



Government of Saint Lucia

*World Bank/OECS Emergency Recovery and Disaster
Management Project*

*Cabinet Authorised the
National Emergency Management Plan
for Saint Lucia on*

*2nd August 2007, 7th May 2009 and
September 2009*

Rev. 20 January, 2010

National Emergency Management Plan

Executive Summary



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Acronyms/Abbreviations

ADRA	The Adventist Disaster Relief Agency.
CARICOM	The Caribbean Community
CARITAS Antilles	Catholic Relief Organisation [Caribbean]
CDB	Caribbean Development Bank.
CDERA	Caribbean Disaster Emergency Response Agency
CDRU	CARICOM Disaster Relief Unit
CEHI	Caribbean Environmental Health Institute
CIDA	The Canadian International Development Agency
C&W	Cable and Wireless.
CMU	Hospitality Industry Crisis Management Unit
CMC	Hospitality Industry Crisis Management Centre
CMT	Hospitality Industry Crisis Management Committee
CPC	Caribbean Programme Co-ordination Office (PAHO) in Barbados.
DANA	Damage Assessment and Needs Analysis
DFID	Department for International Development (UK)
DPRA	Disaster Preparedness and Response Act No. 13 of 2000. (Saint Lucia.)
ECDG	Eastern Caribbean Donor Group
ECHO	European Community Humanitarian Office
EOC	Emergency Operations Centre
GIS	Geographical Information System
GOSL	Government of Saint Lucia
HAZMAT	Hazardous Materials
IEOC	International Emergency Operations Centre (for and in Saint Lucia)
LUCELEC	Saint Lucia Electricity Services LTD.
MSF	Médecins sans Frontières (Doctors without borders)
MOH	Ministry of Health
NDO/NDMO	National Disaster Management Organisation
NDMP	Saint Lucia National Disaster Management Plan (1996)
NEMAC	National Emergency Management Advisory Committee
NEMO	National Emergency Management Office
NEOC	National Emergency Operations Centre
NHMC	National Hazard Mitigation Council
OPAC	Oil Pollution Action Committee
PM	The Honourable Prime Minister of Saint Lucia.
PS	Permanent Secretary
PEOC	Private Sector Emergency Operations Centre (in Saint Lucia).
RSLPF	Royal Saint Lucia Police Force
SLASPA	Saint Lucia Air and Sea Ports Authority
SLBGA	Saint Lucia Banana Growers Association
SLHTA	Saint Lucia Hotel and Tourism Association
SLTB	Saint Lucia Tourist Board
SLU-GIS	Government Information Service
SLUNEMP	Saint Lucia National Emergency Plan
SOP	Standard Operating Procedure

VEP Volcanic Eruption Plan
WASCO Water and Sewerage Company (Saint Lucia)
WFP World Food Programme

1. INTRODUCTION

1.1 A History of Disaster Management

Saint Lucia is exposed to natural and man-made hazards, which increasingly have the potential to cause significant loss of life and property, as well as serious damage to the environment and the economy. At the same time, the national and regional interdependencies resulting from globalization increase Saint Lucia's vulnerability to the impacts of events caused by natural and technological hazards both at home, and abroad. As globalization serves to create more economic opportunities in Saint Lucia and the region, key economic sectors, such as the tourism industry, could be severely disrupted, resulting in increased economic and social dislocation.

Disaster Management, though called by numerous names over the years [disaster preparedness, disaster management, disaster risk reduction, community resilience etc.] has manifested itself constantly in Saint Lucia. As far back as June 10 – 20, 1979 Saint Lucia was host to the *Caribbean Disaster Preparedness Seminar*, [part of the International Disaster Seminar Series] where over one hundred and fifty delegates from the Caribbean, North and Latin America assembled to discuss the concerns of the day. The following year that Hurricane Allen devastated the island. In November 1984 with the memory of Hurricane Allen still fresh Saint Lucia hosted another important conference: *The International Conference on Natural Hazard Mitigation Program Implementation*. Conferences such as these were critical to the formation of the disaster management program that was to evolve.

The actual date for the creation of the an office to deal with disasters is not clear, however research shows that soon after 1980 there was a desk set up to deal with disasters and by 1990 there was an established Office of Disaster Preparedness being run by a National Disaster Coordinator. History making events such as the 1854 Cholera Epidemic, the 1938 Ravine Poisson Landslide and the 1948 Castries Fire required that the [Colonial] Government of the day had to appoint persons to coordinate the response.

In 1991 Saint Lucia together with fifteen other Caribbean States signed the Articles that created the Caribbean Disaster Emergency Response Agency [CDERA]. Prior to that there had been the Pan Caribbean Disaster Preparedness and Prevention Project [PCDPP].

The Pan-Caribbean Disaster Preparedness Project (PCDPP) was established in 1981 to improve national and regional Disaster Management in the Caribbean. With headquarters in Antigua, it was launched jointly by the United Nations Disaster Relief Organisation (UNDRO) now the United Nations Department of Humanitarian Affairs (DHA), CARICOM, Pan American Health Organisation/World Health Organisation (PAHO/WHO), and the League of Red Cross Societies (Red Cross). PCDPP was supported by bilateral donors from Canada, the United States, the United Kingdom, and the European Economic Community. Although it was conceived as a short-term, 18-month project, focused solely on disaster preparedness, the PCDPP operated for almost 10 years. In 1989, when the project extended its work to the prevention of disasters, its acronym was lengthened to the Pan Caribbean Disaster Preparedness and Prevention

Project (PCDPPP) to accommodate the term "prevention". PCDPPP has also led to the creation of disaster preparedness offices in several Borrowing Member States, e.g. the Central Emergency Relief Organisation [now the Department of Emergency Management] in Barbados, the National Emergency Management Agency [now the Office of Disaster Preparedness] and in Trinidad and Tobago the Office of Disaster Preparedness and Emergency Management in Jamaica

Recognising the need to institutionalise the work started by the PCDPPP, in 1991 the Heads of Government of CARICOM established a regional agency to coordinate disaster management activities. The Caribbean Disaster Emergency Response Agency (CDERA) was formally established in September 1991 with its headquarters in Barbados.

Recognising the need for coordination of the response efforts in the aftermath of hurricane Hugo in 1989, which caused extensive damage to a number of islands in the Eastern Caribbean, the Eastern Caribbean Donor Group (ECDG) was formed. Donor agencies that are members of the group include BDDC, CIDA, CDB, EU, PAHO, United Nations Children's Fund (UNICEF), United Nations Development Programme (UNDP) and USAID. Two response organisations, CDERA and the Regional Security System (RSS), are members of ECDG while IDB and the Organisation of America States (OAS) are support organisations. UNDP is the lead organisation of ECDG. [SOURCE: Caribbean Development Bank: Strategy and Operational Guidelines – 1998]

In February 1995 the Office of Disaster Preparedness of Saint Lucia had its staff increased from two to three when the post of Deputy Disaster Coordinator was created. The next major step in Disaster Management for Saint Lucia occurred when in March 2000 the Office of Disaster Preparedness [ODP] was renamed the National Emergency Management Office (NEMO) and the resident Disaster Coordinator and Deputy Disaster Coordinator became the Director and Deputy Director. Legislation followed in 2000 and again in 2006 changing the Office to Organisation and conferring on the Minister the power to declare an enforced evacuation.

For seventeen years the ODP/NEMO functioned out of the Saint Lucia Red Cross Headquarters [1989 - 2003]. In 2003 with support from the United States Army Soth [SouthCom], NEMO moved to Biseé and new Headquarters. Three years later with a loan from the World Bank the NEMO Headquarters again relocated to a state of the art premises.

On 5th December, 2009 the National Response Centre at Biseé was formally opened and blessed. The building together with a five year Strategic Plan for Disaster Management set a new platform for Disaster Management in Saint Lucia.

1.2 Mission

Mission Statement

The role of the National Emergency Management Organisation [NEMO] is to develop, test and implement adequate measures to protect the population of Saint Lucia from the physical, social, environmental and economic effects of both

natural and man-made disasters. Its responsibility is to ensure the efficient functioning of preparedness, prevention, mitigation and response actions.

Vision Statement

A nation highly resilient to hazard impacts and adaptable to hazard risks.

Comprehensive Disaster Management

It is understood that the disaster cycle lends itself to a comprehensive approach to disaster management, whether within the Committee or at a National Level. Comprehensive Disaster Management [CDM] was conceptualized by the Caribbean Disaster Emergency Response Agency [CDERA] as a new direction for disaster management for the 21st century. It moves away from the relief and response mode to a comprehensive approach which takes disaster and mitigation considerations into account during the planning and development stages. It also expands the partners to include economic, social, and environmental planners, architects, engineers, and health professionals among others. *[CDERA Press Release of Feb 27, 2004]*

With the main objective being to integrate Comprehensive Disaster Management into the development planning process, it is this committee's intension to weave Comprehensive Disaster.

1.3 Authority

Statutory Authority

Disaster Management Act No 30 of 2006

Section 11(3) -- The National Disaster Response Plan shall include – (a) procedures for, mitigation of, response to and recovery from emergencies and disasters by public officers, Ministries and Departments of Government, statutory bodies, local government units, and persons or organization volunteer or are required by law to perform functions related to the mitigation of, preparedness for response to and recovery and recovery from emergencies and disaster in Saint Lucia.

Cabinet Approvals

- May 18, 2009 by Cabinet Conclusion No. 497/2009
- May 18, 2009 by Cabinet Conclusion No. 498/2009
- August 2, 2007 by Cabinet Decision No. 649 of 2007
- August 1, 1996 by Cabinet Decision No. 1149 of 1996

1.4 Aim of the National Emergency Management Plan

This plan is designed as the Official Guideline for National Coordination of all resources involved in emergency management and is to be referred to in any emergency situation.

The purpose of the National Emergency Management Plan is to outline preparedness, prevention mitigation and response activities to an emergency situation associated with natural/man-made

disaster or technological incidents on the island. It provides operational concepts relating to the various emergency situations, describes the overall responsibilities of the National Emergency Management Organisation [NEMO] and the role of all concerned sectors in assisting in minimizing loss of life and suffering.

It also provides for a rapid response to such disasters through maximum use of Local, National, Regional and International resources.

