



NATIONAL EMERGENCY MANAGEMENT AGENCY – Emergency Operations Centre

STANDING OPERATING PROCEDURES (SOPs)

2015 Update

National Emergency Operations Center (NEOC)

Standing Operating Procedures (SOPs)

ANNEX TO NEMA's NATIONAL DISASTER PLAN

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EXECUTIVE SUMMARY

The National Emergency Operations Centre (NEOC) is the central coordinating focal point for the management of all emergencies and disasters in the twin-island federation of St. Kitts and Nevis which demand a coordinated interagency response.

The NEOC, located at the offices of the National Emergency Management Agency (NEMA), Old Telephone Building, Central Street, Basseterre, is governed by a series of Standard Operating Procedures (SOPs) which documents the procedures to be followed in the call-out/activation, operating and deactivating the NEOC.

These SOPs further define the authority and responsibilities of staff, communication and information management, as well as the reporting relationships among satellite Emergency Operations Centres. They also ensure that the welfare needs of the emergency response personnel are addressed.

Once the NEOC is activated these SOPs will be in use. They will remain in effect until the NEOC Director advises otherwise and may be reviewed after each activation or simulation event and revised accordingly. Any revision to these SOPs must be approved by the National Disaster Coordinator, NEMA.

SIGNATURE PAGE

The National Emergency Operations Centre (NEOC) Standard Operating Procedures (SOPs) are approved:

On.....

By

.....
National Disaster Coordinator,
National Emergency Management Agency

.....
Date

RECORD OF REVISIONS AND AMENDMENTS

Subject:	The National Emergency Operations Centre (NEOC) Standard Operating Procedures for Multi-Hazard Response.		
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Revision Prepared by:	Capt. Robert Harewood, CDEMA Mr. Carl Herbert, NEMA Ms. Vesta Southwell, NEMA Mrs. Telca Wallace, NEMA Mr. Lester Blackett, NDMA Mr. Winston Parris, NDMA Mr. Jacob Ngumbha, NDMA Mr. Ivor Blake		
SERIAL	REVISION / AMENDMENTS	DATE	SIGNATURE

DISTRIBUTION LIST

1. Ministry of National Security
2. National Emergency Management Agency
3. Ministry of Health
4. Joseph N France General Hospital
5. Alexandra Hospital
6. St. Kitts & Nevis Defence Force
7. Royal St. Christopher & Nevis Police Force
8. St. Kitts & Nevis Fire Rescue Service
9. Public Works
10. Foreign Affairs
11. Ministry of Tourism
12. Port Authority
13. Amateur Radio Association
14. Ministry of Education
15. Ministry of Agriculture
16. Statistical Services
17. Telecommunications Department
18. St. Kitts & Nevis Information Services

ACRONYMS / ABBREVIATIONS

SECTION 1

GENERAL

1.1 INTRODUCTION

These National Emergency Operations Centre's (NEOC's) Standing Operating Procedures (SOPs) are designed to guide a national response to a Multi-Hazard emergency/disaster event.

The document is a revision of the document previously prepared by NEMA, and is prepared using the Model format/template of the Caribbean Disaster Emergency Management Agency (CDEMA) standard.

The NEOC is the St. Kitts & Nevis' Government Central Coordinating facility which will be activated as required to manage the response to any emergency, crisis or disaster event which may negatively impact the federation.

1.2 AUTHORITY

The authority to prepare these procedures is provided by the National Disaster Coordinator, National Emergency Management Agency, who has responsibility for Disaster Preparedness under the direction of the Minister of National Security. These procedures are developed with stakeholder consultations.

1.3 PURPOSE AND AIM OF STANDING OPERATING PROCEDURES

These procedures are designed to provide centralized coordination and control of emergency, crisis or disaster response and relief operations (on a 24-hour basis if necessary), when the capacity of individual response agencies and support entities are overwhelmed. These procedures are engaged for effective alert, response, and initial recovery operations, and provide for:

- The preparation and organization of the NEOC for emergency, crisis and/or disaster operations.
- The specification of duties and responsibilities for personnel in the NEOC during crisis and/or disaster operations.
- The establishment of procedures for emergency, crisis and/or disaster operations to fulfill the responsibilities of the National Disaster

Executive Committee (NDEC). Coordinate requests for External Assistance.

- Acting as the local point of contact for Regional and International relief organizations.
- The establishment of procedures for emergency, crisis and/or disaster operations to fulfill the responsibilities of the staff of the National Emergency Management Agency.

1.4 SCOPE

These Standing Operating Procedures (SOPs) for the National Emergency Operating Centre (NEOC) apply to emergency and disaster events in the federation of St. Kitts and Nevis only. Once activated, the NEOC shall use these SOPs as guidelines for coordinating national alert, response, and early recovery actions to those hazards (both natural and man-induced) which may affect the federation.

1.5 CRITICAL ASSUMPTIONS

1. NEMA has adequate dedicated space for the operations of the NEOC;
2. The NEOC is in a secure, self-contained area with stand-by power;
3. The building housing the NEOC is known to be structurally sound and resistant to known hazards affecting the country.
4. The building housing the NEOC contains the necessary functional services such as communications, rest, eating and briefing areas;
5. The NEOC staff is familiar with the functions and operations of an EOC;
6. The NEOC will be appropriately resourced.

SECTION 2

CONCEPT

OF

OPERATIONS

2.1 GENERAL

The Prime Minister (Chief Executive) will direct emergency operations through the delegated Cabinet Minister, the Coordinator, NEMA, and the regularly constituted government structure. The Coordinator, NEMA, will maintain the National Emergency Operations Centre (NEOC).

Elements of the NEOC may be mobilized, as appropriate, to deal with crisis situations, emergencies and declared disaster incidents. In general the NEOC will only be fully mobilized in the event of major national emergencies, crises or disaster events.

The National Emergency Management Agency is the lead Government Agency with responsibility for managing and coordinating any response to a national emergency, crisis or disaster situation.

This coordination is normally done through a broad based multi-sector stakeholder mechanism through the National Emergency Management Committee. The operational core of the NEOC will be as indicated at 4.3 SOP 3 – NEOC Staffing. These members will staff the NEOC when activated with the option of co-opting other members as the situation warrants.

The Prime Minister or Minister of National Security will direct disaster operations of the NEOC through the NEOC Director.

The National Disaster Coordinator, National Emergency Management Agency, will be the NEOC Director once activated, and will maintain the NEOC by ensuring that all policy decisions made by the Executive Group are properly executed.

When, in the judgement of the National Disaster Coordinator, National Emergency Management Agency, an emergency situation of such gravity and magnitude as to require national coordination and control to manage emergency,

crisis or disaster response and relief operations, the NDC will request the activation of the NEOC and require representatives from appropriate Government departments and Volunteer Organisations to report to the NEOC to coordinate disaster operations, carrying out their respective disaster functions as outlined in these SOPs and under the direction of a designated Operations Officer.

Satellite Emergency Operation Centres (SEOCs) will be established at such locations as have been designated by the National Disaster Executive Committee (NDEC). These Satellite EOCs will operate both at the District and Organisational level, under the direction of their Chairpersons of Directors. District/Satellite EOCs may be established in the affected regions or at such other locations as may be designated, and will operate under the overall direction of the District Coordinator. Appropriate government agencies and volunteer relief organizations will be requested to send representatives to the District EOC's to assist in the coordination of disaster relief operations within the Districts.

These SOPs are designed to outline the role of the National Emergency Operations Centre (NEOC), its physical layout, personnel, responsibilities, resources and procedures for presenting a coordinated response to an emergency, crisis or disaster event in St. Kitts & Nevis. The satellite EOCs will be required to follow the same principles of operation in order to function effectively.

2.2 PHASES OF DISASTER

There are generally three (3) phases of a disaster.

2.2.1 The Alert Phase

Front-Line Disaster Response Agencies will be placed on Alert when a disaster is imminent, suspected or possible.

2.2.2 The Response Phase

Front-Line Disaster Response Agencies are mobilized and committed to

combating a disaster and its effects, either directly or indirectly.

2.2.3 The Recovery Phase

A disaster is over and Disaster Response and Support Agencies are mobilized and committed to combating the disaster effects, either directly or indirectly.

2.2.3 Stand-Down

An organization will be stood down when it has completed its task and is no longer required to combat the emergency/crisis/disaster.

2.2.4 Stand-By

Organizations placed on **STAND-BY** should make every effort to collect together any personnel, vehicles, equipment and resources likely to be required if that organization is called out. The STAND-BY period should be used to ensure that a maximum response can be achieved immediately an organization is called out.

In general the emergency phase should not extend beyond five days.

Some disasters such as earthquakes and chemical explosions are designated "**No Warning**" disasters and will understandably not have an alert phase

2.3 NEOC Activation

During a national emergency/disaster event the NEOC will be activated under the authority of the Minister of National Security, and will generally:

- Control and coordinate actions generated as a result of directives from the Executive Policy Group;
- Arrange for all logistics to support the response;
- Plan ahead to meet the requirements that will generally follow the effects of a national emergency, crisis or disaster.

The NEOC will manage and coordinate the response on behalf of the St. Kitts & Nevis Government. This will be done within the framework for responding to an emergency, crisis or disaster outlined in these SOPs and will of necessity require the NEOC to observe the protocols for reporting, information sharing and disseminating public information.

The National Emergency Management Agency will perform secretariat duties in the activated NEOC to maintain the NEOC and ensure that decisions – operational or policy, are properly executed during an emergency, crisis or disaster situation.

2.4 NEOC CHARACTERISTICS

The National Emergency Operations Centre (NEOC) should have the following characteristics:

- Minimal vulnerability to the most common hazards in the area;
- Minimal vulnerability to hurricanes of Category 3 status;
- Quick access routes;
- Reliable communication facilities, including telephones, fax, radio transceivers, television, and commercial radios;
- Back-up power system;
- 24-hour security;
- Copies of the stakeholder emergency response plans;
- Adequate equipment and furnishings;
- Appropriate transportation;
- Computer equipment with internet/email connectivity;
- One-week's (or more) supply of food, water, and medical supplies.

2.5 NEOC LOCATION

The NEOC is located **at the Old Telephone Building, Central Street**, Basseterre. This location is a self-contained, self sufficient facility that is known to be structurally resistant to the most known hazards (including storms or hurricanes up to Category

3 status) and can operate independently for a reasonable amount of time with its own electrical generator.

The alternate location for the NEOC will be

2.6 NEOC FUNCTIONAL AREAS

The NEOC contains the following functional areas:

2.6.1 Executive Area (Policy Room)

This room will be used to conduct executive and policy meetings of the Emergency Management Advisory Council (whose authority will give direction to any response and recovery effort).

2.6.2 Operations Room

This room is located in the NEOC and will be used as the coordinating/operating nerve-centre for a national response. It will contain status and information boards/charts, maps, relevant documents /information and communications equipment for the efficient management and coordination of the response.

2.6.3 Communications Room

This room will be the hub of communications between the NEOC and all other entities involved in the operation. It is equipped with all modes of telecommunications equipment and supplies necessary for the efficient management and coordination of a response.

2.6.4 Security Area

Security is an important part of this NEOC plan and as such, a security screening area will be located at the entrance of the NEOC where security personnel will be posted to manage and control persons entering and leaving the NEOC.

2.6.5 Rest Area

As stress and fatigue are natural consequences of disaster management, an area for rest and debriefings is located

2.6.6 Kitchen/Food Storage Facilities

As the NEOC may and is generally operational for periods exceeding 24 hours, an area in which food items are stored and prepared, and where staff may be fed is also located within the NEOC.

