



*Government of Saint Lucia in collaboration with  
The United States Agency for International Aid/Office of Foreign Disaster Assistance [USAID/OFDA]*

# Government of Saint Lucia

## Emergency Shelter Plan

Document of the Saint Lucia National Emergency Management Plan

*Revised May 6, 2004 / June 18, 2004 / April 10, 2005 / April 22, 2005 / June 23, 2005 / August 7, 2006*

*Based on a Model Emergency Shelters Program developed by the  
Office of Foreign Disaster Assistance – 2003*

*[sgd] Augusta Ifill*

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*Approved by  
[National Shelter Committee]*

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*10<sup>th</sup> August 2006*

*[Date of Approval]*

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*Approved by  
[NEMAC]*

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*[Date of Approval]*





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## SECTION 1: OVERVIEW

### 1. AUTHROISATION

The **EMERGENCY SHELTER MANAGEMENT PROGRAM FOR SAINT LUCIA** as part of the National Disaster Management Plan documents Government's commitment to disaster preparedness, prevention, mitigation and effective response in the area of Shelter Management. It defines the organizational and functional mechanisms and procedures for carrying out the Shelter Management Program in preparation for any eventuality.

This document was designed under the guidance of the Director of the Saint Lucia National Emergency Management Organization as a responsibility conferred by the Cabinet of Ministers on **August 1, 1996** by decision No: **1149 of 1996**.

This program document focuses on short term Emergency Sheltering. The planning and responding to the needs of Emergency Housing and Refugee Accommodation are addressed in other Government of Saint Lucia Policy Documents.

### 2. ASSUMPTIONS

- That Emergency Shelter Committee is the lead responder to situations requiring the shelter of persons.
- A large scale emergency will result in increased demands on members of the Emergency Shelter Committee.
- That the Government of Saint Lucia shall respond to a National Disaster.
- That the Government of Saint Lucia shall ensure that there are Emergency Shelters designated as such.
- That Emergencies in Saint Lucia may be categorized in two ways:
  - Those that are preceded by a build-up [slow onset] period, which can provide NEMO with advance warnings, which is used to facilitate timely and effective activation of national arrangements
  - Other emergencies occur with little or no advance warning thus requiring mobilization and almost instant commitment of resources, with prompt support from the Government of Saint Lucia just prior to or after the onset of such emergencies

### **3. STATUTORY AUTHORITY**

*Disaster Management Act No 30 of 2006*

PART IV

EMERGENCY OPERATIONS CENTRES AND SHELTERS

*See Appendix 9 for full text*

*Police Ordinance No. 30 of 1965*

*Part IV Section 22 (1) -- It shall be the duty of the Force to take lawful measures for –  
(m) Assisting in the protection of life and property in cases of fire, hurricane, Earthquake, flood and other disasters*

### **4. THE PLAN**

This Emergency Response Plan is a guide for the Shelter Management Committee into the way the assigned Staff will handle a disaster.

Every Member is to be aware of the existence of this plan and is to be fully knowledgeable of their roles and responsibilities in any disaster as set out in the Standing Operating Procedures [SOP].

This plan shall be stored in an area easily accessible to all members. Should a disaster occur during the absence of the Chair, members should have easy recourse to the plan.

### **5. RELATED DOCUMENTS**

This plan is a “stand alone” document that may be activated to support hazard management plans. Other documents related to this plan are:

1. Ministry of Education Continuity of Operations Plan
2. Ministry of Works Disaster Plan
3. School Continuity of Operations Plan
4. CC / HRC Continuity of Operations Plan
5. Churches Continuity of Operations Plan
6. National Plan for Transportation in Disasters
7. National Damage Assessment Plan
8. National Welfare Emergency Management Support Plan
9. National Telecommunications Plan
10. National Mass Casualty Plan
11. District Disaster Plan
12. Evacuation Plan [Presently there are only Anse la Raye and Black Mallet / Maynard Hill Evac Plans]
13. Standing Operating Procedures for the Agencies of the National Emergency Management Organization
14. Continuity of Operations Plan of the Utility Companies
15. Emergency Shelter Manuals Vol. I and II

## 6. LIMITATIONS

This plan is limited to the coordination of responses to actual or potential major events, and is not activated to be the only responder. The National Emergency Management Organization [NEMO] Secretariat must be notified of all MAJOR activations. This is necessary to allow for the rapid coordination of resources should the incident escalate to a level requiring National mobilization.

## 7. TRAINING

It is recognized that to achieve the capacity and competency that will allow staff to function smoothly during a response, training must be an ongoing component of professional development. The following subjects shall be presented, but are by no means limited to:

1. Introduction to Disaster Management [IDM]
2. Shelters and Shelter Management [SSM]
3. Emergency Operations Centre Management
4. Incident Command System [ICS]
5. Telecommunications
6. First Aid / CPR

Where appropriate, it shall be the responsibility of Agencies to ensure that such training is incorporated into its annual training program.

## 8. DISASTER CYCLE

The Disaster Cycle comprises of the following elements:

### BEFORE

- Prevention
- Mitigation
- Preparedness

### DURING

- DISASTER OCCURS

### AFTER

- Response
- Reconstruction / Recovery
- Rehabilitation / Rebuilding

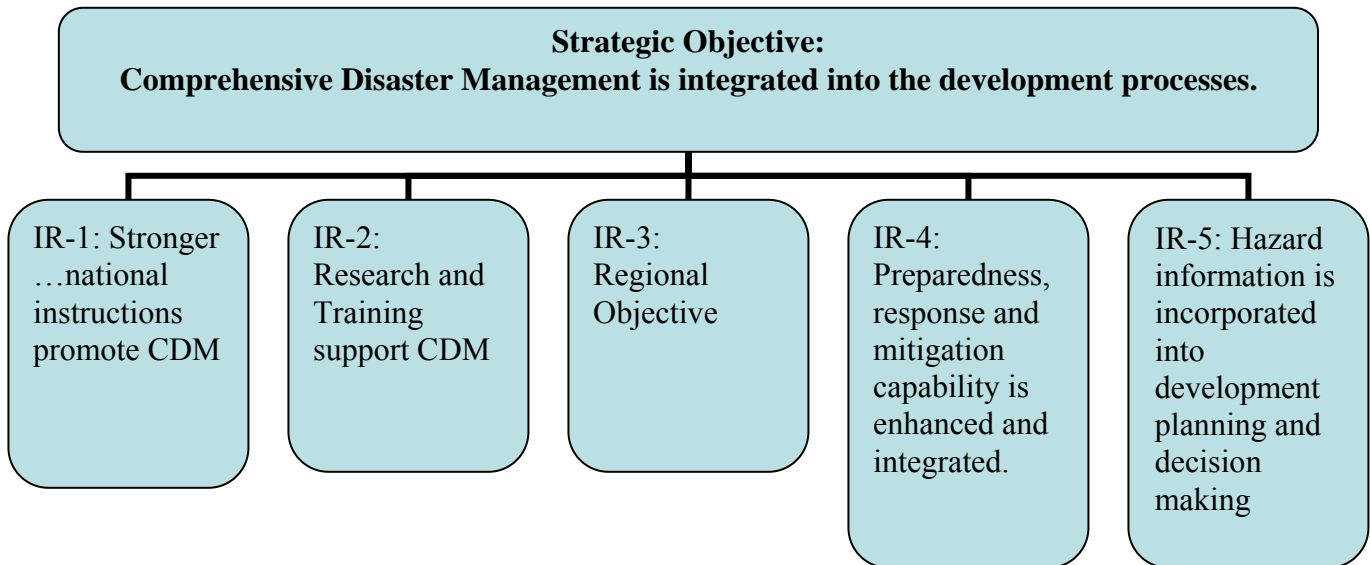


## 9. COMPREHENSIVE DISASTER MANAGEMENT

It is understood by the Government of Saint Lucia [GOSL] that the disaster cycle lends itself to a comprehensive approach to disaster management, whether within this organization 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 the GOSL'S intension to weave Comprehensive Disaster Management into the Corporate Life through the recommended Intermediate Results [IR]



## 10. ST. GEORGES DECLARATION OF PRINCIPLES

It is understood that as a tool to achievement of the CDM Strategy, it is this Agency's undertaking to support Principle Nine of the St. Georges Declaration of Principles for Environmental Sustainability in the Organization of Eastern Caribbean States [OECS].

Where each member state agrees to:

- Establish at the community, national and regional levels appropriate and relevant integrated frameworks to prevent, prepare for, respond to, recover from and mitigate the causes and impacts of natural phenomena on the environment and to prevent man made disasters;
- Exchange information with each other, relating to the experiences and lessons to be learnt from the causes and impacts of natural and man made hazards and phenomena on its environment.

## 11. SITUATION

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

- Natural or cataclysmic events (*e.g., earthquakes, fires, floods and storms*);
- Human behavior (*e.g., robberies, bomb threats, acts of arson, hostage events or transportation strikes*); and
- 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

## **12. ACTIVATING THE NATIONAL EMERGENCY RESPONSE MECHANISM**

A major situation which threatens population centers, will require that the Incident Commander [IC] receives support for its control and management. This will be coordinated by the National Emergency Operations Centre (NEOC). The decision to advise the NEMO Secretariat of the need for additional support will be made by the IC.