The areas of prevention and mitigation are not fully developed in this Management Plan; however they are referred to in Annexes later in the plan.

The National Disaster Management Plan documents Government's commitment to disaster preparedness, prevention, mitigation and effective response. It defines the organisational and functional mechanisms and procedures for carrying out a disaster program.

1.5 Review

In keeping with the Disaster Management Act No 30 of 2006 the National Emergency Management Plan [NEMP] shall be reviewed annually.

The revisions are done under the co-ordination of the NEMO Secretariat; comments from all the public, private and social organisations involved are included in the new version of the National Plan.

This document is a summary the contents of the NEMP, which is many volumes and thousands of pages long. More detailed information can be found in the National Plan itself. The National Plan and its sections and subsections can be accessed on the Internet at the Government of Saint Lucia Official Webpage: <http://stlucia.gov.lc/nemp>

2. DISASTER MANAGEMENT ORGANISATIONS

2.1 NEMO Secretariat

While coordination may not be easily defined, its absence is characterized by gaps in service to affected populations; duplication of effort; inappropriate assistance; inefficient use of resources; bottlenecks, impediments, and slow reaction to changing conditions; and frustration of relief providers, officials and survivors in general, an unsatisfactory response to the emergency.

Coordination is a result of intentional actions to harmonize individual responses to maximize impact and achieve synergy a situation where the overall effect is greater than the sum of the parts. There can be a little coordination or a lot of coordination and, for the most part, the more coordination the better.

As such the NEMO Secretariat is responsible for the co-ordination of all response activities before, during and after a change of an Alert Level. This is done from NEMO Headquarters and, if it is activated, from the National Emergency Operations Centre [NEOC].

2.2 National Emergency Management Organisation

The National Emergency Management Organisation (NEMO) in Saint Lucia is responsible for having the Nation in a state of preparedness in case of an emergency; also for responding to the needs of the Nation after a disaster and co-ordinating the response at local, regional and international levels.

During an event NEMO is part of a larger network that comes into existence to respond to a disaster.

The NEMO comprises several Governmental Organisations responsible for response and recovery activities that not necessarily chair any Disaster Committee; we will mention here: The Royal Saint Lucia Police Force, the Fire Service and the Saint Lucia Air and Seaports Authority.

The organisation of NEMO is shown in Attachment 1.

2.3 Relationship between NEMO Committees

The National Disaster Management System of Saint Lucia is a three tiered one:

- NATIONAL – National Emergency Management Advisory Committee
- COMMITTEES - National and District Disaster Committees
- Coordinating Unit - NEMO Secretariat

It is expected that all levels of NEMO should work together in preparedness, emergency and recovery activities. Given that all three levels have to execute similar activities, albeit with different mandates, coordination is absolutely vital to ensure optimal use of the limited resources available.

It is the responsibility of the NEMO Secretariat to bring the three committees together and to involve them in emergency planning. In the case of a response to an emergency or a disaster, it is the responsibility of the NEMO Sec to co-ordinate the response of all Committees, through the NEOC, in order to avoid duplication of activities and to maximize the use of resources in the response. Therefore, the NEMO Sec shall ensure that there is collaboration amongst the three Levels in the planning and execution of their mandates.

2.4 National Disaster Committees

There are twelve [12] National Disaster Committees in Saint Lucia that belong to NEMO; they are all involved in the planning and response against earthquakes. Their composition is as follows:

1 - TRANSPORTATION DISASTER COMMITTEE

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Chair 2. Deputy Chairperson - Air Transport 3. Representative - Ground Transport 4. Representative - Shipping 5. Representative - Tourism Sector 6. Coast Guard Commander 7. Chief Pilot, Air and Sea Port Authority 8. Officer in Charge - Police Force/Traffic Department 9. Chief Officer - Transport Board 10. Transportation Officer – Ministry of Works 11. Transportation Officer – Ministry of Health 12. Transportation Officer – Ministry of Education 13. Transportation Officer – Ministry of External Affairs | <ol style="list-style-type: none"> 14. Transportation Officer – Ministry of Agriculture 15. Transportation Officer – Department of Fisheries 16. Transportation Officer – Department of Forestry 17. Transportation Officer – Police Depot 18. Transportation Officer – SLASPA 19. President - National Mini Bus Association 20. President – National Taxi Union 21. President – Saint Lucia Marine Association 22. General Manager – Shell Antilles 23. General Manager – Texaco 24. Rep – Saint Lucia Cadet Corps 25. Eighteen Transportation Team Leaders from District Disaster Committees |
|---|--|
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2 - SUPPLY MANAGEMENT DISASTER COMMITTEE

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Cadet Corps – Chair 2. Saint Lucia Red Cross Society 3. Ministry of Health: Pharmacy Department 4. St. John Ambulance Brigade 5. Saint Lucia National Council of Women's Voluntary Organizations 6. National Organization of Women 7. Rotary Club [All Clubs] 8. Rotract Club [All Clubs] 9. Lions Club [All Clubs] 10. Leo Club [All Clubs] 11. Kiwanis Club [All Clubs] 12. The Salvation Army 13. Adventist Development and Relief Agency [ADRA] 14. CARITAS Antilles 15. Boy Scouts | <ol style="list-style-type: none"> 16. Girl Guides 17. Path Finders 18. Poverty Reduction Fund 19. National Community Foundation 20. Chamber of Commerce 21. Council of and for Disabled 22. Council of and for Older Persons 23. Blind Welfare Association 24. LUSAVE 25. Saint Lucia Postal Service 26. Education International 27. Community Services of the SDA 28. Saint Lucia Crisis Centre 29. Consolidated Foods 30. Eighteen Supply Management Team Leaders from District Disaster Committees |
|--|---|
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3 - TELECOMMUNICATIONS DISASTER COMMITTEE

- | | |
|--|--|
| 1. Chairman | 9. Government Departments with Telecom capacity |
| 2. Deputy Chairman - The Telecommunications Officer of the Ministry of Works | 10. Emergency Amateur Radio Support Service (EARSS) |
| 3. Rep – Utility Companies | 11. Ministry of Home Affairs and Internal Security |
| 4. Rep - Amateur Radio Clubs | 12. Telecommunications Network Service Providers |
| 5. Rep – HAM Radio Clubs | 13. Eighteen Telecoms Team Leaders from District Disaster Committees |
| 6. Rep - Citizens' Band | |
| 7. Rep - Tourism Sector | |
| 8. Rep – National Telecom Regulatory Commission [NTRC] | |

4 - DAMAGE ASSESSMENT AND NEEDS ANALYSIS DISASTER COMMITTEE

- | | |
|---|---|
| 1. CHAIR | 17. Department of Forestry |
| 2. Engineers, Valuers, QS, Architects | 18. Department of Fisheries |
| 3. WINCROP | 19. Department of Sports |
| 4. Banana Companies/WIBDECO | 20. Department of Environmental Health |
| 5. Culture: FRC, A&H, SLNT, SLNA | 31. Chamber of Commerce |
| 6. Saint Lucia Red Cross | 32. Town/Village Councils |
| 7. Meteorological Services | 21. Agricultural Services |
| 8. Utility Companies: LUCELEC, WASCO, Cable and Wireless, Digicel | 22. Saint Lucia Air and Seaports Authority |
| 9. Ministry of Works | 23. Saint Lucia Hotel and Tourism Association |
| 10. Ministry of Tourism | 24. Churches |
| 11. Ministry of Physical Development | 25. Rep – Saint Lucia Cadet Corps |
| 12. Ministry of Housing | 26. Churches |
| 13. Ministry of Health | 27. Fifteen Liaison Officers from Government Ministries |
| 14. Ministry of Agriculture | 28. Eighteen IDA Team Leaders of District Disaster Committees |
| 15. Ministry of Education | |
| 16. Department of Statistics | |

5 - INFORMATION MANAGEMENT COMMITTEE

- | | |
|---|--|
| 1. Director – Information Services CHAIR | 7. National Archive Authority |
| 2. Principal Information Officer [GIS] – DEPUTY CHAIR | 8. Government Documentation Centre |
| 3. Ministry of Agriculture Information Unit | 9. Saint Lucia Tourist Board – Information Officer |
| 4. Ministry of Education Information Unit – Information Officer | 10. Cable TV Services |
| 5. Ministry of Health Education Bureau – Information Officer | 11. Newspapers |
| 6. Ministry of External Affairs – Information Officer | 12. Radio Stations |
| | 13. Television Stations |
| | 14. PROs for Eighteen District Disaster Committees |

6 - WELLBEING DISASTER COMMITTEE

- | | |
|--|---|
| 1. Saint Lucia Red Cross – CHAIR | 17. Poverty Reduction Fund |
| 2. The Salvation Army – DEPUTY CHAIR | 18. National Community Foundation |
| 3. St. John Ambulance Brigade | 19. Chamber of Commerce |
| 4. Saint Lucia National Council of Women's Voluntary Organizations | 20. Ministry of Social Transformation |
| 5. National Organization of Women | 21. Ministry of Education |
| 6. Rotary Club [All Clubs] | 33. Association for the Improvement of Rastafarianism |
| 7. Rotract Club [All Clubs] | 34. Empress Menen Foundation |
| 8. Lions Club [All Clubs] | 22. Rep - Supply Management Committee |
| 9. Leo Club [All Clubs] | 23. Basic Needs Trust Fund |
| 10. Kiwanis Club [All Clubs] | 24. Saint Lucia Crisis Centre |
| 11. Saint Lucia Christian Council | 25. Human Services [Ministry of Health] |
| 12. Adventist Development and Relief Agency [ADRA] | 26. Mental Health [Ministry of Health] |
| 13. CARITAS Antilles | 27. Agency for Indigenous Affairs [ALDEC] |
| 14. Boy Scouts | 28. Community Services of the SDA |
| 15. Cadet Corps | 29. Eighteen Wellbeing Team Leaders from the District Disaster Committees |
| 16. Girl Guides | |

7 - STRESS RESPONSE TEAM

- | | |
|--|--|
| 1. Ministry of Health/Director Human Services - CHAIR | 8. Adventist Disaster Response Agency |
| 2. Rep. of NEMO/Chairman Wellbeing Committee | 9. Saint Lucia Counselling Association |
| 3. Rep. of NEMO/Chairman Shelter Management Committee | 10. Saint Lucia Mental Health Association |
| 4. Members of NEMO trained in Stress Management debriefing | 11. Mental Health Professionals |
| 5. Saint Lucia Christian Council | 12. Saint Lucia Red Cross Society |
| 6. Association of Gospel Preaching Churches | 13. School Counselling Network [Ministry of Education] |
| 7. CARITAS Antilles. | 14. Any other counselling organisation |
| | 15. Any other appropriately trained person |
| | 16. Other members as co-opted from time to time. |

8 - EMERGENCY WORKS COMMITTEE

- | | |
|---|--|
| 1. Chief Engineer/Ministry of Works - CHAIR | 9. LUCELEC |
| 2. National Transportation Committee | 10. WASCO |
| 3. NEMO - Secretariat | 11. Telecom Companies (Cable & Wireless, Digitel, AT & T) |
| 4. Saint Lucia Fire Services | 12. Planning Officer Ministry of Health |
| 5. Saint Lucia Police Services | 13. Director of Community Services |
| 6. Cable and Wireless | 14. Director Local Government |
| 7. LUCELEC | 15. Executive Director-Saint Lucia Hotel and Tourism Association |
| 8. Clerks of Councils | |

30. The Saint Lucia Solid Waste Management Authority

31. Eighteen Clean Up Team Leaders from the District Disaster Committees

9 - SHELTER MANAGEMENT DISASTER COMMITTEE.