3.0 DISTRICT EMERGENCY OPERATIONS CENTRES (DEOC)

Emergency operations within each District shall be coordinated from an appropriate District location which shall be designated 'District Emergency Operation Centre'.

Where a District Emergency Operations Centre has been appropriated by the District Coordinator in order to better manage the emergency or disaster occurring within the District, the District Coordinator shall take the necessary action to inform the NDC, and shall coordinate the emergency operation from that site in cooperation with members of the District Committee.

4.0 COMMUNITY EMERGENCY OPERATIONS CENTRES (CEOC)

The CEOC shall act as the coordinating and control facility for the Community in the event of natural, man-made or impending disaster, and for the coordination of all community resources in times of emergency or disaster, and requests to or from higher levels of Government in times of emergency or disaster.

The CEOC shall be located at a site agreed upon by the community Committee, and shall be designed to provide adequate communication facilities, working areas, a central display system, resource data files and other necessary operational requirements.

5.0 EMERGENCY POWER SUPPLY

All EOC's are to be equipped with an emergency power generating system to enable operations to continue should there be an interruption to the normal power supply.

6.0 RELOCATION OF EMERGENCY OPERATIONS CENTRE

If any EOC is moved to another location, that is to say a location not previously notified or established, all relevant authorities are to be immediately informed.

SECTION 3

STANDING

OPERATING

PROCEDURES

SOP 1

NEOC ORGANISATION

The NEOC is divided into five (5) functional components / groups as follows:

- (1) Executive or Policy Group
- (2) Emergency Operations Group
- (3) Emergency Telecommunications Group
- (4) Public Information & Education Group
- (5) Logistics and Support Services Group

(1) EXECUTIVE / POLICY GROUP

This group exercises overall direction and control of the emergency/disaster operation/s. They are charged with the making of decisions, whether strategic or policy, which is beyond the authority of the Emergency Operations Group.

This Group may include a select committee of the Cabinet, Permanent Secretaries and Key Heads of Departments and representatives of the social partners, if appropriate. Ministers designated by the Ministry of National Security and Technical Advisors as deemed necessary for the crisis at hand will be co-opted as necessary to assist in the policy and decision making process for the particular disaster.

The Executive/Policy Group may not always be resident in the NEOC, but should always be available for consultation with the NDC SKN.

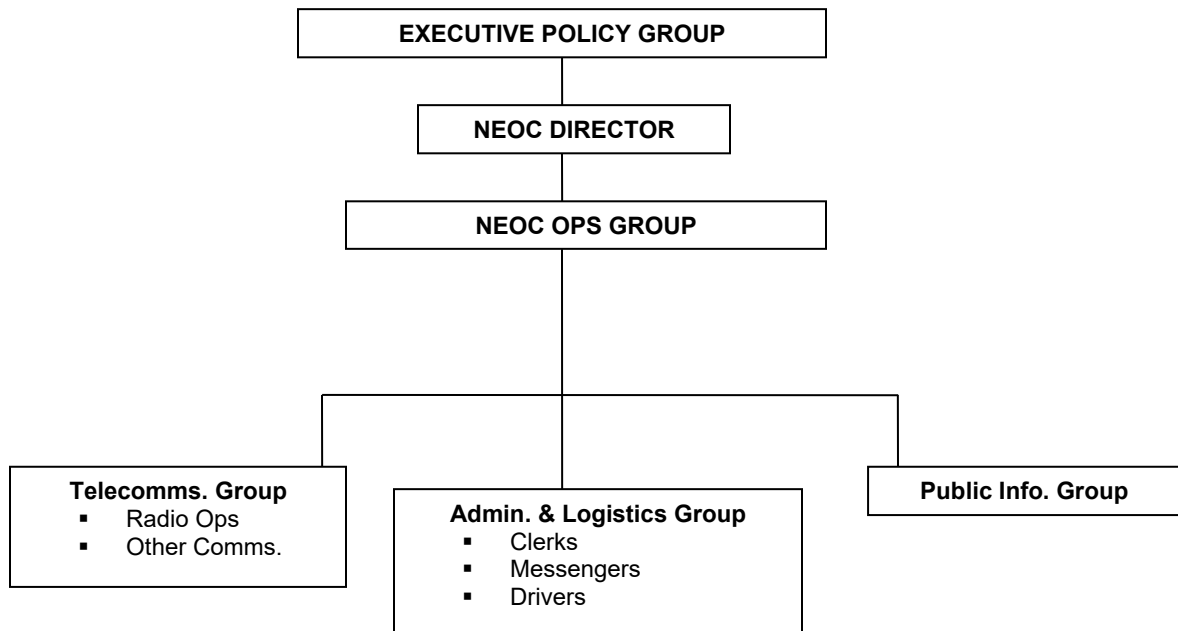
The Executive/Policy Group will generally comprise:

- Minister of National Security
- Permanent Secretary, Ministry of National Security
- National Disaster Coordinator
- Director, SKNIS

- Commissioner of Police, RSCNPF
- Chief of Staff, SKNDF
- Chief Fire Officer, SKNFRS
- Director, Public Works
- As designated

(2) EMERGENCY OPERATIONS GROUP

The Emergency Operations group coordinates the emergency/disaster response and relief efforts and activities as directed by the NEOC Director assisted by the Operations Officer. See diagram below:



NEOC Organizational Chart

The Emergency Operations group functions under the direction of the Operations Officer, who is a senior member of the RSCNPF or SKNDF and will be responsible for providing emergency or relief services. The NEMA’s Deputy Coordinator responsible for Operations will be the Assistant Operations Officer/Emergency Coordinator, depending on the severity of the emergency and the availability of staff. The **Emergency Operations Group** will be responsible for providing

technical guidance and resources for effective resolution to emergency or disaster situations, and normally comprises the following:

- NEOC Director (Director)
- Operations Officer (Ops O)
- Assistant Operations Officer (Ass Ops O) /Emergency Coordinator (EC)
- Damage Assessment Needs Analysis Officer (DANA)
- Information Officer (IO)
- Telecommunications Officer (TO)
- Admin and Support Officer (ASO)

The following agencies/departments/committees will generally be represented in the Emergency Operations Group:

- RSCNPF – In charge of NEOC Operations and Security
- SKNDF – Supports NEOC Operations and Security
- SKNFRS – Search & Rescue/Fire Suppression/Evacuation
- Emergency Medical Services – Health & Medical Response
- Agriculture – Food and General Supplies
- Public Works – Transport/Road Clearance
- Ministry of Housing – Sheltering
- Statistical Department – Damage Assessment & Needs Analysis
- SKNIS – Public Information
- Ministry of Foreign Affairs – Foreign Relations/Liaison
- Ministry of Finance Representative
- Utilities Committee Representative
- NGO Representatives (Red Cross, ADRA, Salvation Army, Evangelical Association, Christian Council)

Relevant departments and agencies are required to designate primary and alternate representatives within their respective organizations to facilitate the rostering of persons for duty during the first and second shifts in the NEOC. Where possible, and if staffing levels permit, designations should be made at least three

(3) deep to ensure personnel are in reserve, should the situation require additional resources.

(3) EMERGENCY TELECOMMUNICATIONS GROUP

The Operations Group of the NEOC will also be supported by the National Emergency Telecommunications Group which will be headed by a Telecommunications Officer, an Assistant Telecommunications Officer, and a team of operators generally supplied by the Amateur Radio Society.

The Emergency Telecommunication Center is located adjacent to the Operations Room and contains a representation of the required **Radio and Telephone Network equipment (see SOP 4)**.

(4) PUBLIC INFORMATION, COMMUNICATIONS AND MEDIA RELATIONS

The Director SKNIS, or his/her representative, will be the officer in the NEOC responsible for Public Information and Crisis Communications. If the Executive/Policy Group is in session (meeting), the DSKNIS will also provide representation in this Group. The DSKNIS will work in tandem with the Public Information and Crisis Communication mechanisms operating at satellite EOCs.

Staff operating in this Group will be under the sole direction of the DSKNIS, who will also manage the national, regional, and international press relations.

(5) LOGISTICS & SUPPORT SERVICES GROUP

Administrative/logistical, clerical and financial support to the NEOC will be provided by this group which will be headed and staffed primarily by the NEMA. Other staff may be drawn from the wider public service if the situation warrants.

The administrative and support services will cater for security, finance, procurement, welfare, hospitality/feeding and rest facilities for personnel working in the NEOC.

SOP 2

NEOC STAFFING

2.1 General NEOC Responsibilities

The NEOC will generally be staffed by personnel or representatives from the National Emergency Management Mechanism. Each member of the NEOC will have specific functional roles and responsibilities as listed below:

NEOC (EMERGENCY) FUNCTION	JOB TITLE 1 ST SHIFT	JOB TITLE 2 ND SHIFT
NEOC Director	NDC, NEMA	
NEOC Operations Officer	Senior Officer, RSCNPF	Senior Officer, RSCNPF
NEOC Assistant Operations Officer/Emergency Coordinator	Deputy Coordinator, NEMA	Programme Officer
Tourism Representative		
Damage Assessment Needs Analysis Officer (DANA)		
Telecommunications Officer		
Public Information Officer	Director, SKNIS	Dep. Director, SKNIS
Admin & Support Officer		
Radio Operators	Amateur Radio volunteer	Amateur Radio volunteer
Evacuation/S&R/Fire Suppression	CFO, SKNFRS	DCFO, SKNFRS
Health & Medical Services	Chief Medical Officer	Health Disaster Coordinator
Public Works & Utilities	Director, Public Works	Public Works Representative
Food and General Supplies		
Sheltering		
Welfare Services		

Table 1: NEOC Emergency Functions and Responsibilities

General NEOC Staff Responsibilities:

NEOC personnel must ensure a coordinated response to a crisis. Since they are not at the emergency, crisis or disaster site/s, they must:

- Carefully evaluate all information which is received in the NEOC
- Facilitate and coordinate actions generated as a result of the information received or orders from the Executive
- Provide direction and support to the On-Site (Incident) Commander
- Arrange for logistic support to the On-Site (Incident) Commander

- Arrange for logistic support to the emergency, crisis or disaster site
- Plan ahead to meet the requirements that will follow the event

2.2 Specific NEOC Responsibilities

The following are the staff requirements for alert, mobilization and stand-up of the National Emergency Operations Centre (NEOC)

		ORGANISATION	PRIMARY (1 st Shift)	ALTERNATE (2 nd Shift)
OPERATIONS ROOM STAFF				
1	NEOC Director			
2	Operations Officer			
3	Assistant Operations Officer/Emergency Coordinator			
4	Public Information & Crisis Communications			
5	Damage & Needs Assessment Officer			
6	Fire Suppression/Search & Rescue			
7	Telecommunications Officer			
8	Admin & Support Officer			
9	Logistics Coordinator			
10	Consulate Officer/Foreign Relations			
11	Tourism Representative			
12	Complementary Services			
13	Health Services			
14	Public Works Coordinator			
15	Food & General Supplies			
16	Sheltering			
17	Welfare Services			
STAFF EXTERNAL TO OPERATIONS ROOM				
Executive Policy (a Select Committee of Cabinet)				
18	Minister of National Security			
19	Permanent Secretary, Ministry of National Security			
Communications Operations Room				
20	Radio Operators – Supervisor			
21	Radio Operators/Message Handler			
Admin & Support Staff				
22	Admin & Logs Supervisor			
23	Secretary			

24	Storekeeper			
25	Journal Clerk			
26	Telephone Operators/Logs			
27	Telephone Operators/Logs			
28	Telephone Operators/Logs			
29	General Services			
30	Security			
31	Driver/Operator			
32	Counselor Services			

2.1 – NEOC DIRECTOR

The NEOC Director, acting in his/her capacity as head of the NEOC will take any immediate action/s in his/her judgment necessary to bring quick resolution to any issue referred to him/her through the NEOC. The Executive Group will be advised by the NEOC Director as soon as possible thereafter.

