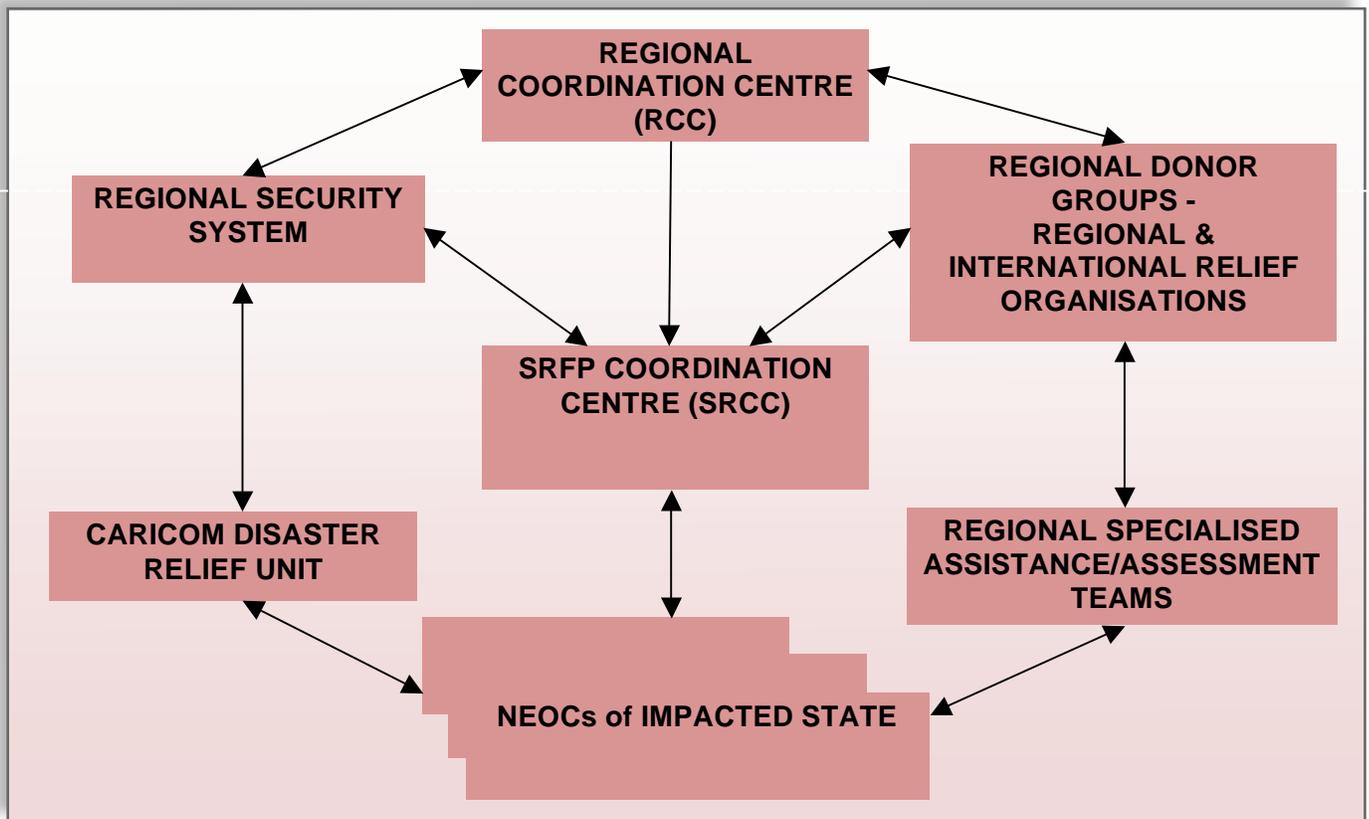
## SOP 9 - INFORMATION FLOW TO SRCC

In order to effectively manage the response, the SRCC must have immediate access to information from the impacted State(s) as well as from the other NEOCs which may be activated 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 filing system.

With the use of Web EOC, by all organisations will be interconnected in real time; therefore, the use of Web EOC is key for adequate operations of the SRCC and for the flow of information amongst 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. The CDRIU specialised teams has direct communications with CDEMA and indirect with NEOC once they are in country.

## SOP 10 - EMERGENCY COMMUNICATIONS AND MESSAGE HANDLING

### Telecommunication

Good communication is vital 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 assist in communications.

The Southern SRCC is also equipped with Satellite Communications (SATCOMS). The contact numbers for the CU and each Participating State is at Appendix 6.

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

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 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.