1. Chief Education Officer – CHAIR
2. Ministry of Education/Shelter Team
3. ALL Schools
4. ALL Churches
5. ALL Community Centres / Human Resource Centres
6. Saint Lucia Red Cross Society
7. Ministry of Works/Inspectors
8. Ministry of Education/Inspectors
9. Eighteen Shelter Team Leaders from District Committees

10 - OIL SPILL COMMITTEE

1. Saint Lucia Air and Sea Ports Authority - CHAIR
2. Ministry for Physical Development – DEPUTY CHAIR
3. Royal Saint Lucia Police Force
4. Saint Lucia Marine Police Unit (OSC-Sea)
5. Fire Service (OSC-Land)
6. Fisheries Department
7. Solid Waste Management Authority
8. SOL Antilles
9. Texaco Bulk Station
10. HESS Oil (Saint Lucia LTD)
11. Ministry for External Affairs
12. Caribbean Environmental Health Institute (CEHI)
13. National Conservation Authority

11 - HOSPITALITY CRISIS MANAGEMENT UNIT

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Ministry of Tourism – CHAIR 2. Saint Lucia Hotel and Tourism Association 3. Saint Lucia Tourist Board 4. Saint Lucia Air and Seaports Authority 5. Saint Lucia Reps 6. Ground Handlers Association 7. National Taxi Council 8. Ministry of External Affairs 9. Ministry of Health 10. Airlines Association 11. Immigration Department | <ol style="list-style-type: none"> 12. Tour Operators [in-bound and out-bound] 13. Agricultural Services – Ministry of Agriculture 14. Government Information Service 15. NEMO Secretariat <p>CLUSTERS</p> <ol style="list-style-type: none"> 16. Gros Islet Disaster Committee/Tourism Rep 17. Vieux Forth South Disaster Committee/Tourism Rep |
|--|--|

- | | |
|--|---|
| 18. Soufriere Disaster Committee/Tourism Rep | 20. Canaries Disaster Committee/Transport |
| 19. Dennery South Disaster Committee/Transport | 21. Anse la Raye Disaster Committee/Tourism Rep |
-

12 – HAZARD MITIGATION COUNCIL

1. Minister of Works - CHAIR
2. Permanent Secretary, Ministry of Physical Development - Deputy Chair
3. Permanent Secretary, Ministry of Works
4. Permanent Secretary, Ministry of Education
5. Permanent Secretary, Ministry of Health
1. Permanent Secretary, Ministry of Agriculture
2. Permanent Secretary, Ministry of Finance
3. Permanent Secretary, Ministry of Tourism Coordinator, Crisis Management Unit
4. Director Social Services - Ministry of Social Transformation
5. Rep. of the Chamber of Commerce and Industry
6. Rep - Insurance Council
7. Rep – Saint Lucia Red Cross
8. NEMO Committee: Chair Emergency Works [Chief Engineer]

Ex Officio

9. Director – NEMO
 10. Chair - National Climate Change Committee
 11. Chair - Agriculture, Environment and Natural Resources Committee of the National Council for Science and Technology for Development
 12. Chairs all Technical Working Groups
-

2.5 District Disaster Committees

There are 18 District Disaster Committees as follows:

- | | |
|------------------------|----------------------|
| 1. Gros Islet | 10. Soufriere |
| 2. Castries North | 11. Choiseul |
| 3. Babonneau | 12. Laborie |
| 4. Castries South East | 13. Vieux Fort North |
| 5. Castries East | 14. Vieux Fort South |
| 6. Castries Central | 15. Micoud North |
| 7. Castries South | 16. Micoud South |
| 8. Anse La Raye | 17. Dennery North |
| 9. Canaries | 18. Dennery South |

Each committee is formed with a series of sub-committees that follow the national levels thus allowing an ease of collaboration. Each District Committee is represented on the National Committees.

3. EMERGENCY OPERATIONS CENTRES

3.1 National Emergency Operations Centre (NEOC).

During an emergency NEMO transforms into the National Emergency Operations Centre (NEOC). The EOC is the centre from which all commands are issued and to which all demands are made. It is the seat of control for the Prime Minister as Chairman of the EOC and as leader of the State. All heads of essential services locate at the EOC.

In general the NEOC (and every EOC) has to determine beforehand:

- 1.- Its location
- 2.- Its members
- 3.- Its material resources (communications, information, etc)
- 4.- What organisations it has to communicate with and by what means
- 5.- Activities that have to be conducted and co-ordinated from it
- 6.- When it has to be activated
- 7.- When it has to be deactivated.

The National Emergency Operations Centre (NEOC) is located in the NEMO HQ at Bisee, Castries. It is activated in the event of an approaching storm or a change of an alert level of volcanic activity if the conditions (damage and needs) determine so, and only by the decision of the NEMO.

All the personnel considered in the plan to be in the EOC have to go there and co-ordinate the execution of the response/relief activities they are responsible for.

The EOC will be manned by two teams working in rotation.

TEAM 1

In the event of an emergency necessitating the activation of the Centre the members of the Team will report for duty when summoned over the radio or called by telephone or other means of communication.

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

TEAM 2

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

1. Permanent Secretary, Ministry of Planning (Director of Operations)
2. Deputy National Disaster Coordinator
3. Principal Assistant Secretary, Establishment
4. Principal Assistant Secretary, External Affairs,
5. CMO Rep.
6. Deputy Police Commissioner
7. Deputy Chief Fire Officer
8. Government Information Service (with equipment)
9. Amateur Radio/Citizen's Band Operators (with equipment)
10. Deputy Chairmen of National Sub-Committees
11. Stenographer/Typist.

3.2 Sectoral EOCs

Ministries or sectors that have to be represented in the National EOC but that at the same time have to co-ordinate several organisations/areas within the ministry/sector need to establish a sectoral EOC that has direct and permanent communication with the National EOC.

This is the case for at least, the Ministry of Health, the Ministry of Works and the Ministry of Tourism.

Those Ministries/ agencies that have to co-ordinate a sectoral EOC from the NEOC must ensure that there is uninterrupted communication between them.

3.3 Private Sector Emergency Operations Centre (PEOC).

A new concept has been introduced in the management of disasters in Saint Lucia: the Private Sector Emergency Operations Centre (PEOC).

The PEOC considers the following:

- a.- Location:
- b.-Chair:
- c.- Participants: Members of the Private Sector

The PEOC is a new concept still under development.

3.4 International Emergency Operations Centre (IEOC).

In order to manage all international affairs concerning an emergency or a disaster, and also to act as the emergency organisation all the international agencies and donors have to meet with, particularly for donations and disaster relief, the International EOC will be activated, if needed, in the case of a disaster, as follows:

- a.- Location: Ministry of External Affairs
- b.- Chaired by: Ministry of External Affairs (PS)
- c.- Deputy Chair: United National Disaster and Coordination [UNDAC] Team
- d.- Participants:
 Personnel from foreign countries and regional and international organizations already in the country or that arrive in the country after a disaster. UN agencies [UNDP, PAHO, UNICEF, etc.] Other International Organisations: ECHO, OCHA, WFP, MSF, OXFAM; Regional Organisations like the CDERA and the Eastern Caribbean Donor Group (ECDG) that has members such as: CDERA, CDB, IADB, PAHO, OFDA, CIDA, DFID, etc., and other organisations: REMPEITC, SouthCom, World Bank, etc.

Emergency Procedure VEP- 650 External Assistance, details the role of the Ministry of External Affairs in an emergency/disaster after a volcanic eruption.

3.5 Crisis Management Centre (Ministry of Tourism)

Although in itself it is a Sectoral EOC, it has been considered in the National Plan since 1996.

The composition of the Crisis Management Committee (CMT) is the following:

- a.- Location: Ministry of Tourism
- b.- Chaired by: Ministry of Tourism (PS)
- c.- Deputy Chair:
- d.- Participants:
 Director of Product Development - Ministry of Tourism.
 Executive Director – SLTHA
 Director - SLTB
 Saint Lucia Air and Seaports Authority
 Saint Lucia Reps
 Ground Handlers Association
 National Taxi Council

The Ministry of Tourism has considered, since 1996, in the ‘Hospitality Industry Crisis Management Plan’, the activation of the Crisis Management Unit, which would act as an EOC for the tourism sector.

For the operations of the CMU during crises, a Hospitality Industry Crisis Management Centre (CMC) has been established at the Meeting Room, Directorate of Product Development, Ministry of Tourism, Sir Stanislaus James Building, 3rd floor, the Waterfront, Castries; telephone numbers: 468-4604 and 468-4628.

3.6 District EOCs

Every district will establish a District EOC that:

- 1.- co-ordinates the response at the local level
- 2.- has the right personnel in it to coordinate the response
- 3.- has permanent communication with the NEOC.
- 4.- has permanent communication with key institutions/ organisations/ facilities/ individuals within the District.