GENERAL HAZARD EVENT RESPONSE

The NEOC Director will:

1. On the direction of the Minister of National Security, activate the NEOC.
2. Prepare the Staff roster for shift system as necessary and initiate the NEOC Call Out of in accordance with Appendix 2 Annex A.
3. Make arrangements for general welfare of the NEOC staff and other assigned personnel. This includes stress management and psychological support.
4. Ensure the timely dissemination of accurate information.
5. Ensure incident debriefing and compilation of Situation Reports (SITREPS) and After Action Reports (AAR).
6. Directs NEOC Staff to carry out functions as appropriate.
7. Manages the NEOC resources and responsible for its operation.
8. Monitors incoming reports.
9. Ensure the proper display of information in the NEOC.
10. Ensure maintenance of records for the NEOC, including Events Log.
11. Ensure briefings, review and planning sessions for the NEOC personnel are carried out.
12. In conjunction with the DSKNIS, prepare outgoing releases, information etc.
13. Responsible for conducting briefings.
14. Reports to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The NEOC Director will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) With the MET Office, issue information of the Alert Phase.
- c) Along with the MET Office, alert the National Disaster Executive Committee (NDEC) of the situation.
- d) Check contact information of NDEC members for verification.
- e) Invite other agencies to attend meetings/briefings of NEMA.
- f) Review the National Disaster Plan and NEOC SOPs.
- g) Activate Alert and Warning systems and improvise means of warning not covered by the systems
- h) Confirm operational readiness of response agencies through the Operations Officer.
- i) Confirm the deployment and readiness of Disaster Response personnel, as well as pre-determined positioning of vehicles and equipment to Forward Command Posts as necessary.
- j) Confirm communications readiness between the NEOC and Satellite EOCs through the Operations Officer/Communications Officer.
- k) Confirm the emergency shutdown procedures have been implemented.
- l) Alert DANA Teams.
- m) Convene a first emergency meeting of the NDEC.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the weather conditions given by the MET Office.
- b) With the MET Office, issue information of the Watch Phase.
- c) Along with the MET Office, alert the NDEC of the situation.
- d) Invite other agencies to attend meetings/briefings at NEMA.
- e) Activate disaster shelters and evacuation plans through the Operations Officer and Satellite EOCs.
- f) Alert DANA Teams.

- g) Convene a second emergency meeting of the NEMA.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Convene a third emergency meeting of the NDEC.
- b) Activate the NEOC.
- c) Prepare the Staff roster for shift system as necessary and initiate the NEOC Call Out in accordance with **Appendix 2 Annex A**.
- d) 1st shifts to report to the NEOC for duty. Place 2nd Shift on standby.
- e) Make arrangements for the general welfare of the NEOC staff and other assigned personnel; this will include feeding, family safety, stress management and psychological support.
- f) Ensure the timely dissemination of accurate information.
- g) Ensure incident briefings and compilation of Situation Reports (SITREPS).
- h) Direct the NEOC Staff to carry out functions as appropriate.
- i) Manage the NEOC resources and be responsible for their operation.
- j) Monitor incoming reports.
- k) Ensure the proper display of information in the NEOC.
- l) Ensure NEOC records and Event Logs are properly maintained.
- m) Ensure briefings, review and planning sessions for the NEOC personnel are carried out.
- n) In conjunction with the DSKNIS, prepare outgoing releases, information etc.
- o) Be responsible for conducting briefings.
- p) Report to the NEOC when it is activated.

Phase 4 – ALL CLEAR (after the Impact)

- a) Issue **ALL CLEAR** (1st and 2nd) in conjunction with the MET Office
- b) Ensure the timely dissemination of accurate information.
- c) Ensure incident briefings and compilation of Situation Reports (SITREPS).
- d) Direct the NEOC Staff to carry out functions as appropriate.
- e) Manage the NEOC resources and be responsible for their operation.

- f) Monitor incoming reports.
- g) Ensure the proper display of information in the NEOC.
- h) Ensure NEOC records and Event Logs are properly maintained.
- i) Ensure briefings, review and planning sessions for NEOC personnel are carried out.
- j) In conjunction with the DSKNIS, prepare outgoing releases, information etc.
- k) Deploy DANA teams.
- l) Convene final briefing and prepare the AAR for submission to the Executive Policy Group.
- m) Review the national emergency status and scale down or initiate Stand Down/Deactivation Procedures as required.

2.2 – NEOC OPERATIONS OFFICER

The RSCNPF or SKNDF will provide the Operations Officer. The NEOC Operations Officer, as part of his/her responsibilities, is responsible for ensuring for the provision of appropriate NEOC support and resources to enable its efficient operation.

GENERAL HAZARD EVENT RESPONSE

The Operations Officer will:

1. Lead the Operations Group and ensure there are familiar with their respective roles and responsibilities.
2. Be responsible for the Emergency Coordination.
3. Coordinate all emergency response functions in the NEOC.
4. Coordinate transportation resources.
5. Tracks and monitors critical events/major problems and ensures appropriate action/s taken.
6. Ensures a smooth flow of information and messages within the NEOC.
7. Updates the NEOC Director on the progress of response through briefings and timely feedback.
8. Ensures and coordinates the resources needed for logistical support.
9. Keep NEOC logs.
10. Assist the NEOC Director in the compilation of Situation Reports.
11. Assist in the preparation for NEOC Briefings.
12. Be responsible for all IT Support Systems.
13. Be responsible for the operational readiness of all Audio Visual Equipment.
14. Coordinates the display of information coming into NEOC on status boards provided.
15. Keep maps, charts, and status boards updated.
16. Reports to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The Operations Officer will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEOC Director of the Alert Phase.
- c) Participate in the first emergency meeting of the NEMA.
- d) Go to the NEOC and check that emergency supplies are available.
- e) Re-stock emergency supplies as necessary.
- f) Check the backup power supply (generator) to ensure it is operable.
- g) Review the National Disaster Plan and NEOC SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEOC Director of the Watch Phase
- c) Attend the second emergency meeting NEMA.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NDEC.
- b) On the direction of the NEOC Director, activate the NEOC.
- c) Go to the NEOC when it is activated (1st and 2nd shift to report for duty).
- d) Assist the NEOC Director in the preparation of the Staff roster for shift system and initiate the NEOC Call Out of in accordance with Appendix 2 Annex A.
- e) Lead the Operations Group and ensure there are familiar with their respective roles and responsibilities.
- f) Check the back-up power supply (generator) to ensure it is operable.
- g) Be responsible for the Assistant Operations Officer.
- h) Coordinate all emergency response functions in the NEOC.
- i) Coordinate transportation resources.
- j) Track and monitor critical events/major problems and ensure appropriate

- action/s taken.
- k) Ensure a smooth flow of information and messages within the NEOC.
 - l) Update the NEOC Director on the progress of response through briefings and timely feedback.
 - m) Ensure and coordinate the resources needed for logistical support.
 - n) Keep NEOC logs.
 - o) Assist the NEOC Director in the compilation of Situation Reports.
 - p) Assist in the preparation for NEOC Briefings.
 - q) Be responsible for all IT Support Systems.
 - r) Be responsible for the operational readiness of all Audio Visual Equipment.
 - s) Coordinate the display of information coming into NEOC on display boards.
 - t) Keep maps, charts, and status boards updated.

Phase 4 – ALL CLEAR (after the Impact)

- a) Ensure the timely dissemination of accurate information.
- b) Assist in the preparation of incident briefings and compilation of Situation Reports (SITREPS).
- c) Direct the NEOC Staff to carry out functions as appropriate.
- d) Monitor incoming reports.
- e) Ensure the proper display of information in the NEOC Ops Room.
- f) Ensure maintenance of records for NEOC, including Events Log.
- g) Assist in the deployment of the DANA team.
- h) Receive information from the DANA team in the field and forward to the NEOC Director.
- i) Assist the NEOC Director in the preparation of the AAR for submission to the Executive Policy Group.
- j) Assist in the Stand Down/Deactivation process as per Annex B (E)

2.3 – NEOC ASSISTANT OPERATIONS OFFICER

The Deputy Coordinator, NEMA [the officer responsible for operations] will be the Assistant Operations Officer/Emergency Coordinator.

The Assistant Operations Officer/Emergency Coordinator will act as the Primary Message Controller to ensure the smooth information flow within the NEOC (see SOP4 – NEOC Communications).

GENERAL HAZARD RESPONSE

The Assistant Operations Officer will:

1. Be the Primary Message Controller as per SOP SOP4.
2. Ensure a smooth flow of information and messages within the NEOC.
3. Assist the Operations Officer in his/her duties as requested.
4. Assist in coordinating all emergency response functions in the NEOC.
5. Assist in the coordination of transportation resources.
6. Update the NEOC Director on the progress of response through briefings and timely feedback.
7. Assist in the coordination of resources needed for logistical support.
8. Ensure a ready supply of logs, forms, maps etc. are in the Operations and Communications rooms.
9. Assist the Ops Officer with coordinating the display of information coming into NEOC on boards.
10. Assist the Ops Officer in keeping maps, charts, and status boards updated.
11. Report Operational status to the Ops Officer.
12. Report to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The Assistant Operations Officer will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEOC Ops Officer of the Alert Phase
- c) Participate in the first emergency meeting of the NEMA.
- d) Go to the NEOC and check that emergency supplies are available
- e) Restock emergency supplies as necessary.
- f) Check the back-up power supply (generator) to ensure it is operable.
- g) Review the National Disaster Plan and NEOC SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEOC Ops Officer of the Watch Phase
- c) Attend the second emergency meeting of the NEMA.
- d) Check the backup power supply (generator) to ensure it is operable.
- e) Check NEOC Emergency Supplies to ensure adequacy.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMC.
- b) Go to the NEOC when activated (1st and 2nd shift to report for duty).
- c) Be the primary message controller as per SOP4.
- d) Ensure a smooth flow of information and messages within the NEOC.
- e) Assist the Operations Officer in his/her duties as requested.
- f) Assist in coordinating all emergency response functions in the NEOC.
- g) Assist in the coordination of transportation resources.
- h) Update the NEOC Operations Officer on the progress of response through briefings and timely feedback.
- i) Assist in the coordination of resources needed for logistical support.
- j) Ensure that a ready supply of logs, forms, maps, etc. are in the Operations

- and Communications rooms.
- k) Assist the Ops Officer with coordinating the display of information coming into NEOC on boards.
 - l) Assist the Ops Officer in keeping maps, charts, and status boards updated.
 - m) Report Operational status to the Ops Officer.

Phase 4 – ALL CLEAR (after the Impact)

- a) Ensure the timely dissemination of accurate information.
- b) Assist in the preparation of incident briefings and compilation of Situation Reports (SITREPS).
- c) Direct the NEOC Staff to carry out functions as appropriate.
- d) Ensure all incoming and outgoing information and reports are properly logged.
- e) Assist the Ops Officer in the displaying of information in the NEOC Ops Room.
- f) Ensure maintenance of records for NEOC, including Events Log.
- g) Assist in the deployment of the DANA team.
- h) Receive information from the DANA team in the field and forward to the Ops Officer.
- i) Assist the NEOC Operations Officer in the preparation of the AAR.
- j) Assist in the Stand Down/Deactivation process as per Annex B (E).

2.4 – NEOC PUBLIC INFORMATION AND CRISIS COMMUNICATIONS COORDINATOR

The Director, St. Kitts Nevis Information Service, the official spokes-person of the St. Kitts & Nevis Government during a national crisis, will be the Public Information, Crisis Communications Coordinator and will disseminate official information to the relevant groups, sub-sectors, the press on the island, and abroad.