The IC will complete a Situation Report Form for the Director NEMO.

The Director NEMO in consultation with the IC and the Cabinet Secretary, will decide on activation of the Plan and if necessary, the NEOC.

The NEOC, once activated, will coordinate response, request additional resources and ensure adequate support to all relevant functions. The IC will retain operational control of all operations.

Once the NEOC is activated all Standing Operating Procedures shall come into effect.

## **13. ACTIVATING THE REGIONAL RESPONSE MECHANISM**

A major situation, which threatens population centres in Saint Lucia, may require that the Government of Saint Lucia receives support for its control and management. This will be coordinated by the Caribbean Disaster Emergency Response Agency [CDERA].

The decision to advise the CDERA Coordination of the need for additional support will be made by the Prime Minister, the Cabinet Secretary or the Director NEMO, based upon established response levels. (See Appendix 11)

The Director NEMO will complete a Situation Report Form for the Coordinator of CDERA.

The Coordinator of CDERA in consultation with the Government of Saint Lucia will decide on activation of the Regional Response Plan.

Once activated, CDERA Coordinating Unit will coordinate regional response, request additional resources and ensure adequate support to all relevant National functions. Once activated all Standard Operating Procedures shall come into effect.

The National Emergency Operations Centre [NEOC] shall retain operational control of all operations



in Country.

**OF SPECIAL NOTE:** Should the CDERA/CU receive a request for activation from an alternate source regardless of its apparent credibility, the CU is to confirm the request with the Prime Minister, the Cabinet Secretary or the Director NEMO.

**SECTION 2:  
EMERGENCY SHELTER POLICY FOR  
SAINT LUCIA**

The Emergency Shelter Policy Document is a “stand alone” procedure that may be activated to support hazard management plans.

It was approved by the Cabinet of Ministers on August 1, 1996 by decision  
No: 1149 of 1996

And revised on May 25, 2001

# SECTION 3: SHELTER MANAGEMENT PROGRAM GUIDELINES

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3. Shelter Management Structure [In a shelter]

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2. Selection of Shelters
3. Inspection of Shelters
4. Maintenance of Shelters
5. Transportation and Evacuation
6. Communication
7. Financial
8. Training
9. Public Awareness

### Post-Event Activities

## **SHELTER PROGRAMME COMMITTEES – ROLES AND RESPONSIBILITIES**

### **1.0 [NATIONAL]**

This program will engage the services of other Operational Committees, the Private Sector, District Committees, Village Councils and Departments of Government.

Membership of the Committee comprises of but is not limited to:

#### Core Group

1. Chief Education Officer – CHAIR
2. Ministry of Education/Shelter Team

#### General Membership

3. Teachers Union – Representing all Schools
4. Principals Association – Representing all Principals
5. Saint Lucia Red Cross
6. Ministry of Works/ Shelter Inspectors
7. Ministry of Social Transformation Representing all Community Centres / Human Resource Centres
8. Council of and for Persons with Disabilities [Reason: Special Needs]
9. Council of and for Older Persons [Reason: Special Needs]
10. Ministry responsible for Gender Relations [Reason: Genda Based Violence, Medical Needs etc.]
11. ALL Churches
12. Eighteen Shelter Team Leaders from District Committees

#### RELATED DOCUMENTS

This Shelter Management Program Document is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Education Continuity of Operations Plan
2. Ministry of Works Disaster Plan
3. School Continuity of Operations Plan
4. CC / HRC Continuity of Operations Plan
5. Churches Continuity of Operations Plan
6. National Plan for Transportation in Disasters
7. National Damage Assessment Plan
8. National Welfare Emergency Management Support Plan
9. National Telecommunications Plan
10. National Mass Casualty Plan
11. District Disaster Plan
12. National Evacuation Plan:
  - a. Concept of Operations
  - b. Emergency Shelters [Annual List]
  - c. Special Needs Evacuation Plan
  - d. Animal Evacuation and Recovery Plan
  - e. Traffic Management Plan
  - f. Community Evacuation Plans

13. Standing Operating Procedures for the Agencies of the National Emergency Management Organization
14. Continuity of Operations Plan of the Utility Companies

## **SHELTER PROGRAMME COMMITTEES – ROLES AND RESPONSIBILITIES**

### **2.0 [DISTRICT]**

This program will engage the services of other Operational Committees, the Private Sector, Village Councils and Departments of Government.

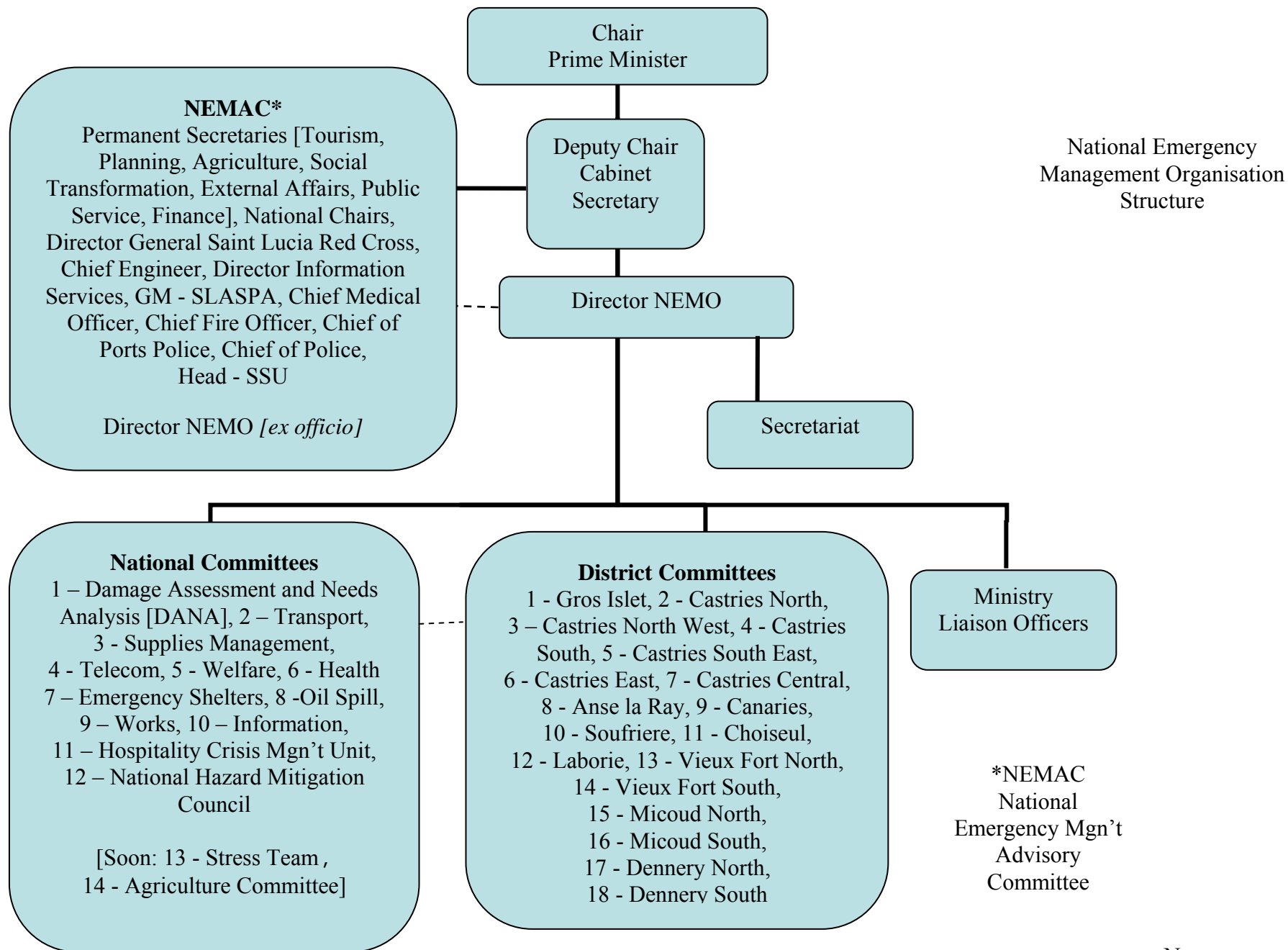
Membership of the Committee comprises of but is not limited to:

1. Rep - Saint Lucia Red Cross Society Branch
2. Rep - Ministry of Health
3. Rep - Environmental Health
4. Rep - Hospital / Health Center
5. Rep - Saint John's Ambulance Brigade
6. Rep – Solid Waste Management Authority
7. Rep - Fire Officer
8. Rep - Police Officer
9. Rep - Stress Response Team
10. Rep - Saint Lucia Cadet Corps
11. Parish Priests and Heads of Religion
12. Principals/Senior Teacher of Schools