4. THE SAINT LUCIA NATIONAL EMERGENCY MANAGEMENT PLAN

An initial National Emergency Management Plan was first approved by the Cabinet of Ministers in 1996 by Cabinet Conclusion 1149/96. In August 2001 the Government of Saint Lucia commenced a revision of the National Emergency Management Plan within the framework of the World Bank/OECS Emergency Recovery and Disaster Management Project.

On 2nd August 2007 by Conclusion 649/2007 the Cabinet of Ministers approved Part 1 of the National Emergency Management Plan

The revisions were conducted under the co-ordination of the NEMO Secretariat with input from public, private and other social organisations.

The National Emergency Management Plan comprises five classifications of documents namely:

- A. Policy Documents
- B. Guideline Documents
- C. Standard Operations Procedures [SOPs]
- D. National Emergency Plans
- E. Sector Response Plans

The Saint Lucia National Emergency Management Plan is available for download at <http://stlucia.gov.lc/nemp>

2009 - National Emergency Management Plan [September]

On 24 September, 2009 by Conclusion 1151/2009 the Cabinet of Ministers approved Part 2 of the National Emergency Management Plan for Saint Lucia

GENERAL

1. Benchmarking Tool [BTool]

STANDARD OPERATIONS PROCEDURES

1. Agencies of the National Emergency

NATIONAL EMERGENCY PLANS

1. Damage Assessment Plan
2. Water Management Plan for Drought Conditions
3. Hazardous Materials Response Plan
4. Response Plan for Extreme Heat Event

Management Organisation

POLICY DOCUMENTS

1. Disaster Management Policy Framework or Saint Lucia
2. Governmental Officers Security of Travel Policy
3. Damage Assessment and Needs Analysis [DANA] Policy
4. Comprehensive Disaster Management Strategy

GUIDELINES

1. Post Disaster Food Protection Guidelines
2. Impact of Climate Change on Design Wind Speeds
3. Engineering Guidelines for Incorporating Climate Change into the Determination of Wind Forces
4. Mass Crowds Events Guidelines

5. Landslide Response Plan [*To include mudslide and subsistence*]
6. National Mass Casualty Management Plan
7. Urban Search and Rescue Plan
8. Fire Management Plan
9. Emergency Well-Being Support Plan

SECTORAL/AGENCY PLANS

1. The Saint Lucia Hospitality Industry Crisis Management Plan
 - a. *Concept of Operations*
 - b. *Hurricane Plan*
2. Airport Plans
 - a. *GFL Charles Airport Emergency Plan*
 - b. *Hewanorra International Airport Emergency Plan*
3. Seaport Plans
 - a. *Seaports Contingency Plan - Vol 1*
 - b. *Seaports Contingency Plan - Vo 2*
 - c. *Cruise Ship Response Plan*

2009 - National Emergency Management Plan [May]

On 18th May, 2009 by Conclusion 498/2009 the Cabinet of Ministers approved the National Influenza Plan for Saint Lucia with supporting documents:

1. Bird Flu Policy
2. Concept of Operations
3. Strategic Plan
4. Communications Strategy
5. Ministry of Health
6. Ministry of Agriculture, Forestry and Fisheries (MAFF)
7. Ministry of Education
8. Law Enforcement, Public Safety, and Security
9. Essential Services
 - a. Government of Saint Lucia - Public Service
 - b. Guidelines for the Transport Sector
10. Guidelines for SUMA Team
11. Emergency Response Plan for the Homeless National
12. Communicable Disease Surveillance Manual
13. Ministry of Tourism and Civil Aviation National Civil Aviation - Security Programme

2007 - National Emergency Management Plan

On 2nd August, 2007 by Conclusion 469/2007 the Cabinet of Ministers approved the 2007 National Emergency Management Plan for Saint Lucia

GENERAL

1. National Risk Register
2. Disaster Preparedness and Response Act No. 13 of 2000
3. Emergency Powers (Disasters) Act No. 5 of 1995
4. Disaster Management Act No. 30 of 2006 [to be assented]
5. Other Relevant Laws

POLICY DOCUMENTS

1. Donations and Importation of Relief Supplies
2. Emergency Shelter Management
3. Emergency Housing
4. Hazard Mitigation
5. Mass Fatality

GUIDELINES

1. Guidelines for Debris Management in a Disaster
2. Strategy on the Management of Used Oil

STANDARD OPERATING PROCEDURES

1. Volume 2: The National Emergency Operations Centre
2. Volume 4: Systematic National Shutdown

NATIONAL EMERGENCY PLANS

1. Hazard Mitigation Plan
2. Hurricane Plan
3. Flood Plan
4. Earthquake Response Plan
5. Volcanic Eruption Response
6. Oil Spill Contingency Plan
7. Stress Management Response Plan
8. Emergency Shelter Plan
9. Medical Waste and Other Bio-Hazardous Wastes Management Plan
10. Relief Distribution Plan
11. Telecommunications Plan
12. National Plan for Transportation in Disasters

13. Evacuation Plans

- a. Volume 1 - Concept of Operations
- b. Volume 2 - Emergency Shelters List
- c. Volume 5 – Traffic Management Plan
- d. Volume 6 – Model Community Plan

14. Maritime Search and Rescue [SAR]**15. Emergency Shelter in Natural Disasters****SECTORAL/AGENCY PLANS**

1. The Ministry of External Affairs and Civil Aviation
2. Information Management in Disasters

AGREEMENTS

1. Articles Establishing the Caribbean Disaster Emergency Response Agency
2. St George's Declaration of Principals
3. International Ship and Port Facility Security Code (ISPS Code)
4. Association of Caribbean States - Agreement to Create the Special Committee on Natural Disasters
5. Memorandum of Understanding between International Federation of Red Cross and Red Crescent Societies and United Nations Office for the Coordination of Humanitarian Affairs in regards to the International Federation assuming a Leading Role in

1996 - National Emergency Management Plan

On 1st August 1996 by Conclusion 1149/1996 the Cabinet of Ministers approved the 1996 National Emergency Response Plan for Saint Lucia.

1. Donations Management Policy
2. Volcanic Plan
3. Oil Hazard Management Plan
4. Standing Operations Procedure
5. Telecommunications Plan
6. Emergency Shelter Management Policy
7. Hospitality Disaster Management Plan

The plan was replaced by the 2007 and 2009 plan.

5. THE NATIONAL EMERGENCY MANAGEMENT PLAN SUMMARY

GENERAL

1. National Risk Register
2. Emergency Powers (Disasters) Act No. 5 of 1995
3. Disaster Management Act No. 30 of 2006
4. Other Relevant Laws
5. Benchmarking Tool [BTool]

POLICY DOCUMENTS

1. *Donations and Importation of Relief Supplies*

This document is laid out in two sections:

Section 1 addresses the National Policy on the receipt of donations in an emergency or after a disaster. The policy states that cash donations are preferred to other types and that only requested relief supplies would be accepted. Requested relief supplies will be free of duty.

Section 2 addresses donations made by Saint Lucia to other Countries. It outlines Government's Position on providing assistance in the form of Monetary, Technical Expertise, Materials or any combination therein.

2. *Emergency Shelter Management*

Describes the procedure for the determination, activation and operation of emergency shelters in Saint Lucia in case of an emergency or a disaster.

3. *Emergency Housing*

Describes the procedure for the provision of housing to the population affected in the event of a disaster in Saint Lucia. This differs from the Shelter Policy in that the possibility exists that persons may not be able to return home as occurred with the Black Mallet/Maynard Hill Landslide. The Policy sets time limits on assistance and recommends different categories of assistance to be provided.

4. *Hazard Mitigation*

It establishes mitigation policies in terms of assessing vulnerability, reducing risk, enacting and enforcing the building code and re-locating high-risk human settlements.

There are three fundamental principles to this policy:

- New Development should not increase Vulnerability
- Hazard Risk should be minimized in all Public Buildings
 - High Density Developments should be located in Areas of Relatively Low Hazard Vulnerability

5. *Mass Fatality*

For the first time in Saint Lucia and perhaps the Caribbean, policies for the adequate management of corpses in disasters have been designed. The policy proposes as a priority, the delivery of all corpses to the next of kin. It opposes mass burials and burials based on myths and wrong assumptions. It is guided by the principle that all corpses are entitled to respectful burial by their relatives according to their religious and traditional customs.

6. *Disaster Management Policy Framework or Saint Lucia*

This Disaster Management Policy demonstrates Government's commitment to disaster management. Hazard analysis and experience have confirmed that Saint Lucia is at risk from numerous hazards, both natural and technological and that singly or in any combination, they can cause extensive damage to life and property and adversely affect the economic condition of this island.

In light of this, the Government is committed to taking a pro-active, comprehensive and sustained approach to disaster management that encourages buy-in by all players and that is focused on risk and vulnerability reduction.

Disaster management is a shared responsibility between government, the private sector and civil society. The partnerships between Government and the Private Sector are a prerequisite in order for sustainable and effective disaster management to take place. Similarly, cooperation between government agencies is equally important due to the crosscutting nature of disaster management. It is not the exclusive domain of any one sector.

The approach of fully integrating comprehensive disaster management into sustainable development planning, along with the diversity of actions and responsibilities required, is increasingly being incorporated into the policies, plans and projects of the Saint Lucian government, as well as policies and practices of the private sector.

Several of the key elements to maintaining such a system are already in place with:

- i. the establishment of the National Emergency Management Organization
- ii. the development of the National Integrated Development Strategy,
- iii. the adoption of the Disaster Management Act No. 30 of 2006
- iv. the endorsement by the National Mitigation Council of the Hazard Mitigation Policy
- v. the endorsement by the National Emergency Management Advisory Committee of the Hazard Mitigation Plan
- vi. the signing of a loan with the World Bank for the Saint Lucia component of the OECS Disaster Recovery Project

This confirms the government's commitment to mitigation and provides a framework for the administration and implementation of mitigation activities.

7. *Governmental Officers Security of Travel Policy*

The Policy is modelled upon Cabinet Conclusion No. 1070/2001, which instructs that any delegation comprising five [5] or more travelling on Government of Saint Lucia business, should, as far as possible, avoid using the same vehicle, boat or aircraft.