GENERAL HAZARD RESPONSE

Public Information and Crisis Communications Coordinator will:

1. Receive information from the NEOC members, particularly from the DANA Officer to prepare public information to be released through the GIS.
2. Prepare releases about the status of the country/sector and dissemination via the GIS (previous approval MUST be given by the NEOC Director).
3. Make arrangements for press conferences or media visits if necessary.
4. Continue to prepare information to be disseminated within the federation and abroad as long as it is considered necessary to ensure that the real situation of the country is known and in order to avoid rumours that could affect the federation.
5. After the NEOC is deactivated, prepare a final report to the NEOC and a final communiqué.
6. Participate in a Post-Event Review Meeting of the NEOC.
7. Assist the NEOC Director with the compilation of Situation Reports.
8. Maintain a journal of all NEOC meetings and briefings.
9. Report to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

Public Information and Crisis Communications Coordinator will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from NEMA of the Alert Phase.
- c) Participate in the first emergency meeting of the NEMA.
- d) Prepare press releases in conjunction with NEMA.
- e) Review the National Crisis Communication's Plan.
- f) Review the National Disaster Plan and NEOC SOPs.
- g) Prepare a general public information release targeting persons living in vulnerable areas with respect to preparedness, sheltering, and emergency contact information.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Watch Phase.
- c) Attend the second emergency meeting of the NEMA.
- d) Prepare a draft public information release on the preparations of the country in the event of a Tropical Cyclone impact.
- e) Prepare a first NEMA release on the status of the federation to be disseminated through the media.
- f) Prepare a general public information release targeting persons living in vulnerable areas with respect to preparedness, sheltering, and emergency contact information.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Prepare a draft public information release for NEMA on the preparations emergency preparations for a Tropical Cyclone impact.
- c) Prepare a second press release on the status of the federation to be disseminated through the media.

- d) Report to the NEOC when activated (1st and 2nd shift to report for duty).
- e) Receive information from the NEOC and SEOC Directors, particularly with respect to Damage Assessment Needs Analysis, Relocation, Evacuation and Sheltering to prepare public information releases to the public.
- f) Ensure that all information disseminated on the public is certifiably correct and is approved by the NEOC Director.
- g) Make arrangements for press conferences or media visits if necessary.
- h) Continue to prepare information to be disseminated in the federation and abroad as long as it is considered necessary to ensure that the accurate situation/state of the federation is known in order to avoid rumors that could adversely affect the federation.
- i) Maintain a journal of all NEOC meetings and briefings.
- j) Assist the NEOC Operations Officer with the compilation of Situation Reports.

Phase 4 – ALL CLEAR (after the Impact)

- a) Receive information from the NEOC Director on DANA, Evacuations, Transportation, and Sheltering to prepare public information for release.
- b) Ensure that all information disseminated on the public is certifiably correct and is approved by the NEOC Director.
- c) Make arrangements for press conferences or media visits if necessary.
- d) Continue to prepare information to be disseminated in the federation and abroad as long as it is considered necessary to ensure that the accurate situation/state of the country is known.
- e) Maintain a journal of all NEOC meetings and briefings.
- f) Assist the NEOC Director with the compilation of Situation Reports.
- g) After the NEOC is deactivated, prepare a final report to the NEOC and a final communiqué.
- h) Participate in a Post-Event Review Meeting of the NEOC.

RUMOUR CONTROL AND INFORMATION DISSEMINATION

During any emergency or disaster, rumours will develop and circulate which can set back emergency response efforts, de-motivate emergency management workers and confuse the population. Especially for the tourism sector, rumour control is essential as rumours could substantially damage the federation's image, both regionally and internationally, resulting in significant losses in the tourism sector. The control and discrediting of rumours is essential.

One of the most effective means of rumour control is the continual dissemination of accurate information from an authoritative source. The Government Information Service (GIS) is this source; but will be guided by the NEOC, SEOC and other entities within the sector from which valid information could be gained.

The GIS will disseminate all official information to the public. Several strategies can be used for maximum effect. These include:

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

2.5 – NEOC DAMAGE ASSESSMENT & NEEDS ANALYSIS (DANA) OFFICER

The DANA Officer will be the [.....], and will assess the situation in terms of human, material and economic damage and needs at different times in order to provide relief and rehabilitate the affected community/communities as soon as possible.

The DANA Officer will assess the federation's situation in terms of human, material and economic damage and needs at different phases of the hazard event in order to provide relief and rehabilitation to the affected population/s and services as soon as possible. The DANA Officer will work with a team of field officers.

GENERAL HAZARD RESPONSE

The DANA Officer will:

1. Request/receive from the Tourism Sector members information about damage and needs assessment (physical, human and material).
2. Prepare an Immediate Damage Assessment Report within the first hour after the incident for presentation to the NEOC
3. Continue updating the report as the situation requires.
4. Prepare an Initial Damage Assessment and Needs Analysis Report after the first hours (but no later that hours) and present it to the NEOC.
5. After the NEOC is deactivated, prepare a report of the damage and needs assessment operations that includes all the information about sector/country damage and needs assessment and any solutions or

- recommendations for future crisis and give a copy to the NEOC Operations Officer.
6. Participate in a Post –Event Review Meeting to evaluate the response of the NEOC
 7. Report to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The DANA Officer will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Alert Phase
- c) Participate in the first emergency meeting of the NEMA.
- d) Alert the DANA team of the Alert Phase.
- e) Review the National Disaster Plan and NEOC SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Watch Phase.
- c) Attend the second emergency meeting of the NEMA.
- d) Alert the DANA team of the Watch Phase.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Alert the DANA team about the Warning phase and place them on standby.
- c) Go to the NEOC when activated (1st and 2nd shift to report for duty).
- d) Keep constant communications with SEOCs in order to be aware of the situation unfolding and possible needs/requirements with respect to the tourism and other sectors.

Phase 4 – ALL CLEAR (after the Impact)

- a) Request/receive information about country/sector damage and needs (physical, human and material) from the NEOC Operations Officer.
- b) Request/receive information about damage and needs of the tourism sector (physical, human and material).
- c) Mobilize the DANA team.
- d) Prepare the DANA team for deployment (issue Hand Held Radios and Cell Phones).
- e) Supervise the DANA team's deployment and maintain constant communications with them.
- f) Liaise with the NEOC Operations Officer for transportation assets to facilitate deployment.
- g) Provide damage and needs assessments and reports as directed by the NEOC Director.
- h) After the NEOC is deactivated, prepare a report of the damage and needs assessment operations and any recommendations for mitigating or minimization future events.
- i) Participate in a Post –Event Review Meeting to evaluate the response.

¹Damage Assessments will generally be carried out in following three stages after the 'All Clear' has been given and it is safe to do so:

A. Initial Situation Assessment (ISA) - Will be conducted where possible within twelve hours after the ALL CLEAR. The ISA will:

- a) Provide a general overview of the extent and magnitude of the damage
- b) Determine the need for a Disaster Declaration
- c) Alert and inform Donor Community
- d) Alert and inform the public
- e) Assist in determining the initial response to the event
- f) Collect initial information about the damage to the country's infrastructure
- g) Help to determine the need for the second phase of the assessment process

¹ The DANA Process is being reviewed at the CDEMA and Partner level and as such, the process used in this document may be reworked.

The **ISA** may be carried out by persons at the community level to verify or supplement reports received through the communications systems before and during the impact.

B. Initial Damage Assessment (IDA) - The IDA will if necessary be carried out between twelve to forty eight hours following the ALL CLEAR. The IDA will:

- a) Quantify the extent of damage and loss
- b) Help to estimate recovery needs
- c) Estimate humanitarian needs
- d) Determine need for a Detailed Damage Assessment
- e) Collect information about damage to the infrastructure
- f) Determine the priority needs as a result of the disaster event
- g) Determine what types of short term assistance needs are to be provided
- h) Prepare an initial estimate of the cost of the disaster

C. Detailed Sector Assessment (DDA) - Will be carried out following the first forty eight hours by persons with detailed technical knowledge of the specific sector. It will be undertaken to obtain a detailed and accurate evaluation of the damage caused to each sector and the economic cost of that damage. This phase of the assessment will help to:

- a) Determine the overall economic impact of the disaster
- b) Determine the recovery and rehabilitation needs of each sector
- c) Determine the types of long term assistance required
- d) Determine the types of action necessary to minimize damage from future events

Through the **CDEMA** Mechanism, an over flight by an aircraft could be requested to be carried out from a neighbouring island.

2.6 – NEOC FIRE SUPPRESSION, SEARCH AND RESCUE (SAR) AND EVACUATION COORDINATOR

The Fire Suppression, Search & Rescue and Evacuation (FSSARE) Coordinator will be a senior member of the St. Kitts & Nevis Fire & Rescue Service. He/she will be responsible for:

1. Ensuring that all Fire, SAR and evacuation response functions are carried out with dispatch.
2. Coordinating the dispatch of SAR Teams.
3. Monitoring the status of SAR and evacuation through regular contact with operatives in the field and updating the NEOC Director.
4. Coordinating the work of responding agencies to incidents involving hazardous material and toxic waste.

GENERAL HAZARD RESPONSE

The FSSARE Coordinator will:

1. Be the Primary controller for Fire Suppression, SAR, HazMat and Evacuation (FSSARHZE).
2. Coordinating all strategic response in the NEOC to FSSARHZE events.
3. Update the NEOC Director on the progress of response through briefings and timely feedback.
4. Assist in the coordination of SKNFRS resources needed for operational support.
5. Prepare Incident Action Plans for FSSARHZE events
6. Report Operational status to the Ops Officer.
7. Report to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The FSSARE Coordinator will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEOC Ops Officer of the Alert Phase
- c) Participate in the first emergency meeting of the NEMA.
- d) Prepare own resources for possible mobilization and deployment.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEOC Ops Officer of the Watch Phase
- c) Attend the second emergency meeting of the NEMA.
- d) Prepare own resources for possible mobilization and deployment.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMC.
- b) Go to the NEOC when activated (1st and 2nd shift to report for duty).
- c) Be the Primary controller for Fire Suppression, SAR, HazMat and Evacuation (FSSARHZE).
- d) Coordinate all SKNFRS emergency response functions in the NEOC.
- e) Update the NEOC Operations Officer on the progress of response through briefings and timely feedback.
- f) Assist in the coordination of SKNFRS resources needed for operational support.
- g) Prepare Incident Action Plans for FSSARHZE events
- h) Report Operational status to the Ops Officer.
- i) Report to the NEOC when it is activated.

Phase 4 – ALL CLEAR (after the Impact)

- a) Ensure the timely dissemination of accurate information.
- b) Assist in the preparation of incident briefings and compilation of Situation

Reports (SITREPS).

- c) Prepare SKNFRRS AAR and submit to Ops Officer
- d) Assist in the Stand Down/Deactivation process as per Annex [...].

2.7 – NEOC TELECOMMUNICATIONS OFFICER

The Telecommunications Officer will be the [.....] of the Government Telecommunications Unit (?) and is to ensure that the NEOC is furnished with the requisite telecommunications equipment; that there are in good working condition, and available to be used during emergencies, crises or disasters.