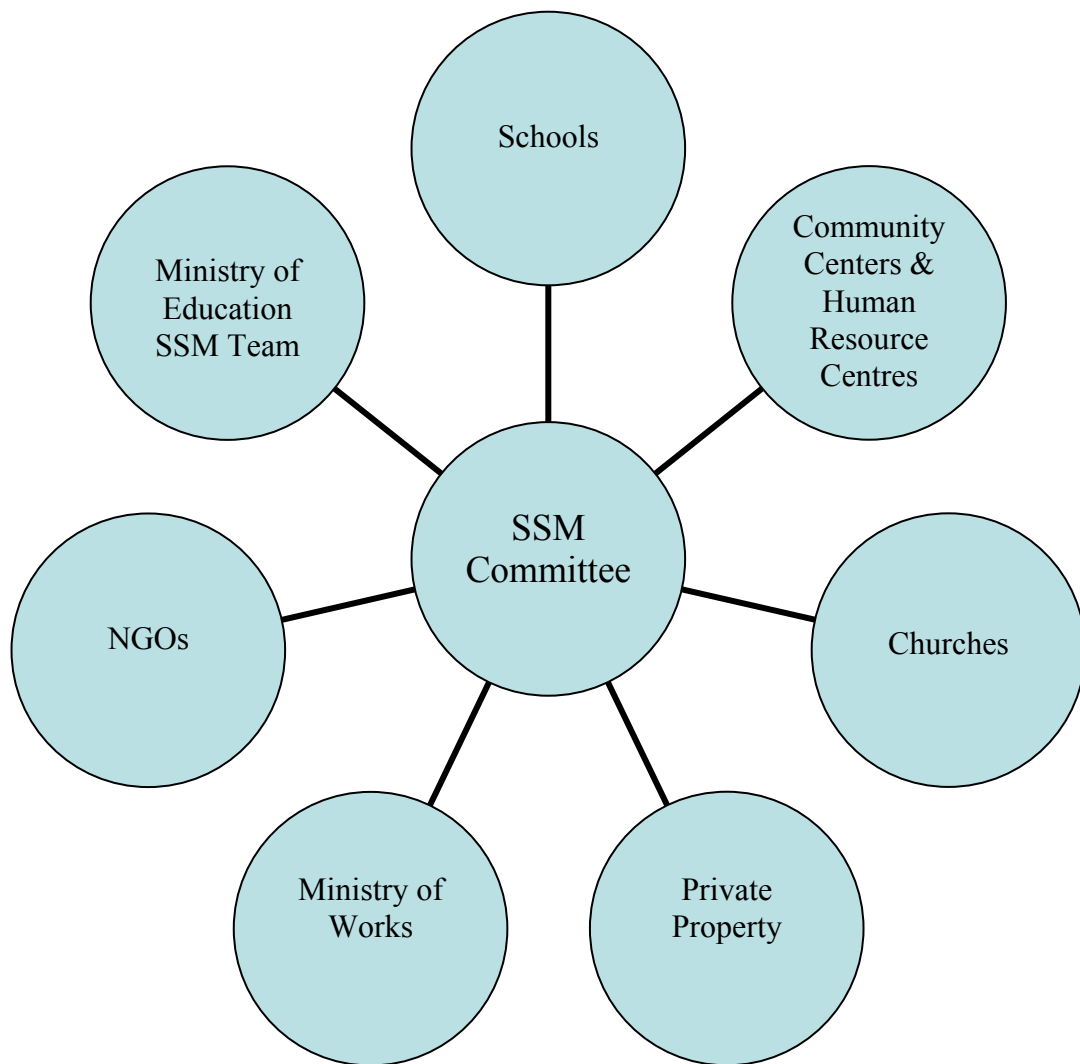
### **3.0 RELATED DOCUMENTS**

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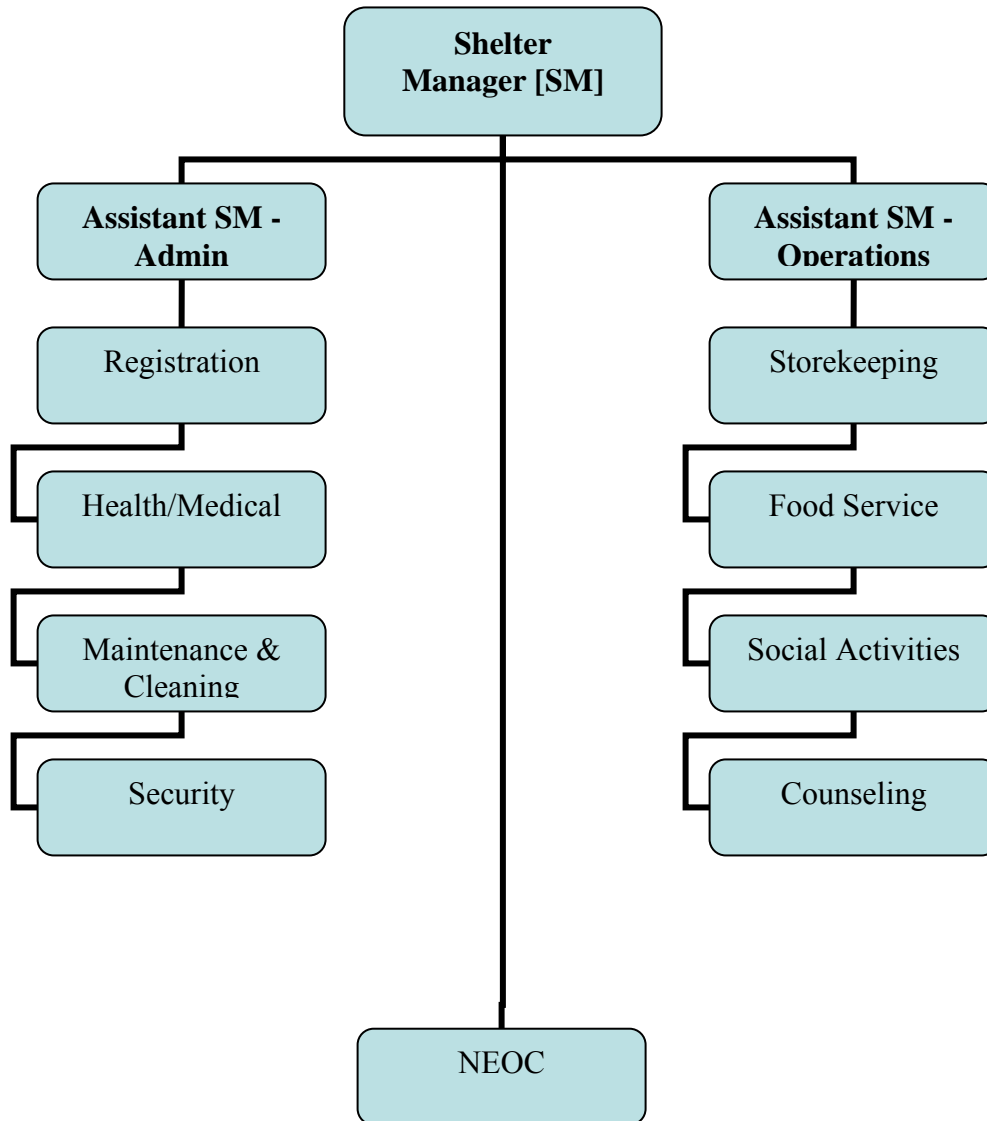
1. District Disaster Plan
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6. Shelter Management Manuals Vol. I and II



2.0 Shelter and Shelter Management [National]



## 3.0 Shelter Management Structure [In a shelter]





## Shelter Staffing and Support

### Administrative

1. Shelter Manager
2. Assistant Shelter Manager
3. Registrar
4. Cooks
5. Storekeeper
6. Secretary
7. Nurse/First Aide Worker
8. Driver
9. Cleaners

### Support Staff [Outside of Shelter]

1. Red Cross
2. Religious Leader
3. Doctor
4. Councilor
5. Police / Security Officer
6. Veterinarian
7. Dietitian
8. Fire Officer
9. Plumber
10. Electrician
11. Carpenter
12. Maintenance person
13. Damage Assessment Evaluator

## Key Components of National Shelter Program- Normal Times

### 1. Selection of Shelters

- *Criteria:* The process of selecting shelters based on agreed criteria determined by need, is a core activity of Saint Lucia's shelter program. The shelter must be suitable for its purpose as an emergency shelter, or long-term shelter for a wide variety of Hazards. The type of shelter would be defined as primary or secondary, based on the shelter's vulnerability to a specific hazard.
- A primary shelter being one where persons may be accommodated **BEFORE** an event.
- A secondary shelter being one where persons are accommodated **AFTER** an event.
- The process must ensure that suitability meets all situations. Structures that may protect people from hurricanes may not be suited to long-term occupancy. A structure not suitable for hurricane protection may be ideal for sheltering persons evacuated to avoid flooding.
- *Responsibility for criteria:* The responsibility for determining selection criteria on a National Level is the responsibility of the Office of the National Emergency Management Organization through the Ministry of Works.
- *Objective of shelter selection process:* To establish a clear methodology for establishing safe and appropriate shelters for citizens in a disaster.
- *Outcome of process:* An agreed list of available shelters that meet an approved standard for need and safety.
- *Schedule of selection process:* Done annually, but completed and checked prior to hurricane season.