The intention of this policy is to safeguard governmental officers (and volunteers involved in assisting the government in their normal or emergency operations) from an accident that may occur with the consequent loss of life. Notwithstanding any financial implications/liability that may arise, such an occurrence would have negative consequences for the Government of Saint Lucia because of the loss of key personnel that could affect the normal governmental functions, particularly if they are all from the same area of government.

8. *Damage Assessment and Needs Analysis [DANA] Policy*

Damage assessment can be described as an inspection/investigation into the damage of either a specific facility and/or a particular area, to aid disaster managers in deciding on the type and amount of assistance required to restore a sense of normality to the affected area. The result of this inspection is to be recorded and assessed at the National and/or District levels by the appropriate agencies. The policy document lays out Government's position on DANA.

9. *Comprehensive Disaster Management Strategy*

Comprehensive Disaster Management [CDM] was conceptualised by the Caribbean Disaster Emergency Response Agency [CDERA] as a new direction for disaster management for the 21st century. It moves away from the relief and response mode to a comprehensive approach which takes disaster and mitigation considerations into account during project planning and development. It also expands the partners to include economic, social, and environmental planners, architects, engineers, and health professionals among others.

GOAL			
Regional Sustainable Development enhanced through Comprehensive Disaster Management			
PURPOSE			
<i>'To strengthen regional, national and community level capacity for mitigation, management, and coordinated response to natural and technological hazards, and the effects of climate change.'</i>			
OUTCOME 1: Enhanced institutional support for CDM Program implementation at national and regional levels	OUTCOME 2: An effective mechanism and programme for management of comprehensive disaster	OUTCOME 3: Disaster Risk Management has been mainstreamed at national levels and incorporated into key sectors of national economies (including tourism, health, agriculture and nutrition)	OUTCOME 4: Enhanced community resilience in CDERA states/ territories to mitigate and respond to the adverse effects of climate change and disasters

GUIDELINES

1. *Guidelines for Debris Management in a Disaster*

This document outlines protocols to facilitate and coordinate the removal, collection, and disposal of debris following a disaster. To mitigate against any potential threat to the health, safety and welfare of citizens impacted by a hazard. And to expedite recovery efforts in an impacted area and to address any threat of significant damage to public or private property.

2. *Strategy on the Management of Used Oil*

Saint Lucia imports a large volume of oil and oil products every year. These products are essential for the proper maintenance of vehicles, equipment, ships and power generation. During the maintenance of this equipment used oils are generated. In addition to the used waste oil generated from these activities Saint Lucia also accept used oil from cruise ships. In light of the potential negative environmental and health impact which can arise from the improper management of used oil it was recognising that there was a need to institute a proper management system. It is also an attempt to reduce the number of responses required by the Oil Spills committee

3. *Guidelines for SUMA Team*

Information management of donations during a disaster is important to avoid the chaos caused by uncoordinated human assistance.

A main objective of the information management tools is to develop self-reliance in countries, ensuring that they can manage humanitarian assistance with their own resources. National Supply Management [SUMA] Teams are made up of volunteers from the membership of the National Emergency Management Organization, which included agencies such as national health agencies, Ministry of Foreign Affairs, Customs Departments, Red Cross, Saint Lucia Cadet Corps and other organizations.

4. *Post Disaster Food Protection Guidelines*

Food contamination is often a problem after a disaster because filth and disease-causing bacteria can contaminate any food the water contacts and make that food unsafe to eat. This Plan outlines measures to be taken for ensuring the safety of relief supplies after a disaster, and compliments the Relief Distribution Plan.

This plan is limited to FOOD SAFETY and NOT FOOD SECURITY during responses to major events.

5. *The Impact of Climate Change on Design Wind Speeds*

6. *The Engineering Guidelines for Incorporating Climate Change into the Determination of Wind Forces*

According to the Fourth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC), there has been an increase in surface temperatures. Further, an average of three to four Category 4 and 5 hurricanes¹ per year is predicted by 2025 in the Atlantic Basin, corresponding to a 210- to 280-percent increase in the number of Category 4 and 5 hurricanes compared to the long-term (1944-2007) average of 1.4 such hurricanes per year.

¹ A **Category IV Hurricane** has wind speeds of 131-155 miles per hour; a **Category V Hurricane** has wind speeds greater than 155 miles per hour.

Engineers in all Caribbean countries are now designing structures which must resist the wind. Confidence in the wind hazard information is important to designers. Clients often specify the levels of safety of their facilities; insurance providers increasingly wish to know the risks they underwrite and financial institutions sometimes wish to specify wind design criteria for their projects. There is, in summary, an immediate and palpable need for wind hazard information based on up-to-date meteorological records and methodologies.

These engineering guidelines allow for climate change considerations.

7. Mass Crowds Events Guidelines

This document has been developed for the use by all agencies which own or manage facilities and those which undertake to sponsor, organise or host at facilities under their control, Mass Crowd Events where the potential exists for a Mass Casualty Event involving several response agencies.

The guide covers areas such as:

- Seating arrangements
- Toilet arrangements
- Medical Stations
- Parking arrangements
- Arrangements for Disabled

Mass Crowd Events are classified as follows:

- Entertainment: Sportive, musical, commemorative or tourist events. Those events held with the intention of celebrating some important dates, sportive events, music or folklore festivals, etc: sport matches, (cricket, football, others), sailboat regattas, Jounen Kweyol, calypso contests, LUCELEC Line-man Rodeo, carnivals, and beauty pageants etc.
- Social/Political: Those that have a social or a political cause and/or intend to show satisfaction or dissatisfaction with specific political decisions or social situations, political parties, elections' results, price raising, etc., through political meetings and/or demonstrations, block-o-rama, diplomatic conferences etc.
- Religious: Those that have a religious purpose such as worship, rallies, crusades, festivals, weddings, pilgrimages, processions, funerals, etc.
- Educational: These are events organised for / by schools or education authorities or by students. Events such as athletic meets, rallies, debating competitions, Interschool calypso, SMC TalFest etc.

STANDARD OPERATING PROCEDURES

A Standard Operating Procedure is a document which describes the regularly recurring operations relevant to the quality of the investigation. The purpose of a SOP is to carry out the operations correctly and always in the same manner. [SOURCE: <http://www.fao.org/docrep/W7295E/w7295e04.htm>]

1. Volume 1: Agencies of the National Emergency Management Organisation

A standard operating procedure [SOP] is a set of instructions having the force of a directive, covering those features of operations that lend themselves to a definite or standardized procedure without loss of effectiveness. The purpose of the Agencies of National Emergency Management

Organisation-SOP is to indicate to every member of the National Emergency Management Organisation their operations.

2. *Volume 2: The National Emergency Operations Centre*
The Emergency Operations Centre is the Operations heart of the National Emergency Management Organisation, where all problems pertaining to a disaster response are addressed. All Ministries and National Committees together with the Emergency Services gather at the EOC. The SOP describes the roles and relationships of the Agencies.
3. *Volume 3: Declaring a Disaster as enshrined in the Laws of Saint Lucia*
Various Scenarios are discussed with the protocol for declaration described. A declaration of disaster is made by the Prime Minister while
A declaration of a state of emergency is made by the Governor General
4. *Volume 4: Systematic National Shutdown*
The National Shutdown describes the timeline for essential and non-essential services to shutdown when the Minister responsible for Disaster Management announces that the Country must “close”.

By agreement [Chamber of Commerce/Ministry of the Public Service] the declaration covers all aspects of both the Public and Private Sector.

NATIONAL EMERGENCY PLANS

1. *Hazard Mitigation Plan*
This Plan is designed to work in tandem with the Hazard Mitigation Policy. It outlines several mitigation activities and assigns responsibilities for their realization. Like the Hazard Mitigation Policy, the Plan aims to ensure that:
 - New Development does not increase Vulnerability
 - Hazard Risk is minimized in all Public Buildings
 - High Density Developments are only located in Areas of Relatively Low Hazard Vulnerability
2. *Hurricane Response Plan*
This Plan lists the organisations, their roles and procedures for response to an impact by Storms/Hurricanes in Saint Lucia.
3. *Flood Response Plan*
Although Floods are usually an element of Hurricanes, they are also a major hazard independent of Hurricanes. This plan outlines the protocols for the response to a Flood that is not triggered by a Hurricane.
4. *Earthquake Response Plan*
Earthquakes provide no warning, and thus there is no time for pre-strike meetings. The Earthquake Plan describes the hazard and details the procedures and its response by organisations in Saint Lucia.
5. *Volcanic Eruption Response Plan*
 - a. Volcanic Hazard Assessment for Saint Lucia, Lesser Antilles
 - b. Scientific Supplement to the Volcanic Hazard Assessment for Saint Lucia, Lesser Antilles

The Plan describes the hazard and details the procedures and its response by organisations in Saint Lucia

The plan is based on the Cabinet approved document “*The Volcanic Hazard Assessment for Saint Lucia, Lesser Antilles*” produced by the Seismic Research Unit, University of the West Indies – September 2002

There are four possible scenarios (types of eruptions) under consideration in Saint Lucia:

- A phreatic (steam) or hydrothermal eruption from the Sulphur Springs area;
- A small explosive magmatic eruption forming an explosion crater in the Belfond area;
- An effusive magmatic dome-forming eruption within the Qualibou Caldera and
- A large explosive magmatic eruption from either the Central Highlands or from within the Qualibou Caldera.

The Plan introduces a Blue Code unique to Saint Lucia, which is now part of the Disaster Management Act of 2006. The Blue Code requires the convening of a meeting of NEMAC should a neighbouring island’s volcano become active.

International Warning, Alert and Response Notification [WARN] Levels

Alert Level	NEMO Meeting	Actions to be taken by NEMO members.
GREEN	Green meeting	Meeting is only necessary when coming down from yellow, orange or red level. Otherwise, activities will be: permanent public awareness campaigns; permanent planning for evacuation and execution of simulation exercises.
YELLOW	Yellow meeting	Increase population awareness measures and advisories through the media announcing the immediate need for preparations for evacuation of hazard zone (s) at risk. Revision and updating of emergency plans and preparations for evacuation. Execution of a simulation exercise if possible. When coming down from Orange or Red levels, analyse the possibility of letting the population go back to hazard zone (s) depending on the situation.
ORANGE	Orange meeting	EOC activated. Immediate evacuation of hazard zone (s) at risk as planned and as practiced through simulation exercises. Ensure it is completely evacuated.
RED	Red meeting	EOC activated. Analysis of the situation. Response/recovery activities depending on the magnitude and duration of the volcanic eruption.