GENERAL HAZARD RESPONSE

The Telecommunications Officer will:

1. Manage the Communications Centre in the NEOC.
2. Be responsible for all Radio Operators (RO).
3. Ensure equipment is operational.
4. Ensure proper and timely message handling.
5. Monitor the status of communications at the Incident level by consultation with Incident Commander.
6. Ensure radio messages are transmitted and received on the prescribed forms.
7. Ensure that messages are recorded in triplicate on the Emergency Message Form.
8. Ensure that all incoming messages are logged on the Message In Log.
9. Ensure that all outgoing messages are logged on the Message Out Log.
10. Report to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The Telecommunications Officer will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Alert Phase.
- c) Participate in the first emergency meeting of the NEMA.
- d) Alert the Radio Operators (ROs) of the Alert Phase.
- e) Review the National Disaster Plan and NEOC SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Watch Phase
- c) Attend the second emergency meeting NEMA.
- d) Alert the Radio Operators (ROs) of the Watch Phase and prepare them for mobilization.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Alert the Radio Operators (ROs) about the Warning phase and mobilize them.
- c) Go to the NEOC when activated (1st and 2nd shift to report for duty).
- d) Manage the Communications Centre in the NEOC.
- e) Be responsible for all Radio Operators (RO).
- f) Ensure all radio, fax, and telephone equipment are operational.
- g) Ensure proper and timely message handling in the NEOC.
- h) Ensure radio messages are transmitted and received and logged on the prescribed forms.
- i) Ensure that messages are recorded in triplicate on the Emergency Message Form.
- j) Ensure that all incoming messages are logged in the Message In Log.
- k) Ensure that all outgoing messages are logged in the Message Out Log.

Phase 4 – ALL CLEAR (after the Impact)

- a) Be responsible for all Radio Operators (ROs).
- b) Ensure proper and timely message handling in the NEOC.
- c) Ensure radio messages are transmitted and received on the prescribed forms.
- d) Ensure that messages are recorded in triplicate on the Emergency Message Form.
- e) Ensure that all incoming messages are logged in the Message In Log.
- f) Ensure that all outgoing messages are logged in the Message Out Log.
- g) Assist in the Stand Down/Deactivation process as per Annex [...]

Basic Inventory of Telecommunications Equipment to be held in the NEOC

Qty	Description	Location
	VHF Base Stations	
	VHF Hand Held Radios	
	HF Radio	
	Telephone switchboard	
	Fax Machine	
	Laptop computers	
	Desktop computers	
	Laser Printer	
	Fax Machine Paper	
	Printer/Scanner	
	Telephone lines	
	Fax lines	
	Internet lines	
	Portable transistor radios	
	Multimedia Projector	
	Printer Paper	
	Satellite Phone	

2.8 – NEOC ADMIN & SUPPORT OFFICER

The Administrative and Support Officer will be a member of the NEMA and will be responsible to the NEOC for the administrative, clerical and financial support.

This Officer will manage a team staffed by the NEMA and the wider Public Service or selected volunteers.

The Administrative and Support Services will be responsible for security, finance, procurement, welfare, hospitality/feeding and rest facilities for personnel working in the NEOC.

GENERAL HAZARD RESPONSE

The Administrative and Support Officer will:

1. Lead the Admin and Support Group and ensure there are familiar with their respective roles and responsibilities.
2. Be responsible for all administrative and support duties in the NEOC.
3. Coordinate all admin and support functions in the NEOC.
4. Tracks and monitors requests to admin and support personnel.
5. Updates the NEOC Asst Ops Officer on Admin and Support requests and challenges as required.
6. Keep Admin logs.
7. Assist the NEOC Director in the compilation of Situation Reports.
8. Assist in the preparation for NEOC Briefings.
9. Be responsible for the operational readiness of all Admin and Support functions.
10. Be responsible for the availability of all maps, charts, and status boards.
11. Reports to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The Administrative and Support Officer will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from NEMA of the Alert Phase.
- c) Participate in the first emergency meeting of the NEMA.
- d) Review the National Disaster Plan and NEOC SOPs.
- e) Prepare a general list of Admin and Support requirements for the NEOC.
- f) Check supplies and equipment at the NEOC ensure their operational ability.
- g) Provide an equipment/supplies list for replenishment (if necessary) to the NDC NEMA.
- h) Alert Admin and Support personnel on the situation and inform of possible mobilization.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from NEMA of the Watch Phase.
- c) Participate in the second emergency meeting of the NEMA.
- d) Refine the general list of Admin and Support requirements for the NEOC.
- e) Confirm that supplies and equipment have been replenished [where required] and are available.
- f) Prepare a test of Admin and Support equipment.
- g) Alert Admin and Support personnel on the situation and inform of possible mobilization.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Report to the NEOC when activated (1st and 2nd shift to report for duty).
- c) Ensure that all Admin and Support requirements are fulfilled and all equipment/supplies are available for NEOC staff.

- d) Brief all Admin and Support staff on their roles and responsibilities.
- e) Assist the NEOC Operations Officer with the compilation of Situation Reports.

Phase 4 – ALL CLEAR (after the Impact)

- a) Assist the NEOC Director with the compilation of Situation Reports.
- b) Assist in the deactivation of the NEOC.
- c) Ensure that all Admin and Support supplies are accounted for and are replaced in their respective areas of storage.
- d) Participate in a Post-Event Review Meeting of the NEOC.

2.9 – NEOC LOGISTICS COORDINATOR

The Logistics Coordinator will be a staff member of the [.....], and is responsible to the NEOC for the identification, location, procurement and provision of equipment, hardware supplies, food items, water and other stores that may be required during a crisis response.

GENERAL HAZARD RESPONSE

The Logistics Coordinator will:

1. Keep a database of all equipment (heavy and light), contractors and support personnel available on both St. Kitts and Nevis.
2. Keep a database of all regional assets (through CDEMA), to include stores in the Regional Warehouse.
3. Lead a Logistic Team and ensure that they are familiar with the roles and responsibilities of logistic coordination.
4. Be responsible for all logistic requirements/requests in/to the NEOC.
5. Coordinate all logistics functions in the NEOC.
6. Tracks and monitors logistic requests.
7. Updates the NEOC Asst Ops Officer on logistic requests and challenges as required.
8. Keep Logistic Request logs.
9. Assist the NEOC Operations Officer in the compilation of Situation Reports.
10. Assist in the preparation for NEOC Briefings.
11. Reports to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The Logistics Coordinator will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from NEMA of the Alert Phase.
- c) Participate in the first emergency meeting of the NEMA.
- d) Review the National Disaster Plan and NEOC SOPs.
- e) Review National and Regional (CDEMA's Regional Logistics Plan) Plans.
- f) Prepare a general list of Logistic requirements possibly required by the NEOC.
- g) Confirm contact numbers of suppliers and partners.
- h) Alert Logistic personnel on the situation and inform of possible mobilization.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from NEMA of the Watch Phase.
- c) Participate in the second emergency meeting of the NEMA.
- d) Review the National Disaster Plan and NEOC SOPs.
- e) Review National and Regional (CDEMA's Regional Logistics Plan) Plans.
- f) Refine the general list of Logistic requirements possibly required by the NEOC.
- g) Continue to confirm contact numbers of suppliers and partners.
- h) Alert Logistic personnel on the situation and inform of possible mobilization.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Report to the NEOC when activated (1st and 2nd shift to report for duty).
- c) Brief all Logistic staff on their roles and responsibilities.

- d) Communicate with CDEMA as required with respect to availability of logistic resources.
- e) Refine the general list of Logistic requirements required by the NEOC.
- f) Continue to confirm contact numbers of suppliers and partners.
- g) Manage all requests for logistic support in the NEOC.
- h) Assist the NEOC Operations Officer with the compilation of Situation Reports.

Phase 4 – ALL CLEAR (after the Impact)

- a) Assist the NEOC Operations Officer with the compilation of Situation Reports.
- b) Assist in the deactivation of the NEOC.
- c) Ensure that all Logistic requests are logged and any financial requests made are noted.
- d) Participate in a Post-Event Review Meeting of the NEOC.

2.10 – FOREIGN RELATIONS COORDINATOR

A representative from the Ministry of Foreign Affairs (Foreign Services Officer) will be Foreign Relations Coordinator and will be responsible to the NEOC for all consulate matters – matters pertaining to foreign nationals, where other governments are to be contacted.

GENERAL HAZARD RESPONSE

Foreign Relations Coordinator will be responsible for:

1. Coordinating all requests for overseas assistance and responding to offers.
2. Liaising with SKN nationals and overseas missions and providing information to them.
3. Providing foreign language translating services for NEOC.
4. Liaising with neighbouring countries in management of trans-border incidents.
5. Updating and liaising with international donor agencies and foreign missions.
6. Liaising with the SKN Diplomatic Corps on coordination of donor agencies and incoming personnel.
7. Providing information and support to the NEOC on matters of international relations.
8. Liaising closely with the Ministry of Tourism in coordinating responses to incidents involving foreign nationals and tourists.

TROPICAL WEATHER SYSTEM RESPONSE

Foreign Relations Coordinator will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.

- b) Receive information from the NEMA of the Alert Phase.
- c) Review and update the Ministry of Foreign Affairs' Contact List.
- d) Participate in the first emergency meeting of the NEMA.
- e) Review the National Disaster Plan and NEOC SOPs.
- f) Inform foreign consulates of the Alert Phase.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Watch Phase.
- c) Attend the second emergency meeting of the NEMA.
- d) Alert foreign consulates of the Watch Phase.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Report to the NEOC when activated (1st and 2nd shift to report for duty).
- c) Alert foreign consulates of the Warning Phase.
- d) Liaise with foreign governments as requested.
- e) Assist in the repatriation of foreign nationals as requested.
- f) Through the NEOC, keep abreast of all issues/situations pertaining to safety and security of foreign nationals.
- g) Prepare reports on all issues/situations pertaining to foreign nationals and forward to the NEOC Operations Officer.

Phase 4 – ALL CLEAR (after the Impact)

- a) Liaise with foreign governments as required.
- b) Assist in the repatriation of foreign nationals as required.
- c) Through the NEOC, keep abreast of all issues/situations pertaining to safety and security of foreign nationals.
- d) Prepare reports on all issues/situations pertaining to foreign nationals and forward to the NEOC Operations Officer.
- e) After the NEOC is deactivated, prepare a final report for the NEOC.
- f) Participate in a Post-Event Review Meeting of the NEOC.

2.11 – NEOC TOURISM REPRESENTATIVE

The Tourism Representative will report to the NEOC when activated and will be the official point of contact between the NEOC and the Tourism Sector.

GENERAL HAZARD RESPONSE

The Tourism Representative will:

1. Be the primary contact between the NEOC and the Tourism Sector.
2. Ensure a smooth flow of information and messages between the NEOC and the Tourism Sector.
3. Assist in coordinating all emergency response functions affecting the Tourism Sector.
4. Assist in the coordination of transportation resources for the Tourism Sector.
5. Update the NEOC Operations Officer on the progress of response through briefings and timely feedback.
6. Through the NEOC, update the Minister of Tourism on the progress of response.
7. Assist in the coordination of resources needed for logistical support.
8. Keep constant communications with the Ministry of Tourism in order to keep both the Ministry and the NEOC abreast of each other's situation.
9. Report to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The Tourism Representative will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Alert Phase.
- c) Participate in the first emergency meeting of the NEMA.

- d) Attend any Ministry of Tourism meetings/briefings as directed.
- e) Review the Tourism Sector Tropical Weather Systems Plan and SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA on the Watch Phase
- c) Attend the second emergency meeting of the NEMA.
- d) Attend any Ministry of Tourism meetings/briefings as directed.
- e) Prepare to go to the NEOC during the next phase.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Attend any Ministry of Tourism meetings/briefings as directed.
- c) Go to the NEOC when activated (1st and 2nd shift to report for duty).
- d) Be the Tourism Sector's representative at the NEOC.
- e) Keep constant communications with the Ministry of Tourism in order to keep the NEOC abreast of the situation's impact on the tourism sector.