General guidelines for shelter selection are contained in *Appendix 2*.

## 2. Inspection of Shelters

- *Criteria:* The Office of the National Emergency Management Organization, in conjunction with the Ministry of Works, should determine the criteria by which shelters are inspected. Suggested guidelines for shelter inspection can be found in *Appendix 2*.
- *Responsibility for inspection:* The recommended team comprises of a number of persons who may be involved in shelter inspections. These will vary depending on the situation. Each will bring different expertise, level of disaster knowledge and experience to the task. Following is a list of those who might be involved:
  - Ministry of Works
  - Independent Consultants
  - Contractors
  - Builders/surveyors
  - Shelter Committee Chairpersons
  - Fire Dept. personnel
  - Department of Environmental Health
  - WASCO
  - Director - NEMO

In Saint Lucia the inspection is conducted by a team from the Ministry of Works, who has been trained in the area of inspection.

- *Objective:* To ensure certification of inspected shelters; to ensure that shelters meet prescribed building code and public safety standards.
- *Outcome:* A list of shelters that have been certified to have met prescribed standards of safety.
- *Schedule:* Completed annually.

## 3. Maintenance of Shelters

*Who is responsible:* Maintenance of Buildings is the responsibility of the parent Agency.

- *Objective:* To ensure that shelters are maintained to a level required by law and in accordance with guidelines on public safety and security.
- *Outcome:* Selected shelters maintained to an appropriate level of safety ready for use as shelters at any time.
- *Schedule:* Ongoing process throughout the year ensuring upkeep, safety and suitability.

## 4. Transportation and Evacuation

*Who is responsible:* National Transportation Committee will coordinate the movement of people and supplies.

- *Available resources:* Inventory of working vehicles and locations, volunteers.
- *Who must evacuate:* Coordinate by the National Shelter Management Committee or the District Disaster Committee
- *Evacuation Plan:* The setting of the evacuation route is the responsibility of Royal Saint Lucia Police Force Defense. The writing of the Plan falls to selected members of the National Emergency Management Organization [PS Physical Planning as Chair, Ministry of Works, Fire Department, Police Force and NEMO Secretariat]

- *Objectives:* Coordinated transportation of supplies and people at time of need; safe evacuation of sick, elderly or disabled; transportation of shelter teams.
- *Outcomes:* timely supplies of food, medicine and equipment; prescribed procedures for transport of sick and elderly at times of need; shelter teams to designated shelters in timely fashion.
- *Schedule:* Transportation and evacuation procedures must be determined, agreed, implemented and practiced well in advance of need.

## 5. Communication

- *Criteria and responsibility:* It is vital that the type of communication is established and implemented as part of a coordinated National Disaster Plan. This is best advised through the National Telecoms Committee of NEMO. Types of communication that can be established within the facilities can range from:
  - Land Lines
  - Cell phones
  - Ham radios
  - Hand held radios
- *Key advantages of good communications:*
- Allows the shelter manager to liaise with other agencies – a clearly defined channel of communication established by NEMO outlining the networking capabilities between the EOC, District, and Community. Defined guidelines determined at the policy-making level will provide a point of reference.
- Helps identify information needs; who needs to know and what they need to know.
- Clarifies shelter operation procedures.
- Helps keep information current.
- Provides information to Shelter Managers re: activation, current status, all clear, close shelters etc
- Keeps Shelter Manager in constant contact with appropriate authorities (NGO's, CBO's, Community Shelter Managers and Saint Lucia Red Cross, EOC and other relevant government departments and agencies
- *Schedule:* Annual and ongoing.

## 6. Financial

Shelter Management Program should have access to funds from diverse sources. These are listed in the table below. Agencies involved: Government and Non-Government Organizations, International Partners.

Parent Agencies take responsibility for their own repairs. Department of Works has financial responsibility to maintain certain buildings which exclude educational as the Ministry of Education facilitates its own maintenance program.

*Budget* – should contain line items specifically for:

- Equipment; backup generators, communication equipment and materials, appliances for food preparation (purchase and maintenance)

- Vehicles, purchase and maintenance

Available additional resources: Saint Lucia Red Cross supplies relief kits for the shelters for the first seventy two [72] hours.

Shelter Program should be able to secure funding from the following national and international partners:

Government	Non-Government	International Partners
<ul style="list-style-type: none"> <li>• NEMO Secretariat</li> <li>• Ministry of Works</li> <li>• Ministry of Health</li> <li>• Ministry of Education</li> <li>• Ministry of Social Transformation</li> <li>• Department of Social Services</li> </ul>	<ul style="list-style-type: none"> <li>• Saint Lucia Red Cross Society</li> <li>• ADRA</li> <li>• CARITAS Antilles</li> </ul>	<ul style="list-style-type: none"> <li>• CDERA</li> <li>• USAID/OFDA</li> <li>• PAHO</li> <li>• SouthCOM</li> </ul>

Method of accounting is in line with the national reporting system.

## 7. Training

Training is a critical component of the Shelter Program.

- *Who is responsible:* Where appropriate NEMO Secretariat is responsible for the training program at both national and district levels in a strategic and effective manner.
- *Criteria:* Specific needs are identified by the Director NEMO, National Shelters Committee or District Committees based upon which a program of training activities may be designed to meet the needs.
- *Objective:* To have the appropriate number of trained shelter teams ready and in place at a time of need.
- *Outcome:* Cadre of trained shelter managers at designated shelters.
- *Schedule:* Ongoing, but designed to meet the identified requirements of having shelters staffed by trained personnel according to a predetermined schedule of training activities.
- *Key components:*
  - Partners: (Ministries of Education, Social Transformation, District Committees, Christian Council and OFDA)
  - Training needs: Shelter Management, SUMA, and First Aid
  - Target population: Schools, Churches, Police, and Community Disaster Committees
  - Available resources: local and international shelter training
  - Available facilities: list national facilities
  - Training Program: defined by the Director - NEMO
  - Evaluation of the national program: As part of an AAR for an event.

## 8. Public Awareness

A public awareness component is a vital part of the Shelter Management Program as, only by

informing the public, will the public be aware of the availability, location, activation and requirements of their local shelter.

- *Who is responsible:* The Director – NEMO, through the National Information Committee.
- *Objective:* To have a comprehensive public information campaign that will impart the necessary information to the public relating to location, activation and use of the shelters at time of need.
- *Key points:*
  - Compile, print and distribute leaflets/news letters, posters and other materials to the public; use all forms of media (radio, TV, print etc).
  - Produce shelter rules and regulations for display in shelters

## **POST-EVENT ACTIVITIES**

The Shelter Program contains a set of procedures relating to completion or closing off of shelter activities. Details of actions, responsibilities and outcomes are described in the Emergency Operating Procedures

- Key points of Shelter shut down (*see Appendix 7*).
  - Inspection of facility by shelter team
  - Checklist for condition of the facility and equipment
  - Repair and cleaning of premises
  - Inventory and secure supplies and equipment for storage
  - Return keys to owner of shelter
- *Objective:* To restore shelter facility to its original or better condition.
- *Outcomes:*
  1. Facility closure completed and restored to former use.
  2. After-action reports from Shelter Managers completed followed by an immediate evaluation of how effective teams were in executing their roles and fulfilling their responsibilities. This could take the form of a self critique where team members will look at what worked, what did not and, what needs to change.

Post-event reports to be generated by Shelter Managers in coordination with designated Shelter teams reviewed by Shelter Management Sub-Committees and forwarded to the national Committee to be included in the overall post-action document.

Identify future training needs for Shelter Teams.

## **END OF GUIDELINES**

## SECTION 4: STANDARD OPERATING PROCEDURES

### MINISTRY OF EDUCATION

Approved by the Cabinet of Ministers on  
August 1, 1996 by  
Cabinet Conclusion No. 1149 of 1996

#### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Collaborate with the Welfare Sub-Committee and with the District Emergency Committees by:
  - a. Selecting schools to be used as shelters and appointing staff to operate shelters;
  - b. Training shelter staff;
  - c. Distributing supplies to shelter occupants;
  - d. Preparing a manual of Instructions for shelter supervisors;
  - e. Keeping a register of shelter occupants;
  - f. Ensuring that shelters in schools have first-aid boxes, cooking equipment, toilet facilities;
5. Assisting with public awareness program in schools;
6. Participating in the inspection and maintenance of all public buildings designated as Emergency shelters;
7. Coordinate with NEMO Secretariat in the dissemination of general information on disaster preparedness in educational institutions
8. Ensure that information on standard operating procedures to be undertaken during a disaster is distributed to educational institutions
9. Ensure that schools are prepared to deal with all disasters and enforce fire and earthquake drills

10. Ensure that all educational facilities likely to be required as public shelters are in good repair and that arrangements exist for their security and refurbishing after use as shelters
11. Liaise with District Emergency Committees so as to obtain information on the local disaster plans and encourage the development of district arrangements to reduce the effects of disasters
12. Assist in preparing, participating in and assessing joint annual exercises with all response services of the NEMO, and submit after action reports to the NEMO Secretariat.