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 actioned 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)

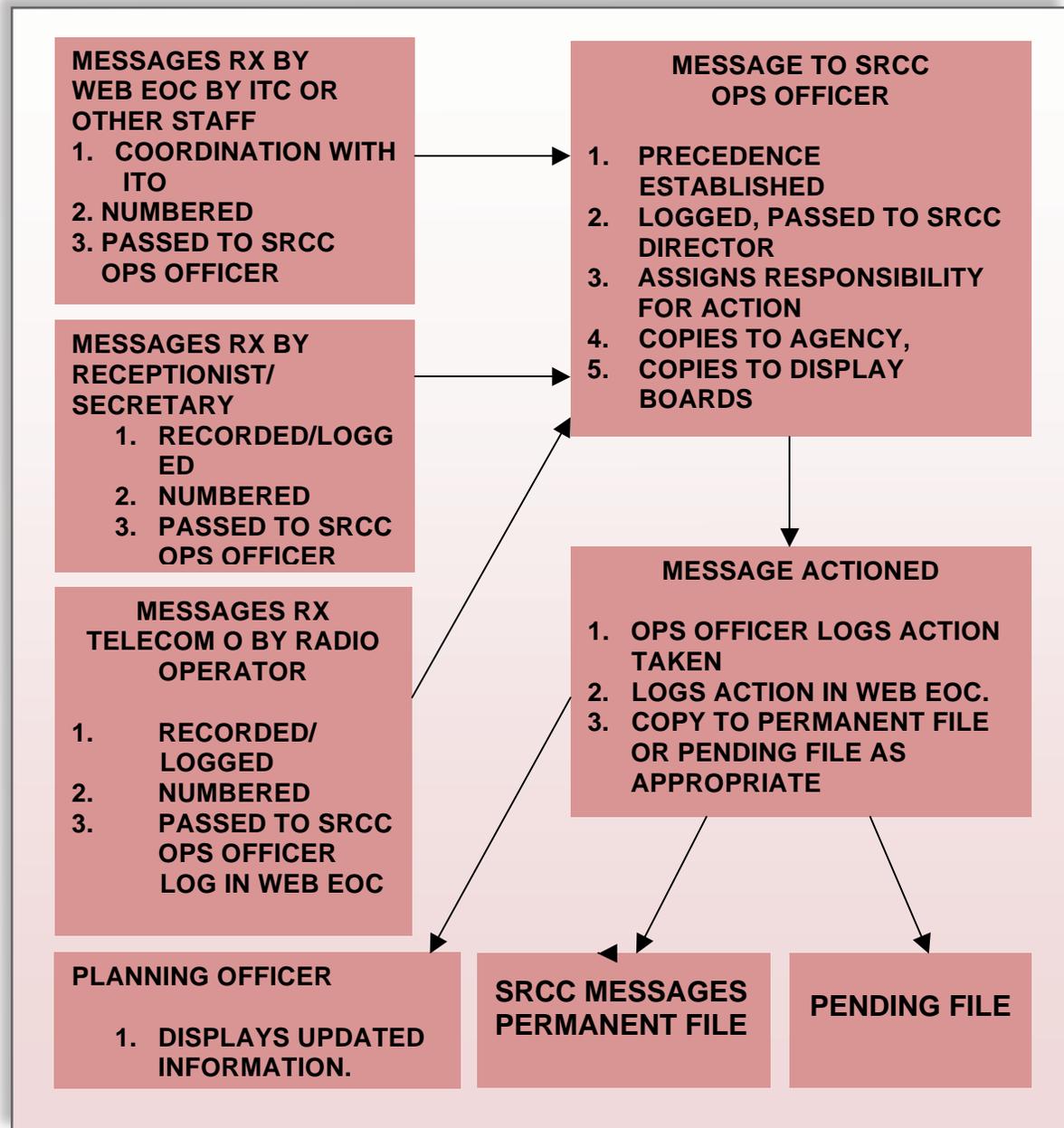
### Web EOC

Use of Web EOC communications and exchange of information in the RCC, SRCC and NEOCs will be easier since all parties 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 and logged in will know what the situation is and what are the needs for response; this

avoids duplication of efforts and delays in the provision of assistance.