Phase 4 – ALL CLEAR (after the Impact)

- a) Receive information about the Sector's damage and needs from the NEOC DANA Officer.
- b) Receive information from the NEOC Public Information Officer on the Tourism Sector.
- c) Receive information from the Ministry of Tourism about evacuation and sheltering of guests and forward to the NEOC for action/assistance as requested.
- d) Inform the NEOC of any relevant information received from the Ministry of Tourism.
- e) Assist in the preparation of incident briefings and the compilation of Situation Reports (SITREPS) of the NEOC.

2.12 – NEOC HEALTH AND MEDICAL COORDINATOR

The Health and Medical Coordinator will be the Chief Medical Officer or designate, and will be responsible for:

- a) Providing adequate medical and public health facilities and services to victims.
- b) Coordinating mortuary services and supervises procedures for identification of dead.
- c) Coordinating all medical assistance for victims and response personnel.
- d) Advising the NEOC on procedures for identification and disposal of the dead.
- e) Monitoring the status of medical care in affected areas.
- f) Monitoring and coordinating the public health responses to threats as needed.

GENERAL HAZARD RESPONSE

The Health and Medical Coordinator will:

1. Be the primary contact between in the NEOC for all medical matters.
2. Assist in coordinating all emergency response functions affecting the Health Sector.
3. Assist in the coordination of transportation resources for the Health Sector.
4. Update the NEOC Operations Officer on the progress of response through briefings and timely feedback.
5. Through the NEOC, update the Minister of Health on the progress of response.
6. Assist in the coordination of resources needed for logistical support in the Health Sector.
7. Keep constant communications with the Ministry of Health in order to keep both the Ministry and the NEOC abreast of each other's situation.

8. Report to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The Tourism Representative will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Alert Phase.
- c) Participate in the first emergency meeting of the NEMA.
- d) Attend any Ministry of Health meetings/briefings as directed.
- e) Review the Health Sector Plan and SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA on the Watch Phase
- c) Attend the second emergency meeting of the NEMA.
- d) Attend any Ministry of Health meetings/briefings as directed.
- e) Prepare to go to the NEOC during the next phase.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Attend any Ministry of Health meetings/briefings as directed.
- c) Go to the NEOC when activated (1st and 2nd shift to report for duty).
- d) Be the Health Sector's representative at the NEOC.
- e) Keep constant communications with the Ministry of Health in order to keep the NEOC abreast of the situation's impact on the tourism sector.

Phase 4 – ALL CLEAR (after the Impact)

- a) Receive information about the Sector's damage and needs from the NEOC DANA Officer.
- b) Receive information from the NEOC Public Information Officer on the

Health Sector.

- c) Receive information from the Ministry of Health about evacuation and sheltering of the Health Sector (hospitals, etc) and forward to the NEOC for action/assistance as requested.
- d) Inform the NEOC of any relevant information received from the Ministry of Health.
- e) Assist in the preparation of incident briefings and the compilation of Situation Reports (SITREPS) of the NEOC.

2.13 – NEOC PUBLIC WORKS COORDINATOR

The Public Works Coordinator will be the Director, Public Works Department, or designate, and will be responsible for:

1. Providing the means for supplying heavy equipment for use in emergency response.
2. Coordinating the work of transportation providers in the event of an incident.
3. Monitoring the public road network and ensure that roads are passable at all times.
4. Maintaining a list of equipment which may be used in the event of an incident.
5. Make available manpower in support of an emergency response

GENERAL HAZARD RESPONSE

The Public Works Coordinator will:

1. Be the primary contact between in the NEOC and the Public Works Ministry..
2. Coordinating all emergency response functions required by Public Works.
3. Assist in the coordination of transportation resources from Public Works.
4. Update the NEOC Operations Officer on the progress of response through briefings and timely feedback.
5. Through the NEOC, update the Minister of Public Works on the progress of response.
6. Report to the NEOC when it is activated.

TROPICAL WEATHER SYSTEM RESPONSE

The Public Works Coordinator will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Alert Phase.
- c) Participate in the first emergency meeting of the NEMA.
- d) Review all assets available in the Public Works Ministry.
- e) Inform Public Works personnel and alert for possible mobilization.
- f) Review the SKN National Disaster Plan and the NEOC SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA on the Watch Phase
- c) Attend the second emergency meeting of the NEMA.
- d) Pre-position assets as per Public Works SOPs.
- e) Inform Public Works personnel and alert for possible mobilization.
- f) Prepare to go to the NEOC during the next phase.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Go to the NEOC when activated (1st and 2nd shift to report for duty).
- c) Be the Public Work's representative at the NEOC.
- d) Keep constant communications with the Logistics Officer.

Phase 4 – ALL CLEAR (after the Impact)

- a) Receive information about the damage in the federation, and develop, with the Ops Officer, IAPs for asset deployment.
- b) Coordinate the deployment of response teams (Debris Removal, drainage, and road works).
- c) Assist in the preparation of incident briefings and the compilation of Situation Reports (SITREPS) of the NEOC.

2.14 – NEOC FOOD & GENERAL SUPPLIES REPRESENTATIVE

The Food and General Supplies Officer will be an officer of the Ministry of Agriculture. He/she will assess the situation in terms of national feeding requirements, and through the Ministry of Agriculture's Satellite Emergency Operation Centre, provide direction to the NEOC on food assets, warehousing, distribution centres and operating conditions.

GENERAL HAZARD RESPONSE

The Food and General Supplies Officer will be responsible for:

1. Coordinating all requests for the provision of national feeding following an emergency, crisis or disaster.
2. Providing personnel to manage Food Distribution Centres.

TROPICAL WEATHER SYSTEM RESPONSE

The Food and General Supplies Officer will:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Alert Phase.
- c) Review the National Feeding Plan.
- d) Ensure Distribution Centres are prepped for occupation.
- e) Participate in the first emergency meeting of the NEMA.
- f) Review the National Disaster Plan and NEOC SOPs.
- g) Review national/federation food supplies as per SOP.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Watch Phase.

- c) Attend the second emergency meeting of the NEMA.
- d) Review plans for mobilizing and operationalizing Distribution Centres.
- e) Alert staff of distribution centres of possible mobilization.
- f) Review national/federation food supplies as per SOP.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Report to the NEOC when activated (1st and 2nd shift to report for duty).

Phase 4 – ALL CLEAR (after the Impact)

- a) Through the Operations Officer, liaise with Shelter Managers as required.
- b) Coordinate all requests for food distribution.
- c) Keep abreast of all issues/situations pertaining to food distribution and safety.
- d) Prepare reports on all issues/situations pertaining to the food distribution and safety.
- e) After the NEOC is deactivated, prepare a final report to the NEOC.
- f) Participate in a Post-Event Review Meeting of the NEOC.

2.15 – NEOC EMERGENCY SHELTERING COORDINATOR

The Emergency Sheltering Coordinator is the Director, Ministry of Housing. The Emergency Shelter Coordinator is responsible to the NEOC for all sheltering arrangements (occupation and management).

GENERAL HAZARD RESPONSE

The Emergency Shelter Coordinator will be responsible for:

1. Coordinating all requests for the opening and staffing of emergency shelters.
2. Liaising with the NEMA to ensure that adequate provisions are available in occupied shelters.
3. Providing Shelter Managers to Shelters.

TROPICAL WEATHER SYSTEM RESPONSE

The Emergency Shelter Coordinator will be responsible for:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Alert Phase.
- c) Review and update the Shelter Manager's Contact List.
- d) Ensure Shelters are prepped for occupation.
- e) Participate in the first emergency meeting of the NEMA.
- f) Review the National Disaster Plan and NEOC SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Watch Phase.
- c) Attend the second emergency meeting of the NEMA.

- d) Review and update the Shelter Manager's Contact List.
- e) Ensure Shelters are prepped for occupation.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Report to the NEOC when activated (1st and 2nd shift to report for duty).
- c) Ensure Shelter's are activated and staffed.
- d) Test communications between activated shelters and the NEOC.

Phase 4 – ALL CLEAR (after the Impact)

- a) Liaise with Shelter Managers as required.
- b) Keep abreast of all issues/situations pertaining to safety and security at Shelters.
- c) Prepare reports on all issues/situations pertaining to the occupation of Shelters.
- d) After the NEOC is deactivated, prepare a final report to the NEOC.
- e) Participate in a Post-Event Review Meeting of the NEOC.

2.16 – NEOC LAW ENFORCEMENT COORDINATOR

The Law Enforcement Coordinator will be a member of the Royal St. Christopher Nevis Police Force (RSCNPF).

GENERAL HAZARD RESPONSE

The Law Enforcement Coordinator will be responsible for:

1. Providing the liaison link between the NEOC, the RSCNPF HQ and any ICS established.
2. Mobilizing adequate manpower and other resources in the maintenance of law and order.
3. Providing personnel to perform the functions of the NEOC Operations Officer.
4. Providing personnel to administer and operate the Police Radio Network.
5. Assisting in the issuance of visual and audible warning systems.

TROPICAL WEATHER SYSTEM RESPONSE

The Law Enforcement Coordinator will be responsible for:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Alert Phase.
- c) Review RSCNPF SOPs.
- d) Participate in the first emergency meeting of the NEMA.
- e) Review the National Disaster Plan and NEOC SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Watch Phase.

- c) Attend the second emergency meeting of the NEMA.
- d) Activate RSCNPF SOPs for Tropical Weather System (TWS) response.

Phase 3 – WARNING (36 Hrs before impact) –

THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT

- a) Attend the third emergency meeting of the NEMA.
- b) Report to the NEOC when activated (1st and 2nd shift to report for duty).
- c) Provide, coordinate and monitor security assets as required.

Phase 4 – ALL CLEAR (after the Impact)

- a) Liaise with RSCNPF HQ as required.
- b) Keep abreast of all issues/situations pertaining to national security.
- c) Prepare reports on all issues/situations pertaining to national security.
- d) After the NEOC is deactivated, prepare a final report to the NEOC.
- e) Participate in a Post-Event Review Meeting of the NEOC.

2.17 – NEOC WELFARE SERVICES COORDINATOR

The NEOC Welfare Services Coordinator will be the Director a senior staff member of the Community Development Department, and will be tasked to ensure welfare services are meted out to affected persons as per the National Welfare Plan (?).

The Welfare Services Coordinator will coordinate NGOs in the relief effort and advise the NEOC on feeding locations, numbers of persons requiring welfare services, and Stress Management in Disaster Counseling.

GENERAL HAZARD RESPONSE

The Welfare Services Coordinator will be responsible for:

1. Providing the liaison link between the Community Development Department, Community Welfare Officers and the NEOC.
2. Be responsible for the coordination of all welfare needs of the federation.
3. Provide support to shelters and Ministry of Health.
4. Mobilizing Community Development Officers and other resources for human-needs assessments.

TROPICAL WEATHER SYSTEM RESPONSE

The Welfare Services Coordinator will be responsible for:

Phase 1 – ALERT (60 Hrs)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Alert Phase.
- c) Review National Welfare Plan.
- d) Participate in the first emergency meeting of the NEMA.
- e) Review the National Disaster Plan and NEOC SOPs.

Phase 2 – WATCH (48 Hrs before impact)

- a) Keep abreast of the national alerts given by the MET Office.
- b) Receive information from the NEMA of the Watch Phase.
- c) Attend the second emergency meeting of the NEMA.
- d) Inform Welfare Officers of their possible mobilization.
- e) Convene meeting of Welfare Committee and review Plan.
- f) Convene meeting of Social Needs Assessors and define/designate locations for assessments.