#### ALERT

1. In the case of a Storm, attend the pre strike meeting as called by the Chair of NEMO
2. Instruct principals to securely batten all schools and listen for instructions for the opening of shelters;
3. Evacuation of Schools

#### RESPONSE

1. Permanent Secretary activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assist the NEOC with the evacuation of school children.

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Education Continuity of Operations Plan [to be completed]
2. National Plan for Transportation in Disasters [to be completed]
3. National Damage Assessment Plan [to be completed]
4. National Welfare Emergency Management Support Plan [to be completed]
5. School Mitigation Policy [to be completed]

#### **END OF PROCEDURE**

## SHELTER SELECTION

### **Agency: Ministry of Works**

This is the main agency involved in Shelter Inspections.

Responsibilities: Responsible to the Director NEMO for shelter inspection.

- 1 - Ensure shelter inspection is completed.
  - a. Inspection tasks assigned to appropriate personnel
  - b. Provide reports to Director NEMO
  - c. Certify Shelters
  
- 2 - Check structure for suitability and defects.
  - a. Identify and locate shelters
  - b. Carry out inspection
  - c. Carry out detailed inspection and vulnerability analysis
  - d. Check that structure contains necessary amenities.
  - e. Check structure and location is safe from environmental hazards.
  
- 3 - Recommend approval/disapproval based on inspection.
  - a. Inspect and ensure that all defects are made good, maintenance needs are addressed,

### **Agency: Fire, Police, Environmental Health and WASCO**

Ensure compliance with statutory provisions.

- a. Carry out on-site routine inspections.
- b. Send reports with recommendations to NDO.
- c. Certify compliance. .

## **END OF PROCEDURE**



## **SHELTER MANAGER**

Duties and responsibilities:

Overall responsibility for management of shelter including physical facility and human resources.

### 1 - Preparation.

I - Conduct preliminary inspection to determine if the building is fit for use as a shelter.

a. Obtain keys.

Location of keys must be known and easily accessible.

Duplicate keys if possible.

Labeling and identification device for keys.

Keys must be kept securely-security/storage.

b. Determine space available.

Identify space to be used for housing sheltered and other activities. Determine/allocate square footage per person.

c. Check building for essential facilities in good working condition. (Running water, Functioning toilets, electrical power, kitchen and storage facilities)

d. Check for any visible defects. (Loose connections, bolts and fasteners, roof, leaks, windows and doors) .

### 2 - Mobilize support team.

a. Alert support team.

Ongoing /periodic contact with support team, especially before hurricane season starts. Provide necessary up-dates.

b. Inform members when & where to report.

c. Hold meeting.

d. Assign duties.

Rotate duties. Duties assigned in relation to preparation of shelter.

e. Delegate duties and tasks.

### 3 - Prepare a management plan..

a. Review standard shelter rules and modify as necessary.

Annual activity. Modification based on past experience.

b. Designate areas for specific activities.

c. Assign tasks to support team.

d. Inform persons occupying shelters of ground rules.

Information provided during community meetings. Complete during briefing session.

i.e. Prepare check lists for various functions and tasks.

f. Determine tasks to be performed by shelter residents.

g. Obtain necessary forms.

h. Brief support team on specific duties.

i. Participate in preparedness exercises.

j. Assist with public information activities.

Provide information to communities on shelters and shelter management programs.

k. Identify means of communication..

1. Prepare list of families - vulnerable families.
- m. Prepare list of recreational activities and equipment.

### 5 - Opening.

*Pre-occupancy* (Action depends on nature of emergency).

Co-ordinate activities.

#### *Open shelter.*

- a. Call staff members to report.
- b. Obtain keys and open shelter.
- c. Prepare shelter to receive affected persons.
- d. Check building for facilities.

#### *Occupancy*

Registration of staff and residents.

- a. Secure and designate area.
- b. Secure supplies and equipment.
- c. Assign registrar and assistant.
- d. Complete forms.
- e. Assign allocation of space - family units. f. Determine interest and capabilities.

#### *Assign duties.*

- a. List duties.
- b. Determine interest and capabilities of occupants and support persons for various duties.
- c. Make assignments.
- d. Inform occupants and support staff of assigned duties.

#### *Conduct briefing/information sessions.*

- a. Review duties, rules, areas and staff introduction.
- b. Review liability and responsibilities, i.e., breakage, damage, willful destruction.
- c. Daily meetings with shelter occupants

#### *Communicate with NEOC, Director NEMO, etc.*

- a. Determine available means.
- b. Establish effective channel.
- c. Prepare and send daily report.
- d. Utilize available means.

### 6 - De-activation.

Arrange for proper evacuation of shelter.

- a. Conduct a head count.
- b. Obtain 'All Clear' signal.
- c. Retrieve supplies.
- d. Request necessary transportation for those in need (Aged, disabled).
- e. Organize residents leaving by area.
- f. Arrange for continued accommodation for those unable to return home.

7 - Post-activation

Organize cleanup & secure building.

- a. Assign and activate cleanup teams.
- b. Arrange for collection and disposal of waste.
- c. Inspect building (evaluation of building).
- d. Restore arrangement of building.
- e. Close up building and return keys.

8 - Prepare reports.

- a. Gather information.
- b. Call staff meeting.
- c. Obtain reports from staff (Team leaders).
- d. Update list of staff and volunteers.
- e. Submit report final to Director NEMO.

**END OF PROCEDURE**

**STORE KEEPER***Secure supplies.*

- a. Contact relevant authority.  
Ensure availability of supplies needed. Make necessary arrangements for receiving.
- b. Arrange for receipt of supplies.
- c. Organize proper storage of supplies.  
Arrange for secured storage-security.
- d. Check and make a proper inventory of items.  
Check expiration dates of canned goods. Manufacturers batch numbers. Check for integrity of cans - dents, etc. Proper inventory of items.

*Distribution of supplies.*

- a. Establish inventory.
- c. Identify needs.
- d. Appoint person(s) to distribute and retrieve supplies.
- e. Daily stock taking.
- f. Daily inventory reports.
- g. Requisition of supplies.

*Preparation and distribution of meals.*

- a. Develop simple basic menu.
- b. Identify persons to prepare and distribute meals.
- c. Secure food items and utensils.
- d. Set meal times.
- e. Prepare and post distribution roster.
- f. Cleanup meals area.

**END OF PROCEDURE**

**SOCIAL ACTIVITIES OFFICER**

*Establish areas for various activities (use handbooks and guidelines).*

- a. Determine activity.
- b. Survey area.
- c. Allocate areas.
- d. Mark designated areas.
- e. Inform shelter residents of areas - use notice board.

*Recreation.*

- a. Identify and select persons to co-ordinate activities.
- b. Prepare list of items for recreation.
- c. Acquire equipment.

**END OF PROCEDURE**

**SECURITY**

*Maintain discipline.*

- a. Post rules.
- b. Inform occupants.
- c. Appoint monitors.
- d. Enforce ground rules.
- e. Inform occupants of liability.

**END OF PROCEDURE**

**COUNSELOR / RELIGIOUS LEADER***Religious activities.*

- a. Identify and select persons to co-ordinate activities.
- b. Acquire equipment.
- c. Counsel victims

**END OF PROCEDURE**

## SECTION 5: DISASTER PLANNING FOR SPECIAL SHELTERS

Guidelines for Staff, Volunteers, and Boards

*Taken from a paper “Responding to Domestic Violence in Disaster: Guidelines for Women’s Services and Disaster Practitioners” by Elaine Enarson, Visiting Scholar - Disaster Preparedness Resources Centre - University of British Columbia - November, 1997*

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Disaster planning is not often a priority in battered women’s shelters or transition homes, where your work focuses on daily survival issues. But your shelter is the only home women in crisis have, and it will be directly or indirectly impacted should a major disaster hit your neighborhood.

Working through worst-case scenarios to assess risks, vulnerabilities, and resources will help your program respond when shelter residents need you more than ever. Staff, volunteers, and board members will also benefit as potential disaster victims and as emergency responders to shelter residents and clients.

**Who pays?** Time and money are not the only constraints to disaster planning, but they are critical. Your board or advisory committee may be able to take this on. Preparedness and mitigation are a good investment and local funders and service groups may help meet the costs of disaster planning. Making your interest and needs known to funding agencies and local emergency management officials is always essential. Funding priorities in women’s services and emergency organizations must include disaster planning for battered women’s shelters.

No single model of disaster planning fits all. **Contact your local emergency managers for more information and area-specific recommendations.**

---

**RISK ASSESSMENT:** Disaster planning begins with careful consideration of hazardous conditions impacting your shelter’s ability to do its job. Assessing known risks and hazards will help you prepare and respond more effectively in crisis.

- **Environmental or technological hazards** (e.g. how likely is your shelter to be impacted by a flooded river or tsunami? How close are storage facilities for hazardous waste, major transportation arteries, the airport or the harbor?)
- **Resident vulnerability:** This varies depending on your clients, but consider the general nature of women you tend to shelter. Do you often serve migrant workers or women from outlying rural areas, disabled women, undocumented or minority-language speakers, or seniors? They will have different needs during and after a major disaster.



