



Government of Saint Lucia

National Telecommunications Plan

Document of the Saint Lucia National Emergency Management Plan

Based upon EMERGENCY SUPPORT FUNCTION 2

TELECOMMUNICATIONS/INFORMATION SYSTEMS AND WARNING

<http://emd.wa.gov/3-map/a-p/cemp/ESF-02-Telcom/cemp-esf2-12-04-telecom-is-warning.doc>

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June 22, 2006

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I. INTRODUCTION

A. Purpose

To provide guidance for organizing, establishing, and maintaining the telecommunications system capabilities necessary to meet the operational requirements for preparing, responding to, and recovering from, emergencies and disasters.

B. Scope

This Plan describes the coordination of national and local agencies to be taken to establish and maintain effective telecommunications systems and warning support in preparation for, response to, and recovery from an emergency or disaster.

II. EMERGENCY/DISASTER CONDITIONS AND HAZARDS

Disasters actually result from three (3) types -- or combinations -- of incidents, caused by:

1. Natural or cataclysmic events (*e.g., earthquakes, fires, floods and storms*);
2. Human behavior (*e.g., robberies, bomb threats, acts of arson, hostage events or transportation strikes*); and
3. Technological breakdowns (*e.g., power outages, computer crashes and virus attacks*).

Hazard analysis and experience have confirmed that Saint Lucia is at risk from numerous hazards, both natural and technological:

- Meteorological Hazard: Hurricanes, Tropical Wave, Tropical Storm, Storm Surge, Flooding, Land Slides, Drought
- Seismic/Volcanic Hazard: Volcanic Eruption, Earthquake, Tsunami [Marine and land based]
- Technological: Fire, Explosion, Hazardous Material Spill, Mass Poisoning, Pollution, Civil Unrest
- Other: Plague, Mass Causality, Epidemic Outbreak, Dam Failure, Office Violence, Terrorism, Bomb Threat/Explosion, Utility Failure

III. POLICIES

- A. The National Telecom Committee is a sub-committee of NEMO whose primary function is to ensure that the appropriate telecommunications systems and services are in place to facilitate emergency response.

- B. Communications capabilities available for emergency response include the NEMO Communications Network, which comprises, but is not limited to
- The National Emergency Operations Centre [NEOC]
 - District Emergency Operations Centres,
 - Amateur Radio Operators
 - Citizen Band Radio Operators
 - Citizen and Amateur Radio Emergency Support Services (CARESS)¹
 - Essential Services, such the fire service, police, ambulance, hospital
 - Utilities – electricity, water
 - Telecommunications Network Operators
 - Information services – television, radio and newspaper
 - Government departments and agencies – Ministry of Communications, Works, Transport and Public Utilities, Ministry of Internal Affairs, Ministry of Health.
- C. The National Telecom Committee is supported by the District Disaster Preparedness Committees and other government and non-government agencies.
- D. The National Telecom Committee will advise NEMO Secretariat as to the requirements and status of the telecommunications systems nationwide, required for responding to emergencies.
- E. District Committees shall develop telecommunications systems and plans to meet emergency management requirements and needs.
- F. National agencies shall ensure that appropriate telecommunications systems are in place for communicating with NEMO Secretariat and/or related agencies when an emergency response is required.
- G. The Saint Lucia Government, under the National Emergency Response Plan (NREP) may, through the National Emergency Management Organisation, provide temporary emergency communications assistance to National and/or local jurisdictions prior to or during an emergency or disaster.
- H. To facilitate coordination and response, emergency communication must be directed to the National EOC.
- I. An Emergency Alert System (EAS) operates through designated radio and television stations and is intended to provide national and local committees/agencies with the means to disseminate pertinent information concerning imminent emergency or disaster type events.

¹ See Appendix A

IV. ORGANIZATION

NEMO's telecommunications emergency response shall comprise the National Telecommunications Committee and an Expanded Telecommunications Committee

National Telecommunications Committee

The National Telecommunications Committee shall be a core group of agencies that will coordinate, advise and assist NEMO Secretariat in ensuring that effective telecommunications systems exist to facilitate its mandate.

Membership of this Committee shall comprise a representative from

- Saint Lucia Air and Sea Ports Authority
- The National Telecommunications Regulatory Commission
- The Amateur Radio Fraternity
- The Citizen Band Radio Fraternity
- The Ministry of Communications, Works, Transport & Public Utilities
- Royal Saint Lucia Police Force
- NEMO Secretariat

A Chairman shall be elected by the Committee Members.

The Committee shall meet at least twice annually, and at least one of those meetings shall include the Expanded Telecommunications Committee.

Expanded Telecommunications Committee

The Expanded Telecommunications Committee shall comprise all agencies with telecommunications systems/networks which can support NEMO Secretariat in the implementation of the National Telecommunications Plan.

The membership of this Committee shall include the agencies identified as part of the NEMO Communications Network.

The Committee is required to meet at least once a year.

V. SUPPORTING DOCUMENTS

The activities of the NEMO Communication Network shall be guided by the following documents, as specified:

1. Emergency Telecommunications Procedures Manual dated August 1996 with changes is maintained separately.
2. Emergency Telecommunications Operations Manual proposed March 2005 with changes is maintained separately.
3. National Emergency Operations Standard Operating Procedures dated August 1996 is maintained separately.