Phase 3 – WARNING (36 Hrs before impact) –**THIS PHASE INCLUDES NEOC ACTIVATION AND THE HAZARD IMPACT**

- a) Attend the third emergency meeting of the NEMA.
- b) Report to the NEOC when activated (1st and 2nd shift to report for duty).
- c) Coordinate Social Needs Assessment as required and report status to the Operations Officer.

Phase 4 – ALL CLEAR (after the Impact)

- a) Prepare reports on all issues/situations pertaining to social needs as there will be follow-up actions required after NEOC deactivation.
- b) After the NEOC is deactivated, prepare report for the NEOC.
- c) Participate in a Post-Event Review Meeting of the NEOC.

2.18 – NEOC RADIO OPERATORS

The NEOC Radio Operators will be Amateur Radio volunteers and will be tasked to make and receive radio messages on the NEOC's telecommunications equipment, while ensuring that the proper use of voice procedure and logging processes are adhered to.

NEOC Radio Operators will:

1. Keep abreast of the national alerts given by the MET Office.
2. Operate assigned radio frequencies.
3. Maintain accurate in/out message logs under the direction of the Emergency Telecommunications Officer.
4. Monitor and document alert frequencies.
5. Ensure that telecommunications equipment is operated in the correct manner.
6. Maintain in contact with the NEMA.
7. Report to the NEOC on request.

2.19 – ASSIGNED NEOC DUTIES OF THE NEMA STAFF

Ser	NEMA Title & Duties	NEOC Title & Duties	Name
1	NDC, NEMA	Director, NEOC	Mr. Carl Herbert
2		Alternate Director, NEOC	
3	Deputy Coordinator, NEMA	Assistant Operations Officer	Mrs. Langley-Stephens
4	Programme Officer	Logistics Coordinator	
5	Programme Officer	Administrative Officer	
6	Assistant Accountant	Assistant Accountant	
7	Clerk/Typist	Journal Clerk	
8	Secretary	Secretary	
9	Clerk/Typist	Admin & Logs Coordinator	
10	Driver/Operator	Driver/Operator	
11			
12			
13			
14			

SOP 3

NEOC ACTIVATION

Generally, the NEOC will have two (2) levels of activation (see below) which are initiated through a 'Call-Out' System (see *Appendix 2, Annex A*). In order for the NEOC to be activated, the NDC NEMA will make the request to the Ministry of National Security for authorization.

During activation, the NEOC Team Members will be contacted by the NDC, NEMA, or designated staff of the NEMA by way of the NEOC Members' Contact Information filed at *Appendix [...]*. The methodology for activating all levels will be by telephone, radio, email, and fax.

3.1 NEOC Activation Levels include:

- Level One (1): Full Activation
- Level Two (2): Partial Activation

3.1.1 Level One (1) - Full Activation

Full Activation requires that all NEOC Members report to the NEOC in accordance with the time identified by the NDC.

Full Activation will be enforced for national emergencies, crises or disasters (both man-induced and natural), and will be in place until the Stand-Down/Deactivation orders are given by the Ministry of National Security.

3.1.2 Level Two (2) – Partial Activation

When the situation warrants, a partial activation of the NEOC may be instituted. This means that only specific members may be required to report to the NEOC.

This Activation Process may be prompted by any of the emergency services (police, fire, medical) and is instituted by the NDC after consultation with these entities and the Ministry of national Security.

Partial Activation may be necessary in response to emergency or crisis incidents warrant limited coordinated responses of specific agencies.

3.1.3 Stand-Down Procedures

The Stand-Down process will be instituted by the NDC, after consultation with the Ministry of National Security with support from the NEOC members and/or the Incident Commander (in the case of a localized incident).

3.2 General responsibilities of the National Emergency Management Agency shall be:

- 3.2.1 Annually revise and update the directory of the NEMA/NEOC members and recheck prior to the Atlantic Hurricane Season. The NEMA/NEOC Directory must include work, home, mobile, fax, and WhatsApp numbers, alternate numbers if needed, and work, home and email addresses.
- 3.2.2 Monitor radio stations and gather information about the situation.
- 3.2.3 Receive information, from the district organisations or otherwise, on any hazard, emergency, crisis or disaster event/s.

- 3.2.4 Notify all members of the NEMC of Alerts, Watches, and Warnings as given by the MET Office, and convene NEMC Emergency Meetings.
- 3.2.5 After the 'All Clear' is given, notify all members of the National Disaster Organisation and implement procedures as per SOPs.
- 3.2.6 Prepare an After Action Report and submit to the Minister of National Security.
- 3.2.7 Chair the Post-Event Review Meeting.

3.3 NEOC Emergency Cascade Alert System

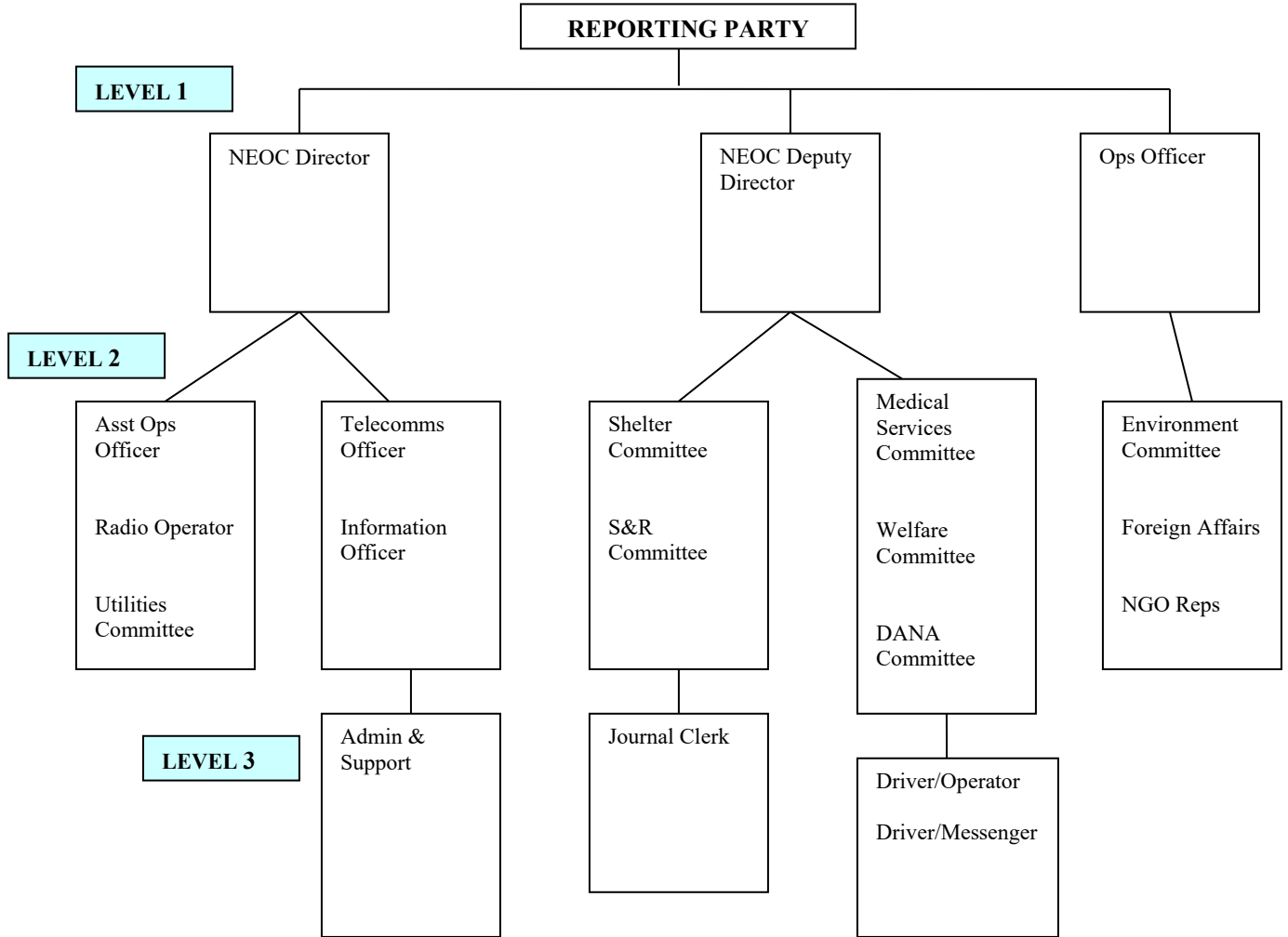
SELF TRIGGERING: In the event of an emergency in which telephone service is interrupted, staff members should, upon knowledge of this event, report to the NEOC as soon as possible.

PHONE/RADIO ALERT:

STEP 1: The party reporting an impending or actual emergency should contact at least one (1) of the persons in each of the three (3) boxes at Level 1

STEP 2: The person at Level 1 alerted by the reporting party should first contact at least one (1) of the persons in the Level 2 boxes, then contact the other persons within his own box

STEP 3: Persons at Level 2 who receive an alert message should contact the persons in the Level 3 box then contact the other persons within his own box



3.4 NEOC ACTIVATION (*EVENTS WITH NOTIFICATION*)

a) THE ALERT PHASE (60 Hrs before impact)

The personnel assigned as NEOC Director, Operations Officer, and Assistant Operations Officer are to conduct the following preparatory checks of the NEOC during the 'Alert' Phase of the Hazard Impact:

1. Conduct a first meeting/briefing of the NEMA (physically/virtually) to alert members of the impending situation and begin implementation of the National Disaster Plan.
2. Ensure that the keys are available for entry into the NEMA;
3. Check that the NEOC resources are in place (see checklist at Appendix 1);
4. Check that the air-conditioning and lights are functional;
5. Ensure that the communication equipment is functional (radios, phones, etc.);
6. Setup maps, displays boards and charts in the Operations Room;
7. Activate extra land-line phones, fax lines, and cell phones;
8. Check that computers, flip charts and projectors are in place and working;
9. Check that spare batteries for torches and radios are available and charged;
10. Ensure that sanitary supplies are available;
11. Ensure that there is a first-aid kit and fire extinguisher in the NEOC;
12. Ensure that copies of the following documents are available in the NEOC:
 - a. SKN National Disaster Plan
 - b. NEOC Multi-Hazard SOPs
 - c. Any Memorandum of Understanding/Agreements
 - d. Sector Emergency Response Plans
13. Ensure that there is a contact list of NEOC staff and roster;

END OF PROCEDURE

b) THE WATCH PHASE (48 Hrs before impact)

The personnel assigned as NEOC Director, Operations Officer, and Assistant Operations Officer are to continue conducting preparatory checks of the NEOC during this Phase of the Hazard Impact:

1. Conduct a second meeting/briefing of the NEMC (physically) to alert them of the impending situation and continue implementation of the SKN National Disaster Plan.
2. Have the keys available for entry into the NEOC;
3. Confirm that the NEOC resources are in place (see checklist at Appendix [...]);
4. Confirm that the air-conditioning and lights are functional;
5. Confirm that the communication equipment is functional (radios, phones, etc.);
6. Confirm the setup of maps, displays boards and charts in the Operations Room;
7. Test communications (extra land-line phones, fax lines, and cell phones);
8. Check that computers, flip charts and projectors are in place and working;
9. Confirm that spare batteries for torches and radios are available and charged;
10. Confirm that sanitary supplies are available;
11. Confirm that there is a first-aid kit and fire extinguisher in the NEOC;
12. Confirm that copies of the following documents are available in the NEOC:
 - a. SKN National Disaster Plan
 - b. NEOC Multi-Hazard SOPs
 - c. Any Memorandum of Understanding/Agreements
 - d. Sector Emergency Response Plans
13. Confirm that there is a contact list of NEOC staff and roster located in the NEOC;
14. Conduct briefings with the NEOC staff to ensure that there are verse with the NEOC SOPs.