- **Physical facility:** Relative to the risks you have identified, how safe is your shelter physically? Consider type of construction, age, condition, number and location of exits, available safe spaces, window protection, etc. Consult local specialists who can help you with this evaluation.
- **Community services:** Consider community characteristics which will impact on the disaster recovery of battered women, e.g., housing availability, employment patterns, child care resources, minority language services, area health services, public transportation routes, etc. How can your agency work with others before a crisis to ensure coordinated services after a major disaster?

**EQUIPMENT AND SUPPLIES:** Strive to be self-sufficient for 72 hours after a major disaster. Shelters will often have storage space and supplies on hand, but other programs also need to stockpile supplies. Assume your shelter is full and you are housing women and children with a range of ages and personal needs.

- Store adequate supplies of *flashlights, transistor radios, and spare batteries* in a known place
- Keep *fire extinguishers and first aid supplies* current
- Have a portable *generator* or identify alternate power sources you can access
- Cycle through *emergency food and water* to sustain all residents and staff for 72 hours
- Purchase and maintain emergency *communication equipment*, e.g. cell phone, CB radio, pager
- Provide residents with *evacuation kits* (flashlight, transistor radio, personal care kit; if possible, help residents return home to gather personal papers or other valuables)
- **Consult local emergency planners** for area-specific recommendations regarding heavy objects, window coverings, etc.
- **Flag all utility shut-off valves;** store a wrench in a bag secured to one of the valves

**ADMINISTRATION:** Supporting shelter residents involves lots of “backstage” services which are also important to protect before, during, and after disaster. Learning more about issues likely to arise will reduce possible conflicts later.

- **Clear lines of authority and responsibility.** If key decision-makers are unavailable, who takes over? Is all your personal contact information complete and accurate? What is the role of volunteers or board members in crisis?
- **Personnel guidelines** for the emergency period, including job responsibilities, arrangements for release time, compensation for lost time, etc.
- **Bureaucratic contingency planning** to meet obligations to other agencies if your office is not functional; off-site storage of duplicate records; alternative workspaces and methods to provide continuous service, e.g. from coalition offices to member programs.
- **Back up:** Maintain contact with Disaster Management Authorities either at the District or the National Level.

**RESOURCES.** After the immediate crisis, other programs will want to help shelters that were directly impacted. How will you assess their needs? What can you realistically offer? What other resources can programs and residents access?

- ***Coalition protocols for mutual aid.*** You may not be able to communicate with impacted programs but will want to help with evacuation space, child care, emergency supplies, replacement supplies or equipment, respite care for staff, etc. Establish a ***centralized needs assessment*** system, e.g. through the Ministry or on a National basis. Advance planning will make your help timely and appropriate. Keep protocols up-to-date.
- ***Area agency protocols for coordinated crisis assistance,*** e.g. with information and referral lines, food banks, homeless shelters, local attorney and counseling associations, grassroots advocacy groups and private disaster relief agencies. You may be able to share skilled crisis line workers, offer needed language skills, or even have shelter space available for evacuated women and children needing short-term emergency housing. Groups working with particularly vulnerable populations need formal and informal networks to plan for equitable disaster response. Keep protocols up-to-date.
- ***Resource bank of first-responders and resources.*** This information is on hand for crisis line workers but be sure it is current and reflects personnel or policy changes in emergency operations staff, law enforcement, ambulance and hospital, etc. Know in advance what assistance you can and cannot expect from first-responders in a widespread disaster. Is your shelter on anyone's priority list for assistance? Would emergency transportation to evacuation sites be available if needed, or your power restored on a priority basis?
- ***Keep emergency assistance information on file*** regarding private and public post disaster aid. Knowing in advance about eligibility standards and application procedures will make a difference later. A board member or staff person may take this on and ensure that sample applications and basic information are available on site.

**STAFF TRAINING:** Emergency response is part of routine staff training and shelter orientation. Staff should also be trained to respond to worst-case scenarios of severe and widespread damage. You may want to include residents in some aspects of disaster preparedness as well. How will staff and residents work together to keep the shelter self-sufficient for 72 hours?

- Staff training should include ***essential emergency guidelines:*** utility cut-off procedures, primary medical response (e.g., CPR), knowledge of emergency communications systems, evacuation plans and back-up transportation systems, etc.
- ***Disaster preparedness and response training*** covering hazards, impacts, responses, and recovery may be available locally through your emergency response office or voluntary relief organizations. It should be tailored to your circumstances and available regularly to staff and interested volunteers or board members.

**USING THE DISASTER PLAN:** A response plan filed under “forget it” is still helpful. The process of developing the plan is an important step. But a disaster plan shared and reviewed will help you more in a crisis.

- ***File your shelter's disaster plan with your local emergency manager.*** Be specific about your anticipated needs. Also identify resources you may be able to offer to others in the event of a major disaster.

- ***Review and update your disaster response plan***; incorporate it into staff and resident orientation.
- ***Conduct regular drills*** with staff, volunteers, and board members. Disaster planning identifies vulnerabilities but also builds on strengths; it can be empowering for shelter residents.
- ***Become acquainted with your local emergency practitioners***. Know who these people are and how they work. Attend public meetings and take part in emergency drills, if possible; be certain how your program will and will not be included in local emergency response.

### Salvation Army Family Emergency Program

The S.A.F.E. Center (Salvation Army Family Emergency Center) provides temporary emergency housing for homeless women and their children. Rooms are available to provide shelter and security for families facing crisis. A space for almost any sized family can be arranged and washers and dryers are accessible for everyone's use. The S.A.F.E. Center is a place where mom and the kids can find warm beds, nutritious meals, and most importantly, be together as a family.

During the stay, each family has the time and opportunity to find long-term solutions to their situations through extensive case management. Residents are provided three meals a day including breakfast and dinner, which are prepared on-site and served in the dining room, and a sack lunch for during the day.

Residents can remain in the program up to three months, based on weekly case management and program compliance. The S.A.F.E. Center focuses on setting and meeting goals, learning life skills, obtaining employment, budgeting, and attaining self-sufficiency.

## SECTION 6: LIABILITY

Every District Committee has the delegated authority to open a shelter as needed **AFTER** an event occurs.

District Committees; however **DO NOT** have delegated authority to open a shelter BEFORE an event occurs. Thus it is absolutely necessary that permission be obtained from the Prime Minister of Saint Lucia, The Cabinet Secretary, the Director of NEMO or the Deputy Director of NEMO before opening a shelter in anticipation of an event.

Permission may be granted directly to Committees or by declaration. Below is an example of such a declaration:

Extract from

Address by Prime Minister to the Nation  
on Tropical Depression #13 on Monday, September 23, 2002

The following National Emergency Shelters will be open for use, should the need arise, and residents are advised accordingly:

- Anse La Raye residents will make use of the Seventh Day Adventist Church and the Sir Arthur Lewis Community College;
- Residents of Dennery will make use of the Clendon Mason Secondary, the Dennery Boys Primary and the Dennery Girls Primary schools;
- Residents of Coolie Town will make use of the Pentecostal Church and Day Care Centre;
- Resident of Roseau will use the La Croix Maingot School; and
- Residents of Vieux Fort will make use of the following: Bruceville residents will use Campus A of the Vieux Fort Comprehensive Secondary School and residents of Bacadere will make use of the Roman Catholic Church and the RC Parish Centre.

All citizens are asked to undertake the usual stocking-up of food, medicine and batteries, etc and to ensure the normal hurricane preparedness precautions are in place.

Disaster Management Act No. 30 of 2006

PART IV  
EMERGENCY OPERATIONS CENTRES AND SHELTERS

Section 13 (8) The owner or occupier of a listed premises shall not be liable to any person taking shelter on the premises for any injury to such persons or damage to or loss of any person's property, which injury, damage or loss arises from the condition of the premises, where the use of the premises for shelter was within the listed limits of sustainability of the premises under subsection (2).

PART IX  
MISCELLANEOUS

**Penalties**

29. A person who commits an offence under this Act for which no penalty is prescribed is liable on summary conviction to a fine not exceeding five thousand dollars or to imprisonment for a period not exceeding two years, or both.

## SECTION 7: APPENDICES

### **Appendix 1: Shelter Categories**

#### PRIMARY

This is a shelter, which may be used before an event occurs.

There is one (1) in Saint Lucia. This is the Red Cross Building at Vigie, Castries, which houses the Headquarters of the Saint Lucia Red Cross.

NEMO Headquarters at Bisee has been rated to withstand a Category 4 Hurricane.

#### SECONDARY

This is a shelter that is opened AFTER an event has occurred.

There are over 300 such shelters on the island.

As such shelters are not normally opened before an event. See Appendix 4 - "Liability" for the exceptions.

**Appendix 2: Shelter Inspection Form**

- April – A request for inspection of shelters is made.
- April - A public call is made for submissions from the public of builds to be considered.
- May / June – Inspections are conducted
- June – The submitted list is published in the Saint Lucia Gazette for Public Information.