If the volcanic activity is outside Saint Lucia, the NEMO has developed the Blue Alert as follows:

SAINT LUCIA Blue Alert Level

Alert level	NEMO meeting	NEMO activities
Blue	Blue meeting.	Immediate meeting of NEMO members. Analysis of the situation and of the possible effects of the volcanic eruption. Alert all the country and key agencies if the eruption occurs, or if it has occurred, and implement activities for the protection of the population, infrastructure and the environment of Saint Lucia.

6. *Oil Spill Contingency Plan*

Incidents can occur during any phase of the handling and management of petroleum products: packaging, storing, importation, transportation, use, reuse, production, and/or disposal of substances. This Plan addresses the response to an Oil Spill and considers the particular conditions set by the substance involved and the incident itself.

7. *Stress Management Response Plan*

The National Stress Management Response Team (SMART) exists to assist emergency workers who, in the course of a response may experience traumatic incidents. The SMART plan lays out debriefing protocols to be followed in the event that an emergency worker is adversely affected by a traumatic incident and it also seeks to mitigate the effects of such trauma.

8. *Emergency Shelter Plan*

It describes Government's commitment to ensure that victims of a disaster are sheltered immediately.

9. *Medical Waste and Other Bio-Hazardous Wastes Management Plan*

The purpose of the waste management program is to provide protection to human health and the environment from the hazards posed directly or indirectly by the wastes being generated. This Plan aims to establish a proper waste management program and to ensure that waste is handled in accordance with internationally acceptable procedures from the point of generation through to its ultimate disposal or destruction.

10. *Relief Distribution Plan*

The National Relief Distribution Plan is designed to guide the management of supplies before, during and after a disaster as well as to guide provision of relief assistance to the affected population after a disaster in Saint Lucia.

11. *Telecommunications Plan*

This Plan describes the coordination of national and local agencies for the establishment and maintenance of an effective telecommunications system. It also sets out the support for warning systems in preparation for, response to, and recovery from an emergency or disaster.

12. *National Plan for Transportation in Disasters*

The objective of this Plan is to ensure the provision of transportation in support of activities undertaken in emergencies. The Plan details arrangements designed to guarantee that certain critical activities, which require transportation, can be undertaken. It addresses:

- Land, sea and air transportation and
- Protocols for accessing transportation in times of emergencies

13. *Evacuation Plans*

- Volume 1 - Concept of Operations
- Volume 2 - Emergency Shelters List
- Volume 5 – Traffic Management Plan
- Volume 6a – Model Community Plan
- Volume 6b - Community Plans

Hazard analysis and experience have confirmed that Saint Lucia is at risk from numerous hazards, both natural and technological and here below are a few scenarios that that may require an evacuation order.

It is also now a requirement of law as expressed in the Disaster Management Act No. 30 of 2006 that evacuation planning take place.

14. Maritime Search and Rescue [MSAR]

The Plan includes general information about maritime SAR, about how maritime SAR is currently conducted in Saint Lucia and includes SAR emergency procedures to activate the response in the case of calls from ships in distress.

15. Urban Search and Rescue Plan [USAR]

This Urban Search and Rescue Plan [USAR] plan establishes a process and structure for the systematic, co-ordinated, effective delivery of response to terrestrial SAR events at the National level. It outlines the planning assumptions, the operational concepts and response and recovery actions required in the event of an incident requiring Search and Rescue [SAR] response by describing the processes and methodology for implementing and managing national response efforts to terrestrial SAR events.

16. Emergency Response Plan for the Homeless

The Saint Lucia Emergency Response Plan for the Homeless sets the framework for expanding resources for homeless persons during emergencies.

The Emergency Response Plan for the Homeless must meet the needs of a wide range of homeless people (e.g. men, women, youth over 18, seniors, and families) in Saint Lucia and be flexible enough to deal with a varying number of people. To meet these criteria, the following response procedures have been developed. These procedures are articulated below, under two broad categories namely:

- Extreme Weather conditions
- Medical and Epidemic Emergencies.

17. National Influenza Plan

The purpose of this plan is to define the context for the establishment, maintenance and provision of an emergency response to a pandemic within the national emergency management system and available resources.

18. Damage Assessment Plan

Following a disaster, international agencies require a preliminary report within 48 hours of the event. The emphasis here is on preliminary, as they understand that it is impossible for a comprehensive report to be prepared within that timeframe. The purpose of this preliminary report is to give an idea of the sectors affected. It is from this report that regional and international donors make offers of assistance to an affected country.

A committee of NEMO comprising qualified Valuers, Quantity Surveyors, Engineers, Medical Personnel and Agriculturists to name a few, with private and public sector experience and background, prepare this preliminary assessment which is collated by a NEMO Volunteer (a qualified engineer). This report is then submitted to the Cabinet of Ministers and thereafter, customarily to donors.

Within 7 – 10 days thereafter, donors then expect to receive a second report i.e. the comprehensive assessment which details the extent of the damage. By that time, it is expected

that all or most sectors would have been comprehensively assessed. This second report is more accurate, as by that time, all sectors would have assessed their damage and reported accordingly.

Even as the second report is being presented, preparations are in an advanced stage for a third report - this time a macro socio-economic assessment led by the OECS Secretariat, but in collaboration with the NEMO Damage Assessment Team.

The process must be understood in its entirety as a multi report process. It is understood in the area of disaster management and assessment that the first report is a generalised assessment and only an approximation that may deviate substantially from the final figure which is derived following in-depth assessment.

19. Water Management Plan for Drought Conditions

Though Saint Lucia is viewed as a water rich island, the drought conditions in 2001 reminded us that Saint Lucia is susceptible to drought. The fact that drought conditions will reoccur in Saint Lucia is the reason for the Water Management Plan for Drought Conditions. This plan provides a framework for preparing for and responding to future droughts to minimize conflicts and negative impacts on Saint Lucia's natural resources and economy.

20. Hazardous Materials Response Plan

Incidents can occur during any phase of the handling and management of Hazardous Materials: packaging, storing, importation, transportation, use, reuse, production, and/or disposal of substances. This Plan addresses the response to a Hazardous Materials Spill and considers the particular conditions set by the substance involved and the incident itself.

21. Response Plan for Extreme Heat Event

Extreme Heat Events (EHEs) are rare in Saint Lucia because of our geographical location within the tropical maritime north easterly Trade Wind belt. Occasionally, there are departures from this normal tropical maritime island temperature cycle and elevated diurnal and nocturnal values may result. Such events may very well become more frequent as Climate Change continues to manifest itself in various ways. These events are a public health threat because they often increase the number of daily deaths (mortality) and other nonfatal adverse health outcomes (morbidity) in affected populations. Distinct groups within the population, generally those who are older, very young, or poor, or have physical challenges or mental impairments, are at elevated risk for experiencing EHE-attributable health problems. However, because EHEs can be accurately forecasted and a number of low cost but effective responses are well understood, future health impacts of EHEs could be reduced. This plan provides guidance and critical information that local public health officials and others need to begin assessing their EHE vulnerability and developing and implementing EHE notification and response programs.

22. Landslide Response Plan [To include mudslide and subsistence]

Landslides vary in types of movement (falls, slides, topples, lateral spread, flows) and may be secondary effects of heavy storms, earthquakes, and volcanic eruptions. Landslides are more widespread than any other geological event. The plan establishes goals and priorities and considers several structural and non-structural mitigation measures.

23. National Mass Casualty Management Plan

A Mass Casualty Incident is any event resulting in a number of victims large enough to disrupt the normal course of emergency and health care services; for Saint Lucia, this is twenty [20] victims in one incident. Hospitals get overloaded with large numbers of victims they cannot cope

with; victims in critical conditions may die because treatment does not come on time; and victims who do not need to be hospitalized may create chaos within the limited hospital area.

The Mass Casualty Management (MCM) plan presented in this document is a proven method to cope with such constraints by using limited resources as efficiently as possible. One of the principles of this MCM plan is to initially bring the hospital to the patients instead of the patients to the hospital, treating patients in the field after prioritization according to the gravity of the injury and chance of survival of the victim.

This is a compliment to the Mass Fatalities Plan for Saint Lucia.

24. *Fire Management Plan*

The purpose of the Fire Management Plan is to develop and establish a framework for cooperation with local and regional agencies for effective wildfire management in Saint Lucia. Having a system of coordinated actions, objectives and goals is essential to successfully confront the challenges caused by the risks and the negative effects of wildfires.

25. *Emergency Well-Being Support Plan*

The aim of the Emergency Well-Being Support Plan is to detail the management arrangements at the National and Local levels for the provision of emergency Well-Being services during emergencies.

This plan details National policy and arrangements adopted by the Government of Saint Lucia to coordinate Well-Being services in an emergency. It also details National level organisation and response arrangements in support of local Well-Being support plans. The arrangements provide for both government and non-government organisations to operate in a cooperative and coordinated manner in accordance with agreed roles and responsibilities.

It is important that the planning and provision of emergency Well-Being services at the local level are consistent with, as far as possible, with the policy and concepts detailed in this plan.

- In emergency management terminology, Well-Being is defined as providing immediate and ongoing supportive services, to alleviate as far as practicable the effects on persons affected by an emergency.
- The provision of Well-Being under this plan incorporates a range of services aimed at achieving the above.
- The development of this emergency Well-Being service is based fundamentally on the utilisation of resources already existing within the community.
- The Well-Being Emergency Support Plan supports a community centred approach to emergency management. At the Local level the plan aims to supplement the resources of the local community when required.

SECTORAL/AGENCY PLANS

1. *The Ministry of External Affairs – Disaster Guidelines*

This Plan outlines the role of the Ministry and its overseas missions during a disaster. The relationship between the Ministry, the Diplomatic Corps and the National Response Mechanism is detailed, as is the relationship between the Ministry and the numerous International Agency Teams expected during a response.

2. *Information Management in Disasters*

As the agency directly in contact with the media, the Government Information Service is guided by the protocols of this plan for the organization of the media houses.