4. National Emergency Management Organisation – Citizen Amateur Radio Emergency Support Services [CARESS] proposed March 2005 with changes is maintained separately.

IV. RESPONSIBILITIES OF KEY AGENCIES IN THE NEMO COMMUNICATIONS NETWORK

The agencies listed below must ensure that their staff is appropriately trained and that their systems and equipment are in place to provide the requisite support to NEMO Secretariat

- 1. NEMO Secretariat**
 - a. Overall responsibility for planning and coordinating the emergency telecommunications program within the National Mechanism.
 - b. To ensure that the Communications Network is in a state of readiness for an emergency response.
- 2. Ministry of Communications, Works, Transport and Public Utilities**
 - a. Overall responsibility for planning and coordinating Government's telecommunications network and infrastructure.
 - b. To advise the National Telecommunications Committee on the status of Government's telecommunications network and infrastructure.
- 3. National Telecommunications Regulatory Commission [NTRC]**
 - a. To advise the National Telecommunications Committee on telecommunications matters.
- 4. Telecommunications Network Operators**
 - a. Ensure that their networks are in a state of readiness for an emergency response.
 - b. That the appropriate systems are in place to ensure a speedy restoration of systems, with priority given to the restoration of communications to essential services immediately after the disaster.
- 5. Essential Services (Police, Fire Service, Ambulance)**
 - a. Ensure that their communications networks are in a state of readiness for an emergency response.
 - b. Ensure that there are appropriate mechanisms and protocols for establishing and maintaining communications with NEMO Secretariat and with other key agencies.
- 6. Amateur and Citizen Band Radio Fraternity**
 - a. Amateur Radio and Citizen Band Operators should ensure that their equipment and support systems are in a state of readiness for an emergency response.
 - b. Amateur and Citizen Band Radio Operators should make themselves available

to assist NEMO Secretariat in satisfying and meeting the requirements of its communications network.

7. Utility Services

- a. Ensure that their communications networks are in a state of readiness for an emergency response.
- b. Ensure that there are appropriate mechanisms and protocols for establishing and maintaining communications with NEMO Secretariat and with other key agencies.
- c. That the appropriate systems are in place to ensure a speedy restoration of systems, with priority given to the restoration of utilities to essential services immediately after the disaster.

8. Information Services

- a. Ensure timely and accurate dissemination of information to the general public, as required by NEMO Secretariat
- b. For the broadcast sector, they must ensure that their communications networks are in a state of readiness for an emergency response and to provide communications before, during and after a disaster.

VI. GUIDELINES FOR TELECOMMUNICATIONS OPERATIONS IN KEEPING WITH THE EMERGENCY LEVELS OF RESPONSE

In keeping with the National Response Plan, **NEMO Secretariat** has categorised emergencies and their required responses into the three levels as stated in Table ***.

Level	Response Required	Description
I	Local response	Local incidents within Saint Lucia which can be handled by the local response machinery.
II	Limited regional response required	Disasters taking place at the national level which does not overwhelm Saint Lucia's socio-economic structure or its capacity to respond. In such cases, the primary assistance at the regional level will be limited to providing technical expertise to NEMO Secretariat or facilitating their access to specific resources which may be required due to the disaster event. NEMO Secretariat will still manage the emergency response efforts.
III	Full-scale regional response required	Disasters which overwhelm the capacity of Saint Lucia to respond. In such instances the Regional Response Mechanism is activated. This includes the activation of the Caribbean Disaster Relief Unit (CDRU) which is the operational arm of the Regional Response Mechanism. The CDRU comprises representatives from the military forces within CARICOM and its main responsibility is logistical support for the receipt and dispatch of relief supplies.

Guidelines

In order to ensure that NEMO Secretariat is adequately prepared for the various levels of responses described above, the members of the NEMO Communications Network must ensure that their telecommunications systems are maintained to at least the *Routine Operating State*, in keeping with the *Emergency Telecommunications Procedures Manual*.

Under the *Routine Operating State*, the NEMO Communications Network must be able to provide at least basic communication for sudden disasters and emergencies.

When there is warning of a possible disaster, the level readiness of the NEMO Communications Network can be escalated from the *Routine*, to the *Alert*, to the *Response*, followed by the *Recovery Operating States*, the various states of which shall be communicated by NEMO Secretariat.

VII. APPENDICES

Appendix A: Citizen and Amateur Radio Emergency Support Services (CARESS)

The Citizen and Amateur Radio Emergency Support Service (CARESS) comprises licensed amateur radio and citizen band radio operators, organised under the banner of the National Emergency Management Organisation, who have volunteered to provide radio communications in the event of an emergency.

The National Emergency Management Organisation (NEMO) NEMO Secretariat is responsible for all emergency services under the NEMO Director who co-ordinates all emergency activities.

NEMO Secretariat shall establish the Terms of Reference for CARESS

The members of EARSS shall meet at least twice yearly to co-ordinate all CARESS activities within the assigned Zone. They then report to the Chair of the Telecom Committee.