**SHELTER INSPECTION CHECKLIST**

The following checklist is for use in the inspection of a building and its' site for consideration to be used as an emergency shelter. Refer to the guidelines for specific information about each item.

	Yes	No
<b>1. Building location (site)</b>		
1.1 Is building easily accessible? -----	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Is there adequate parking space? -----	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Is building located in a flood plain? -----	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Is building located on landfill, or soft deposits? -----	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Is building located in a coastal plain? -----	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Is building sheltered from high winds? -----	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Is building threatened by mudslides or landslides?-----	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Is building threatened by falling trees, boulders, power lines or flying debris? -	<input type="checkbox"/>	<input type="checkbox"/>
1.9 Is building located close to the source of any potential hazardous materials? --	<input type="checkbox"/>	<input type="checkbox"/>
1.10 Is building threatened by a dam or reservoir failure? -----	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
<b>2. Building design and layout</b>		
2.1 Is building regular in shape (square or rectangular)?-----	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Is length is no more than 3 times the width? -----	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Does building have at least 2 entrances and exits? -----	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Is building height two stories or less? -----	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Is ceiling height 10 feet or more? -----	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Does building have adequate rooms and space? -----	<input type="checkbox"/>	<input type="checkbox"/>

2.7 Does building have laundry area/facilities? -----

2.8 Are there adequate recreation areas? -----

Yes No

3. Building structure

3.1 How old is the building (years)? -----     
 0-20 21-50 50+

Has the building survived a previous hurricane or earthquake? -----

3.2 Is building maintenance adequate? -----

3.3 Is the building free of hazards?-----

3.4 Do the walls conform to the Local Building Code?) -----

3.4.1 Are external walls at least 8 inches thick?-----

3.4.2 Are columns spaced no more than 16 feet apart? -----

3.4.3 Are walls generally in good condition and free of large cracks? -----

3.4.4 Is the ring beam at least 12 inches in depth?-----

3.4.5 Are the walls reinforced? -----

Yes No

3.5 Roof

3.5.1 Structure

Is roof flat (with or without parapets)? -----

Is roof hipped (with or without overhang)? -----

Is roof gabled (pitch less than or greater than 2 to 1)?-----

3.5.2 Type

Is roof covering galvanized or concrete? -----

Is roof covering shingles or tiles? -----

3.5.3 Construction

Are rafters attached with bolts or cables? -----



Are hurricane straps used? -----

Are span and spacing within building code limits? -----

### 3.6 Windows & doors

Are windows and glass doors protected by shutters? -----

Are frames properly affixed to walls? -----

Are frames at least 3 inches thick? -----

Yes No

## 4. Amenities and services

### 4.1 Electrical

Are fuses, wires, outlets and sockets adequate and functional?-----

Is there a standby power generator? -----

### 4.2 Water

Is there supply from the public water system? -----

Is there water storage capability? -----

If yes, capacity \_\_\_\_\_ gallons.

4.3 Are there sanitary facilities? -----

No. of baths/showers \_\_\_\_\_

No. of toilets \_\_\_\_\_

No. of wash/face basins \_\_\_\_\_

No. of urinals \_\_\_\_\_

Is septic system adequate (tank, soakaway, drainage)?

### 4.4 Food preparation

Are there kitchen facilities? -----

Is there adequate and proper food storage area? -----

4.5 Is security adequate?-----

4.6 Are contents adequate and suitable? -----

### 4.7 Sanitation & Vector Control

Is there an adequate and proper refuse collection area? -----

Is the site free of mosquito breeding areas? -----

---

---

CERTIFICATE OF INSPECTION

This certifies that the building located at \_\_\_\_\_ and called the \_\_\_\_\_ building, has been duly inspected and has satisfactorily met all requirements of the National Shelters and Housing Policy and is recommended/designated as an emergency shelter to accommodate a maximum of (number) \_\_\_\_\_ persons for the following uses:

Temporary shelter

- for protection from a hurricane -----
- following a disaster not caused by an earthquake. -----
- following an earthquake. -----

Long term shelter

- following a hurricane-----
- following an earthquake -----
- for refugees from other events -----

Date: \_\_\_\_\_ Inspector: \_\_\_\_\_

Title: \_\_\_\_\_

Comments/Recommendations:

### Appendix 3: Supplies Contract

This document is a response tool. Committees on behalf of NEMO negotiate for supplies in advance of the need. The agreed terms are supplied to NEMO who in turn prepares the following contract for signature.



### SAINT LUCIA

*This Agreement* made this day, ..... (date).

*Between: The* \_\_\_\_\_ (office name), a Department of the \_\_\_\_\_ (Ministry name) and which is situated at the \_\_\_\_\_ (address) acting herein and represented by \_\_\_\_\_ (name) \_\_\_\_\_ (post) (hereinafter called **THE CONTRACTOR**) of the one part.

And

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

**Whereas**

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

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

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

**NOW THEREFORE** these presents witness that in consideration of the above premises. **The Supplier** at the request of **The Contractor** or its nominee all or any of the types of goods described in the Schedule hereto upon the terms and conditions hereinafter mentioned, that is to say:-

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

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

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

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

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

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

7. Either party may give to the other three months previous notice in writing to terminate this agreement.

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

-----

**Supplier (Shop Owner)**

-----

**Contractor (Director NEMO)**

-----

**Witness  
(Chairman – Local Committee)**

## **SCHEDULE**

**Provide NEMO Secretariat with the following information:**

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

## Appendix 4: Shelter Manager Guides

The lead agency for Emergency Shelters is the Ministry of Education [Chief Education Officer] the ***Shelter Manual: Standing Operation Procedures (SOP) for Saint Lucia*** is Document 0202.2 of the Saint Lucia National Emergency Management Plan and is a stand – alone Volume.

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The lead agency for Emergency Shelters is the Ministry of Education [Chief Education Officer]. The ***Shelter Manual for Saint Lucia*** is Document 0208.1 of the Saint Lucia National Emergency Management Plan and is a stand – alone Volume.

## **Appendix 5: Shelter Regulations**

### General

- i. The Shelter Manager is the supreme authority in the shelter and his/her decision is final.
- ii. The Deputy Shelter Manager or other person designated by the Shelter Manager will be responsible for the shelter in the absence of the Shelter Manager.
- iii. The Manager is entitled to call upon any occupant of the shelter to assist in its operation and every occupant is expected to cooperate to the best of his/her ability.
- iv. If a state of emergency is proclaimed at any time under the Emergency Powers Act all persons within the shelter will be subject to the Orders made under the Act and will be liable for such penalties as may be imposed for failure to comply.
- v. The Shelter Manager and members of the shelter management team are forbidden to accept responsibility for any item of personal property of any shelter occupant.
- vi. Any person whether an occupant of the shelter or not is liable for damages caused from deliberately defacing the shelter or any item of furniture or equipment and shall be prosecuted.
- vii. The use of violence, profane language and illegal drugs will result in prosecution where any such offence is contrary to the law.
- viii. The use of alcoholic beverages and drunkenness will not be permitted.
- ix. Arms and ammunition, and other forms of weaponry will not be allowed in the shelter.
- x. Open flames or cooking will not be permitted within the shelter, except in specially designated areas, and such areas may only be used with the authorization of shelter management personnel.
- xi. All occupants using the facilities if an emergency shelter must be registered with that centre.
- xii. ***PETS OR DOMESTIC ANIMALS, EXCEPT SEEING EYE DOGS, WILL NOT BE ALLOWED IN THE SHELTER, AS THIS MAY BE A CONTRAVENTION OF THE PUBLIC HEALTH RULES AND REGULATIONS.***

### Rules and Regulations

- Generally, all existing laws of Saint Lucia shall be enforced in a shelter.
- Shelter occupants shall be obliged to use the shelter areas assigned to them by shelter officials. Shelter Unit Leaders shall resolve personal conflicts, if possible.
- Unit Leaders shall handle minor violations, such as violations of quiet hours.

- Any necessary constraint and serious disciplinary action will be ordered only by the Shelter Manager in consultation with the Advisory Committee.

#### Safety and Fire

- All occupants shall turn in knives, flammable liquids and other potential safety hazards to central supply for safekeeping.
- For safety and health reasons smoking will not be permitted inside the shelter.
- Smokers may smoke outside of the shelter only.
- Shelters occupants should watch for and report any potential fire hazard such as careless use of combustible materials, metal equipment, faulty wiring, outlets and switches.

#### Health and Sanitation

The following rules should be observed:-

- Persons with contagious diseases shall be isolated immediately
- The daily sick call schedule shall be observed.
- Shelter floors shall be kept clean at all times
- Rest room areas shall be kept clean at all times
- Waste containers shall be disposed of as soon as filled
- Drinking cups shall be marked and retained for reuse by individual shelter occupants
- Towels shall be retained by individuals for re-use as long as possible
- Bodies of deceased persons shall be immediately removed from the shelter
- The shelter environment shall remain clean and sanitary at all times.



## **Appendix 6: Shelter Shut Down Procedures**

[SOURCE: OFDA Course on Shelters and Shelter Management]

### **SHELTER CLOSING:**

The process of relocating shelter occupants and returning a shelter to its original state.