Coordination of five national newspapers, several papers from other Caribbean countries, seven radio stations, five television stations, two subscriber cable operators with cable channels, as well as magazine and book publishers.

3. *National Civil Aviation - Security Programme*

This is restricted material and is approved and published under the authority of the Minister of Tourism and Civil Aviation

4. *National Communicable Disease Surveillance Manual*

The purpose of surveillance is not just to detect communicable diseases but rather to respond to any communicable diseases with the appropriate disease control measure. This manual details Saint Lucia's national surveillance systems.

5. *The Saint Lucia Hospitality Industry Crisis Management Plan*

- a. Concept of Operations
- b. Hurricane Plan

This Plan considers the response to emergencies and disasters by the Hospitality Industry and how this industry supports the National Disaster Response effort. The Hospitality Industry Crisis Management Committee (CMT) was formulated to plan for and coordinate responses to emergencies and disasters in that sector. It comprises representatives from the Ministry of Tourism, the Hotels Association, other Agencies involved in the Hospitality Industry and NEMO.

The first two volumes address the general framework of the Hospitality Industry Crisis Management Committee. The second volume concentrates on Hurricane Response Protocols.

6. *Airport Plans*

- a. *Sir GFL Charles Airport Emergency Plan*
- b. *Hewanorra International Airport Emergency Plan*

These orders detail the action to be taken by the various departments concerned on the Airport and those assisting State Emergency Services involved in the event of any one of the emergency procedures being implemented. Responsibility lies with those persons in charge of the department or service concerned to make adequate prior arrangements to fully cover their own particular responsibility as laid down in these orders and to instruct their staff accordingly.

7. *Seaport Plans*

- a. *Seaports Contingency Plan - Volume 1*
- b. *Seaports Contingency Plan - Volume 2*

The primary aim of this plan is to ensure that in the first instant urgent preventative action by those at the scene of the emergency is taken. This will be followed as quickly as possible, by a concentrated response from all Authority staff, appropriate civil and Government authorities, adequate in scope to meet the size and varied nature of the incident, thus hopefully preventing a serious escalation of the situation. The plan is developed with specific guidelines on more important incidents which we might expect to be encountered with.

a. Cruise Ship Response Plan

This Plan is intended to provide the pre-planned response/guidance/direction/ procedure in support of a possible incident involving a Cruise Ship in or about Saint Lucia.

It is realized that today's Cruise Ships are self-contained small cities with everything from law enforcement capabilities to power generation. The power output of the modern large Cruise Ship equals the power output of a small Caribbean Island. As such, it is realized that assistance will be an "on call" basis to support any needs or shortfalls of the affected Cruise Ship.

In order to provide assistance it is necessary first to anticipate what assistance could be needed and what assistance could be provided.

AGREEMENTS

1. Articles Establishing the Caribbean Disaster Emergency Response Agency
2. St George's Declaration of Principals
3. InternationalShip and Port Facility Security Code (ISPS Code)
4. Association of Caribbean States - Agreement to Create the Special Committee on Natural Disasters
5. Memorandum of Understanding between International Federation of Red Cross and Red Crescent Societies and United Nations Office for the Coordination of Humanitarian Affairs in regards to the International Federation assuming a Leading Role in Emergency Shelter in Natural Disasters

6. Responsibilities Matrix

Members of the National Emergency Management Organisation

Hazard/Function/ Emergency Procedure	Main Responsible Organisation	Key Support Organisations (secondary)	Sectoral Plans
1.Warning/ Monitoring	Meteorological Office Ministry of Works	Ministry of Agriculture	
2.Notification	NEMO Secretariat	National Committees, District Committees. Government Ministries.	
3.EOC	NEMO Secretariat	Disaster Committees, District Committees, Ministries, Private Sector	Sectoral EOCs, MOW, MOH, CMU, Private sector plan
4.Communications	Telecommunications Committee	Private sector. Amateur radio operators.	MOW. Private Sector Plan
5. Transportation	Transportation Committee	MOW, Volunteers. Private Sector.	MOW
6.Evacuation	Royal Saint Lucia Police Force	District Committees, Transportation Committee	
7.Shelter management	Shelter Management Committee.	MOE, District Committees, Social Organisations. MOH. Supply management Committee.	Respective Agency Disaster Plan and SOP.
8.Search and Rescue	Fire Service. (land) Police (maritime)	Transportation Committee, MOW.	
9.Security	Royal Saint Lucia Police Force	Neighbourhood Watches Community Action Program for Safety [CAPS] Fighting Against Increasing Threats to Humanity [FAITH]	Ops Orders and Respective Agency Disaster Plan and SOP.
10.Medical attention	Ministry of Health	MOH. Private sector. Transportation committee. Fire service, police.	MOH Plan.
11.Environmental Health	Ministry of Health	MOH. Shelter Management Committee.	MOH Plan.
12.Damage & Needs Assessment	Damage Assessment Committee	Ministry of Works	MOH, MOW, Private Sector Plan
13.External Assistance	Ministry of External Affairs	NEMO Secretariat	Ministry of External Affairs - Guidelines

			in case of Disasters
14. Supply Management.	Supply Management Committee	Governmental Ministries. Private sector. Transportation Committee	Private Sector Plan
15. Public Information	Information Committee (GIS)	NEMO, Media Houses,	Respective Agency Disaster Plan and SOP.
16. Protection and Rehabilitation of Infrastructure	Works/Rehabilitation Committee	MOW, Private sector	Recovery Plan.
17. Environmental Protection and Rehabilitation	Saint Lucia Solid Waste Management Authority	MOW. Transportation Committee.	Recovery Plan.
18. Reconstruction	Ministry of Planning	NEMO Secretariat, MOW. All Ministries, Private Sector.	Recovery Plan.

Role of citizens, administrators and scientists in mitigating natural disasters

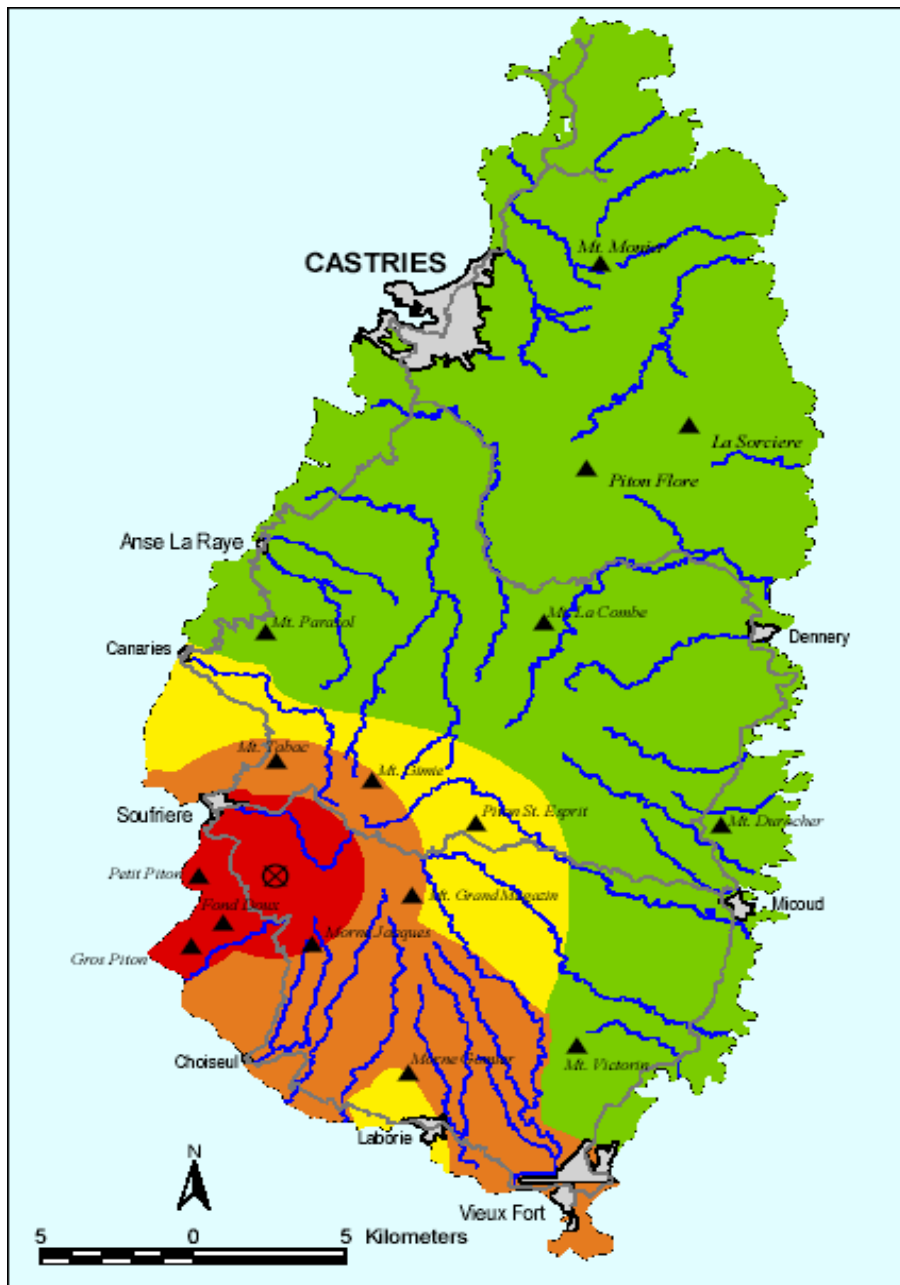
Attitude/ Consequent level of participation	Citizens	Public administrators	Scientists	Natural disaster outcomes
Unaware/little or no participation	It will not happen here and not to me, my family and my community; citizens ignore disaster warnings, or they panic	Do just enough work to hold the job; too busy with immediate priorities every day to consider the likelihood of natural disasters	Study phenomena without considering their possible relationship to natural disasters and people	Total Tragedy
Educated/moderate level of participation	It might happen; but when it does, someone else will take care of the necessary preparations and relief	Gather and catalogue information; develop natural disaster management plans; gather statistics on the community, its vulnerabilities and its disaster relief needs; lack standards for evaluating	Scientists can notice and record correlation between natural phenomena and disasters; scientists could produce predictions with a degree of probability, but administrators and the public	Tragedy; massive relief; major impact on social and economic development

		accuracy of predictions; who takes responsibility for deciding accuracy or usefulness of predictions	usually demand absolute accuracy	
Aware and alert/ high level of participation	<p>Citizens accept possibility of natural disaster occurrences; citizens educate themselves and prepare community based plans; citizens organize regular drills; circulate posters, pamphlets, school materials, videos, etc.; citizens participate in lay monitoring of disaster precursors; school children participate in lay monitoring as part of science curriculum and community work</p> <p><i>Citizens become aware of their immediate natural environment and its subtle shifts.</i></p>	<p>Organize practice drills; establish real-time information sharing; promote disaster-related public education; involve mass media in dissemination of disaster-related information; reach out to community groups, private sector, NGOs, etc. for integrated public education, disaster preparedness and response</p> <p><i>Public administrators understand some basic dynamics of the earth</i></p>	<p>Scientists share and discuss recorded precursor signals with scientists of other disciplines, among lay persons and citizens, and especially among public administrators, who can translate scientific observations into programmes and actions likely to protect communities from natural disasters</p> <p><i>Scientists share their observations in ways that are comprehensible to administrators and the public</i></p>	<p>Early warning success; evacuations of communities where necessary; safeguarding lives and property; minimize death and relief costs; more resources still available for sustainable human development</p>