FIGURE 4: MESSAGE FLOW CHART – INTO SRCC



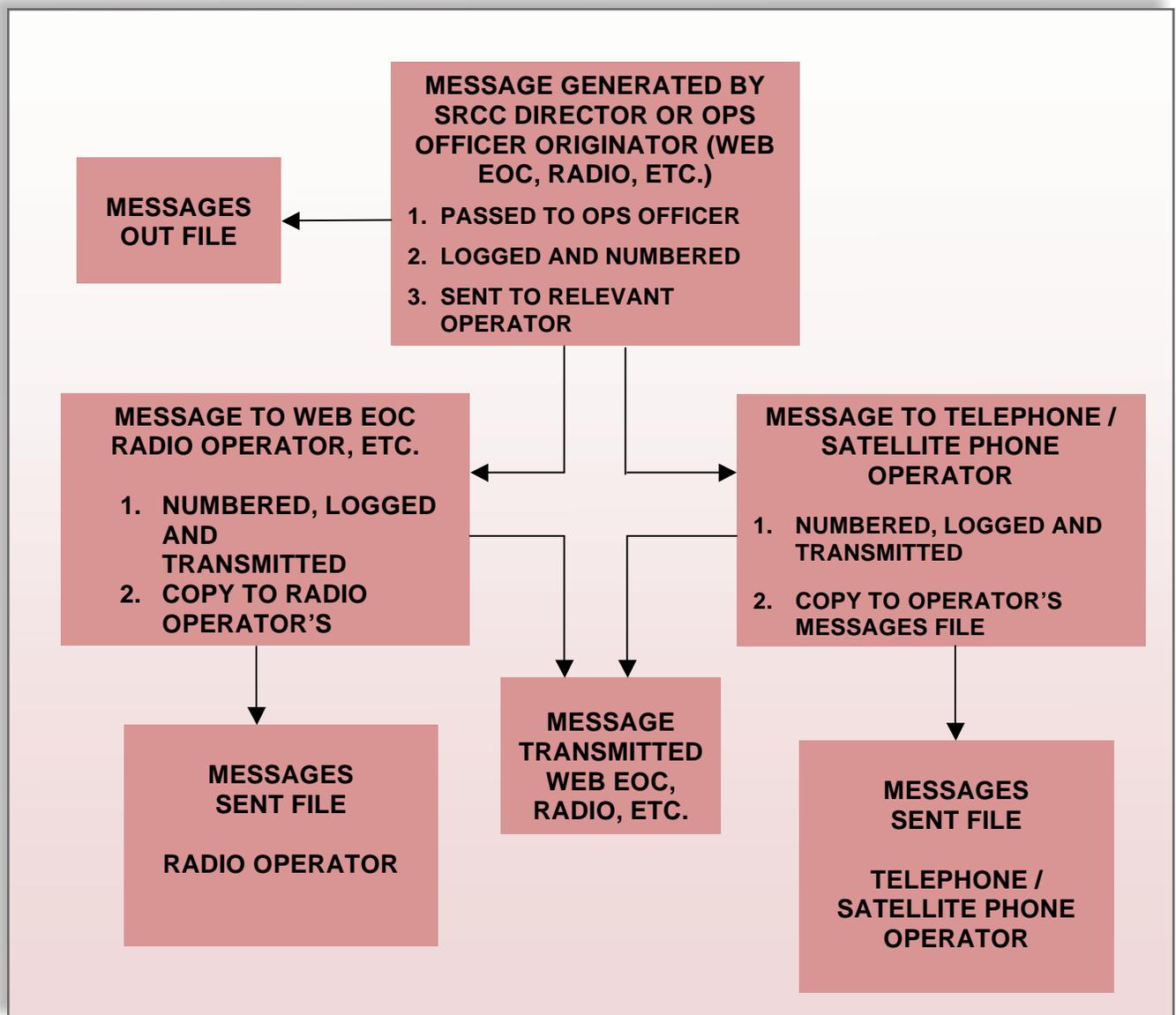
**Note:** On deactivation, the PERMANENT and PENDING messages can be matched against the incoming message log file to see if messages were actioned in a timely manner. These files will represent a permanent record of messages from the incident/event, and should be analysed for the debrief exercise.

### Messages going out from the SRCC (Fig. 5)

The SRCC Director or Operations Officer will generate outgoing messages which action incoming messages and pass to the IT Officer, 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 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 for the entire SRCC

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 map 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 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 Director of the SRCC will assist when necessary. The SRCC Director in collaboration with the Information Officer should 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 an agreed interval.

**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 and donor partners. 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 houses' 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. After deactivation 2-3 weeks.

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

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**

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

### 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, USB drives.
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 in the case 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 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**

EVENT:	DATE:	TIME:	CHECK OFF <input checked="" type="checkbox"/>
1. Check SRCC resources in place: (See Appendix 1)			<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 FORMS**

**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]**

**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 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 II - SUB REGIONAL RESOURCE LISTING (SUB-REGIONAL WAREHOUSE ITEMS AND TEAMS)**

To be prepared by Southern SRCC.

**APPENDIX I2 - 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 I USEFUL TIPS FOR THE SRCC

### Rumour Control and Information Dissemination

During any emergency or disaster, rumours will develop and 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 to 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 in the 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 inaccurate information circulating over the electronic media, or being reported in the press.

### Stress Management

The pressure situation related to operations 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 organise professional intervention by health management personnel. Stress management should be planned for as any other part of the operation.

**Symptoms of Stress**

Physical	Cognitive	Emotional	Behavioural
<b>These require immediate corrective intervention</b>			
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		
<b>These do not require immediate corrective actions</b>			
Nausea	Confusion	Anticipatory anxiety	Change in activity
Profuse sweating	Poor concentration	Uncertainty of feelings	Change in relations with others
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