- Arrange for proper evacuation of shelter.
  - a. Conduct a head count.
  - b. Obtain 'All Clear' signal.
  - c. Retrieve supplies.
  - d. Request necessary transportation for those in need (Aged, disabled).
  - e. Organize residents leaving by area.
  - f. Arrange for continued accommodation for those unable to return home.

### **SHELTER SHUT-DOWN**

The period of time after the last shelter occupant leaves until the shelter is returned to pre-use status.

- Organize cleanup & secure building.
  - a. Assign and activate cleanup teams.
  - b. Arrange for collection and disposal of waste.
  - c. Inspect building (evaluation of building).
  - d. Restore arrangement of building.
  - e. Close up building and return keys.
- Prepare reports.
  - a. Gather information.
  - b. Call staff meeting.
  - c. Obtain reports from staff (Team leaders).
  - d. Update list of staff and volunteers.
  - e. Submit report final to EOC, NDC, etc.

## Appendix 7: Computation Table for Shelter Needs

Shelters are places of refuge and must not result in disaster to the occupants. Care must be taken to minimize overcrowding and occurrences of unhealthy environments. The following guidelines are provided to ensure basic levels of comfort and safety:

### Food requirements (per day)

Flour / Rice	400
Oils / Fats	25
Fortified Cereal	30
Canned fish / meat	60 / 40
Sugar	20
Salt	5
Vegetables / Fruit	150
Total in grams	710 / 730

### Water requirements (per day)

- 30 liters (7 gals) per person for feeding centers.
- 20 liters (4 gals) per person for shelters/camps.
- 35 liters (8 gals) per person for washing/cleansing purposes.

## Computation Table for Individual Needs

### Food requirements (per day)

Flour / Rice	400
Oils / Fats	25
Fortified Cereal	30
Canned fish / meat	60 / 40
Sugar	20
Salt	5
Vegetables / Fruit	150
Total in grams	710 / 730

### Water requirements (per day)

- 30 liters (7 gals) per person for feeding centers.

## **Sleeping Accommodation**

- The occupancy load for the building and each floor should be obtained and must never be exceeded.
- Minimum floor space of 3.5 sq. meters (40 sq. Ft.) per person.
- Minimum distance of 75 cm (2.5 ft.) between beds.
- The number of persons to be supported by the shelter must be determined from the occupancy load and the minimum floor space.

## **Washing Facilities**

- Privies for male and female must be separate.
- 1 water closet per 25 females.
- 1 water closet and 1 urinal per 35 males.
- Toilets should be at a maximum distance of 50m (150 ft.) from building.
- One (1) hand wash basin per 10 persons.
- One (1) shower per 30 persons
- Local public health authority requirements may be more stringent and would therefore supersede these guidelines.

## Appendix 8: Computation Table for Individual Needs

### EMERGENCY STORAGE: BASIC 72 HR. KIT

SOURCE: <http://www.thebackpackersguide.com/72hrkit.htm>

#### 1. FOOD.

##### A. Three Day Supply of Food (no refrigeration or cooking required):\*

Canned fish, pork, etc. (½ lb/person)  
 Milk (½ lb/person)  
 Crackers (1 lb/person)  
 Fruit [fresh or dried] (1 lb/person)  
 Canned juice (46 oz/person)  
 Peanut butter (½ lb/person)

\*This supplies daily 2100 calories and essential nutrients.

##### Other substitution ideas:

Nuts, raisins, fruit rollups, granola bars, dried beef, jerky, canned meats, crackers, instant pudding, presweetened powdered drinks, such as lemonade, box drinks, hard candy, candy bars, energy bars, and dry cereals.

##### B. Three Day Supply of Food (some meals require cooking):

No special backpacking food is required. It just needs to be lightweight, which generally means dry. All of these ingredients can be obtained at grocery stores. Most have a long shelf life and can be stored at home until needed. If an emergency occurred, it would be best to eat your perishable foods first. For the first day or so, you can take foods like fruits, vegetables and meats. The primary consideration is the weight.

Below is a recommended menu and intended as a guide only:

Day	Breakfast	Lunch	Dinner
1	Granola Bars, Fruit [fresh or dried], Boxed Juice	Sandwiches, Fruit [fresh or dried], Box drinks	Rice, Rolls, Butter Fruit punch
2	Bread with jam, butter, Milk	Sandwiches, Fruit [fresh or dried], nuts, Candy Bar	Pasta [Spaghetti/Macaroni] with sauce, cheese Juice
3	Cereal (any kind) Milk	Soup, Crackers Fruit [fresh or dried],	Soup, Bread, Fruit [fresh or dried]

## **2. WATER. 1 gallon/person**

**A. Storage.** Store water in containers you can move. Be prepared to either carry water with you or treat water to make it drinkable.

### **B. Treating Water.**

**1. Heating.** The surest method of making your water safe is to bring it to a boil, then let it cool. At higher elevations, boil it for several minutes to kill microorganisms because the boiling temperature of water will be lower.

**2. Chemical.** Available at most camping supply outlets, water purification tablets will kill most waterborne bacteria. The tablets contain iodine, halazone or chlorine. Over time, an opened container will lose its potency. Probably best to replace opened bottles after six months. For clear water, drop one tablet (8mg) into a quart or liter of water and let it stand 10 minutes. Add 10 minutes if the water is cold or discolored; 20 if both.

## Appendix 9 – Disaster Management Act

### PART IV

#### EMERGENCY OPERATIONS CENTRES AND SHELTERS

##### **Shelters**

13.- (1) The Director shall subject to subsection (10), establish and maintain a list of premises available for and suitable for use as shelters during a threatened disaster alert under section 27 or in the event or the aftermath of a disaster emergency.

(2) The Minister shall designate as shelter managers or shelter officers as many public officers as the Minister sees fit provided that where a school is listed as a shelter pursuant to this section, the principal or a teacher of the school shall, with the approval of the Minister responsible for Education, be designated as the shelter manager of the school.

(3) Where a church is listed as a shelter pursuant to this section, the religious leader of the church, or his or her nominee shall be the shelter manager for the shelter.

(4) The Director shall, subject to subsections (2), (3) and (5), assign to each shelter, a shelter manager charged with the responsibility of managing the shelter during any period when the building is being used for that purpose, and may assign shelter officers to assist any shelter manager.

(5) Where listed premises are not in State occupation, the designation of shelter managers or shelter officers for those listed premises shall be subject to the agreement of the occupier of the listed premises which agreement shall not be unreasonably withheld.

(6) Regulations made under section 27(2) (d) shall apply during the period when the listed premises are in use as shelters.

(7) Regulations under section 27(2)(d) may confer enforcement powers on shelter managers and shelter officers for the purpose of keeping order in shelters.

(8) The owner or occupier of listed premises shall not be liable to any person taking shelter in the listed premises for any injury to such person or damage to or loss of any person's property, which injury, damage or loss arises from the condition of the listed premises.

(9) Subsection (8) is without prejudice to any other right or remedy which the person suffering damage or loss may have —

- (a) other than a right or remedy against the owner or occupier of the listed premises; or
- (b) against the owner or occupier of the listed premises for damage or loss arising otherwise than from the condition of the listed premises.

(10) A shelters list established pursuant to subsection (2) shall be published as a schedule to Regulations made pursuant to section 27(2) (d).

(11) The Director shall approve in writing the maximum number of persons for which each shelter is suited.

## Appendix 10 – Levels of Regional Response

The extent of CDERA's involvement in disaster response operations in Participating States depends on the severity of the situation and the type of assistance required by affected States. Three levels of regional response have been defined:

LEVELS OF REGIONAL RESPONSE TO DISASTERS			
Level	Description	Extent of Regional Involvement	Examples
<b>I</b>	Local incidents within a Participating State are dealt with in the regular operating mode of the emergency services. The local national focal point is required to submit, on a timely basis, information on the emergency event for the purposes of consolidating regional disaster records.	No regional response required	Conway Fire [June 2004]
<b>II</b>	Disasters taking place at the national level which does not overwhelm the socio-economic structure or capacity to respond within the affected state. In such cases, the primary assistance at the regional level will be limited to providing technical expertise to National Disaster Organizations or facilitating their access to specific resources which may be required due to the particular disaster event.  The whole operation is still managed by the national disaster focal point.	Limited or specialized	Tropical Storm Debby [September 1994]  Gros Piton Fire [2002]
<b>III</b>	Disasters which overwhelm the capacity of the affected state(s) 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.	Full activation	Hurricane Ivan [September 2004]

## Appendix 11 - List of Emergency Shelters Per Region

Thus the *List of Emergency Shelters Per Region* is a “stand alone” document that may be activated to support hazard management plans.

Under Part IV Section 10 of the Disaster Management Act No. 30 of 2006 Emergency Shelters are designated.

NEMO advises that persons take steps to make their homes their emergency shelter. If this is not possible then make advance arrangements to be with family or friends during a storm.

REMEMBER that shelters are not normally opened before a storm.

If a shelter is to be opened **BEFORE** a storm NEMO will announce such in advance.