SOURCE: Zenaida Delica – Willison - Forecasting earthquakes Is it possible? In TECH MONITOR _ Nov-Dec 2007

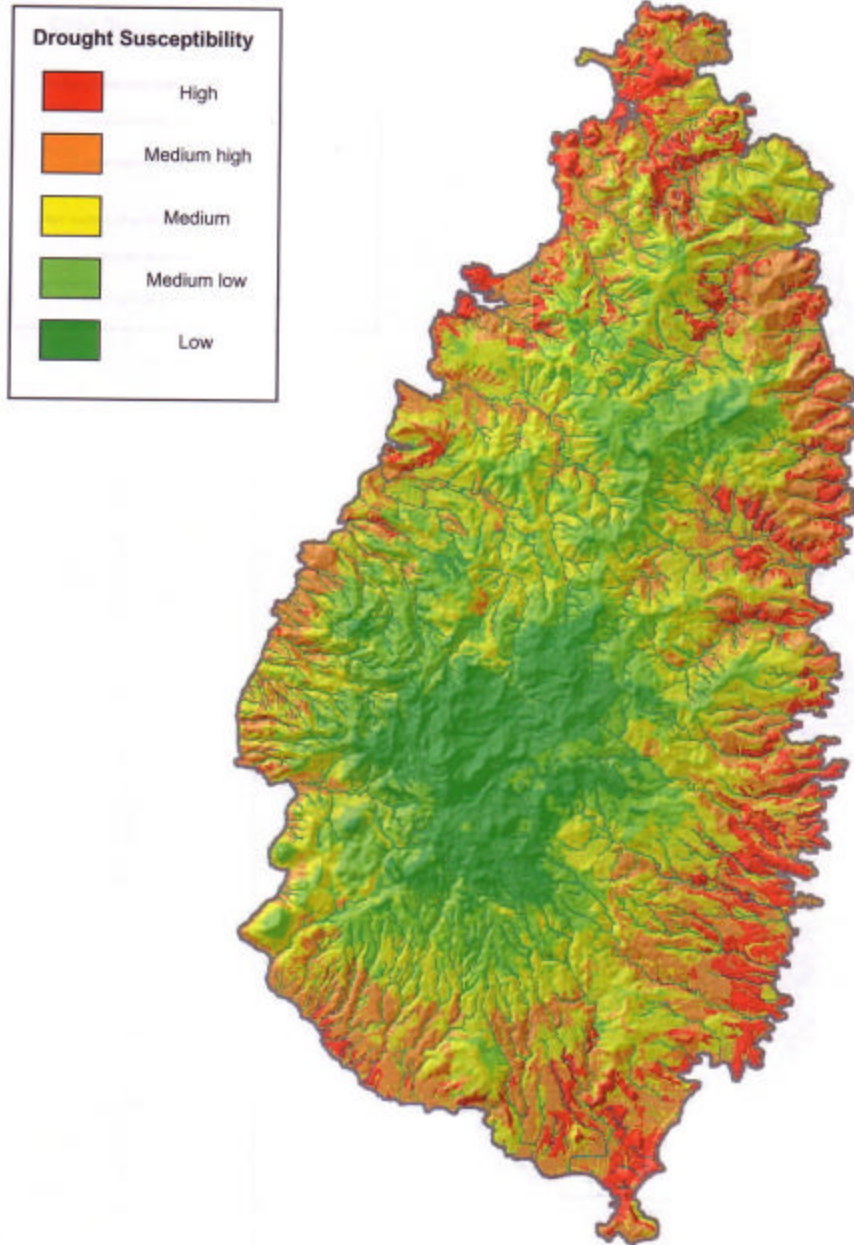
7. Hazard Maps

Integrated Volcanic Hazard Zone
By the Seismic Research Centre

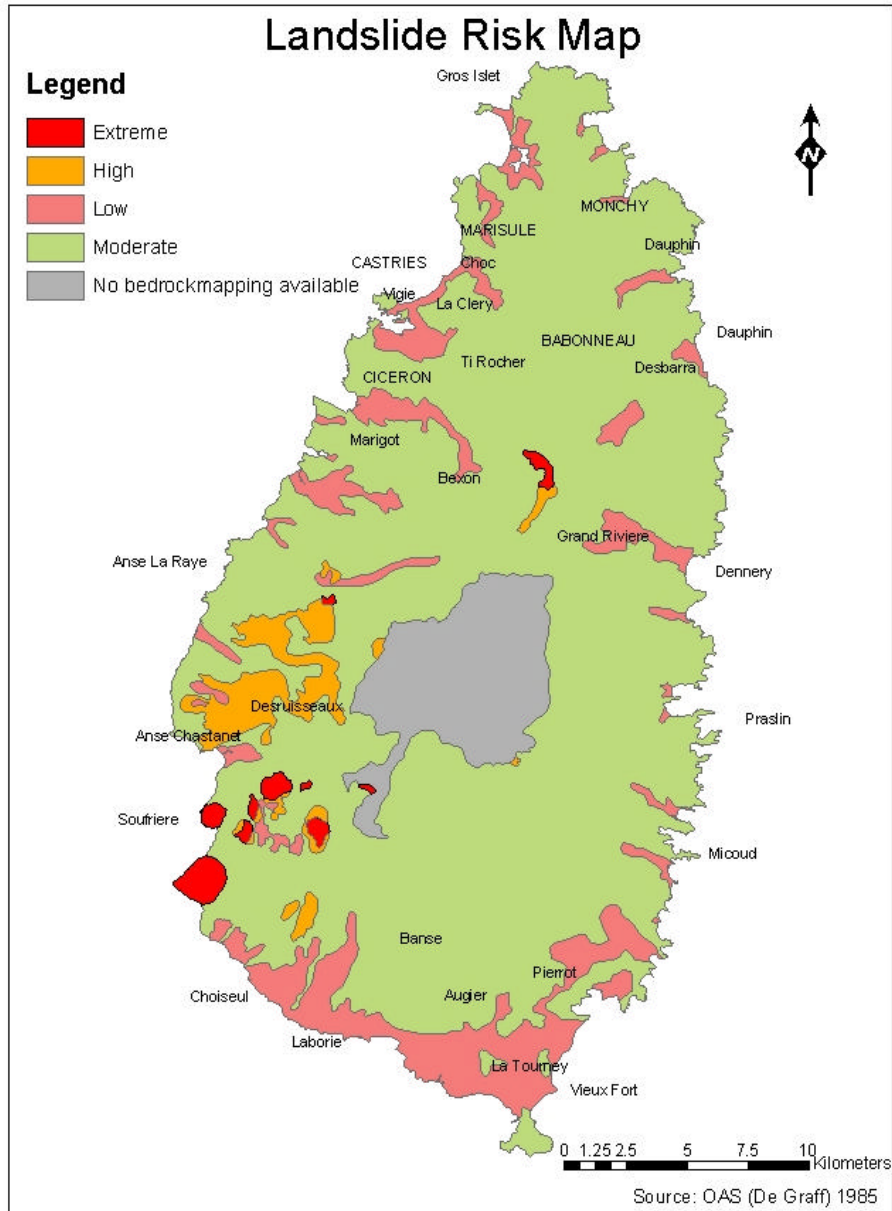


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| <p>Integrated volcanic hazard zones</p> <ul style="list-style-type: none"> Zone 1: Very high hazard Zone 2: High hazard Zone 3: Moderate hazard Zone 4: Low hazard | <ul style="list-style-type: none"> Peaks ⊗ Eruption vent Rivers Main roads Settlements |
|--|---|

Drought Susceptibility Map
By Dr. Christopher Cox



Landslide Risk map
By the OAS



8. Conclusion

It has been ten years [1996 – 2006] since the Saint Lucia National Emergency Management Plan was reviewed and accepted by Cabinet [Conclusion 1149/96]

In August 2001 the Government of Saint Lucia commissioned a revision of the National Emergency Management Plan within the framework of the World Bank/OECS Emergency Recovery and Disaster Management Project, in keeping with the role of the Director NEMO as stated in Section 7.- (1) of the Disaster Preparedness and Response Act No. 13 of 2000.

The Director shall prepare annually for the approval of the Prime Minister a Disaster Preparedness and Response Policy Review related to the mitigation of, preparedness for, response to and recovery from emergencies and disasters in Saint Lucia.

The Pan American Health Organisation noted that:

National Disaster Management is very active and well developed. St. Lucia has achieved Disaster Management capabilities which other Caribbean countries can follow. Numerous agreements with the private sector, NGO's, Service Organizations, and neighbouring French Departments have been implemented. Health sector mitigation activities have begun and are expected to continue. St. Lucia has all possible disaster plans available and updated thanks to the National Emergency Management Office St. Lucia. [SOURC: <http://www.disaster-info.net/carib/stlucia.htm>]

Appendix 1: Organisational Structure of the NEMO.