END OF PROCEDURE

c) THE WARNING PHASE (36 Hrs before impact & impact)

The NEOC will be activated during the 'Warning' Phase of the Hazard Impact. Once this is done the following will unfold:

1. The NEOC Director will convene a third meeting/briefing (physically) of the NEMA to alert them of the impending situation and continue implementation of the National Disaster Plan and the NEOC SOP's.
2. NEOC Director will initiate the NEOC Call out system (see Appendix [...] to Annex [...]);
3. The NEOC Director arrives at the NEOC and begins equipment testing (switch-on);
4. NEOC staff arrives and take up posts at respective stations;
5. All other Functional staff will report to the NEOC and commence functions as prescribed in this SOP;
6. NEOC establish communications with Satellite EOCs;
7. NEOC Logs become active - all communications and actions taken in the NEOC must be recorded/documented (Support Staff and Radio Ops will facilitate this);
8. NEOC Director conducts a general briefing of all NEOC staff on the situation and devise a plan of operation.

END OF PROCEDURE

d) OPERATIONS OF THE NEOC IN THE ‘IMPACT’ PHASE AND DURING THE ‘ALL CLEAR’ PHASE

1. Maintain contact with the Satellite EOCs, District Organisations, and Scene/Incident Commanders;
2. All events to be logged (Support Staff and Radio Ops will facilitate this) and passed to Assistant Operations Officer for posting on display boards in the Operations Room;
3. All incoming and outgoing messages (telephone, fax, and radio) are to be logged in specified log sheets and distributed as per Annex [...];
4. All NEOC staff to inform when leaving and returning to the NEOC and arrange for coverage of their station/s;
5. NEOC Director must be informed of all reports, incidents and actions taken;
6. Deploy DANA teams to affected sites and receive communications regarding sector status;
7. NEOC Director to update the Executive Policy Group on the situation.

END OF PROCEDURE

NEOC CHECK LIST - ACTIVATION

ACTIVITY	RESPONSIBILITY
<input type="checkbox"/> Distribute Stationery Supplies to each desk	NEOC Support
Inspect	
<input type="checkbox"/> Generator	Operations Officer
<input type="checkbox"/> Antennae	Operations Officer
<input type="checkbox"/> Food Supplies	NEOC Support
<input type="checkbox"/> Water Stocks	NEOC Support
<input type="checkbox"/> Fuel Supplies	Operations Officer
<input type="checkbox"/> Switch VHF Radios to Emergency Channels	Telecommunications Officer
Ensure that the following tasks are completed	
<input type="checkbox"/> Set up Furniture	Operations Officer
<input type="checkbox"/> Set up communications equipment	Telecommunications Officer
<input type="checkbox"/> Set up charts and display materials	Assist Operations Officer
<input type="checkbox"/> Install phones, fax, computers, radios and scanners	Telecommunications Officer
<input type="checkbox"/> Distribute stationery supplies to each desk	Assist Operations Officer
<input type="checkbox"/> Inspect generator, food and water stocks and fuel supply	Assist Operations Officer
<input type="checkbox"/> Set up chalkboards/whiteboards	Admin & Support Officer
<input type="checkbox"/> Take out box of message and report forms	Admin & Support Officer
<input type="checkbox"/> Take out stationery and supplies	Admin & Support Officer
<input type="checkbox"/> Take out battery powered radio receivers	Telecommunications Officer
<input type="checkbox"/> Take out emergency/disaster plans and agreements	NEOC Director
<input type="checkbox"/>	
<input type="checkbox"/>	

NEOC NOTIFICATION CHECKLIST

TICK BOX				
	ALERTED	NEOC Director	TIME	
	ALERTED	NEOC Alternate Director	TIME	
	ALERTED	Operations Officer	TIME	
	ALERTED	Alternate Ops Officer	TIME	
	ALERTED	Liaison Officer	TIME	
	ALERTED	Alternate Liaison Officer	TIME	
	ALERTED	Assistant Ops Officer	TIME	
	ALERTED	Alternate A Ops O	TIME	
	ALERTED	Telecoms Officer	TIME	
	ALERTED	Alternate TO	TIME	
	ALERTED	Public Information Officer	TIME	
	ALERTED	Alternate IO	TIME	
	ALERTED	DANA Officer	TIME	
	ALERTED	Alternate DANA Officer	TIME	
	ALERTED	Admin & Support Officer	TIME	
	ALERTED	Alternate ASO	TIME	
	ALERTED	Consulate Officer	TIME	
	ALERTED	Alternate CO	TIME	
	ALERTED	Industry Support Officer	TIME	
	ALERTED	Alternate ISO	TIME	
	ALERTED	NEOC Security Officer	TIME	
	ALERTED	Alternate Security Officer	TIME	
	ALERTED		TIME	
	ALERTED		TIME	

SOP 4

NEOC DEACTIVATION

1. The NEOC Director reviews the situation with the Operations Group and satellite EOC's / Incident Commanders to decide on "Stand-Down";
2. NEOC Director to brief NEOC staff on situation for verification on deactivation;
3. NEOC Director to update the Executive Policy Group on the situation;
4. The Minister of National Security will make the decision to stand-down the NEOC;
5. NEOC Director to give the directive to stand-down/deactivate the NEOC;
6. All records and documents to be collected and secured by the Operations Officer;
7. NEOC staff to turn off and secure all equipment used;
8. NEOC Director to invite Satellite EOC directors/Incident Commanders to attend a post-event briefing at the NEOC.

END OF PROCEDURE

ANNEX C – NEOC CHECK LIST - DEACTIVATION

ACTION	RESPONSIBILITY
<input type="checkbox"/> Clean Display Boards	Operations Personnel
<input type="checkbox"/> Inventories and Store Supplies	NEOC Support Personnel
<input type="checkbox"/> Replenish Supplies	Operations Officer
<input type="checkbox"/> Switch Radios back to normal channels	Telecomms. Officer
<input type="checkbox"/> Store /Return Furniture	NEOC Support Personnel
<input type="checkbox"/> Clean and store displays	Operations Personnel
<input type="checkbox"/> Disconnect and store communications	Telecomms. Officer
<input type="checkbox"/> Attend Debriefing	All NEOC Staff
<input type="checkbox"/> Prepare After Action Report	NEOC Director
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

SOP 5 NEOC TELECOMMUNICATIONS

5.1 GENERAL

The establishment of the NEOC communications network is critical in the consolidation of the National Telecommunications Network. The existence of a well functioning telecommunications system is integral to the operations of the NEOC. The NEOC ensures that there is efficient collection, assimilation and dissemination of information from the emergency/disaster site to the emergency resources.

The NEOC is responsible to ensure that there is efficient collection, movement, assimilation and dissemination of information from the disaster site to the resource managers and the public at large. This is done through a network of communications equipment:

- VHF Radio Network
- Amateur Radio Network
- Citizen's Band (CB) Network
- HF Network
- Satellite Phones
- Cellular Phones
- Fax Machines
- Land Lines
- Computers

5.2 Communications between the NEOC and the Public

During the Atlantic Hurricane Season as well as during emergency response times (national or sectorial), communication between the NEOC, the emergency responders and the public will be vital for the effective and efficient use of resources in all phases outlined earlier in this document. It is therefore essential that other means of communicating be established. Depending on available resources, these may include:

- VHF Radios
- HF Radios
- Satellite Phones
- Cellular Telephones
- HAM Radios
- Fax Machines
- Text Messaging
- Social Media

5.3 Within the NEOC

Once information is received in the NEOC, it is vital that it is efficiently handled. Annex [...] deals with Message Handling within the NEOC. All persons working in the NEOC must be made aware of the procedures for handling messages. Where possible a Message Flow Diagram will be posted in a strategic location for all to see.

5.4 Between the NEOC and the District Organisations/Shelters

Telephones (cell and land-lines) when available, Fax, E-mail, VHF Radios, text messaging and social media are the primary means of communicating between the NEOC and the District/Community Organisations and Emergency Shelters.

5.5 NEOC to the Public

The Government's Crisis Communications Plan of the Government Information Service (GIS) will be used to facilitate public and press information to the local, regional, and international arena.

The media houses, text messaging and social media are the primary means of communicating to the public.

Activities regarding public relations and information are done at all times from the beginning to end of the crisis.

5.6 RADIO MESSAGES

All emergency radio messages received in the NEOC will be delivered by to the Emergency Coordinator (Message Controller), who is the Assistant Ops Officer, for routing. The message form shown in Appendix [...], Annex [...] of this SOP will be used for recording ALL radio messages.

The Emergency Coordinator (Message Controller), under supervision of the Operations officer, will take the following actions upon receipt of an emergency radio message:

- i. Enter a message number at the top of the form. The message number should begin with a two letter agency identifier and then a number. Incoming messages should be numbered consecutively.
- ii. Forward the message to the Ops O.
- iii. Log a copy of the message in the NEOC Journal Incoming Message Log indicating who is assigned the message for action.

- iv. Once the action is completed, the Ops O will indicate on the bottom half of the message form the action taken and time taken, and return a copy to the message controller.
- v. The Message Controller will ensure that a summary of the message and actions taken are posted on the status or action board, as appropriate and follow up until the problem is solved or until no further action is necessary.
- vi. After posting, the Message Controller will ensure that the journal clerk files the message for use in compiling the After Action Report and for historical purposes.
- vii. Carbon copies of messages may be made in cases where multiple agency action is frequently required, in order to avoid excessive photocopying.

5.8 TELEPHONE MESSAGES (Incoming)

Telephone messages may be received by a number of people in the NEOC. The person receiving the message will record the message on the message form at Appendix [...] Annex [...]. The message will then be delivered to the Message Controller for action.

5.9 OUTGOING MESSAGES

The drafter of an outgoing message will write the message in the upper half of the message form and deliver a copy to the Message Controller.

The Message Controller will review the contents, assign a priority, and determine the best means to transmit the message, after which he/she will pass it to the NEOC Director for concurrence.

The NEOC Director, after concurring, will initial the message; pass it back to the Message Controller who will have it transmitted, before forwarding it to the journal clerk for logging in the outgoing message log.

5.10 BRIEFINGS AND CONFERENCES

Due to the nature of this SOP, briefings of the NEOC should be scheduled every hour, or as often as necessary. NEOC section heads should be prepared to participate in these briefings with a summary of their section's progress. The briefings by each section will include:

- *Unresolved problems*
- *Major new problems since last briefing*
- *Assistance needed from other agencies or outside organizations*
- *Information developed by the section that should be passed to other NEOC sections or to the public (via the GIS).*

Conferences of key NEOC personnel may be convened at any time by the NEOC Director to discuss and resolve major issues. These conferences will be held in the Policy Briefing Room. The NEOC Director is responsible for ensuring that any decisions reached at conferences are quickly relayed to all NEOC personnel.

5.11 REPORTS

5.11.1 AFTER ACTION REPORTS (AAR)

An AAR must be completed on deactivation of the NEOC, which signals the official end of the response. This report will be used in a debrief of the operations, which is vital for learning lessons, good and bad, which are meant to continuously improve disaster response. This report format is shown at Appendix [...] Annex [...].

5.11.2 SITUATION REPORTS (SITREPS)

A standardized format for situation reports is given in Appendix [...] Annex [...]. The author of a situation report requires:

- The ability to carry in his mind a comprehensive and accurate picture of the situation.
- The ability to distinguish between, and concentrate upon the important facts, however small they may be, and the trivial, however large they may be.
- The ability to write clearly and concisely.

A SITREP should be completed every hour (even if there is no change since the last SITREP).

5.12 INFORMATION SHARING – FORMS AND LOGS

Forms and logs will be used to provide guidance and establish procedures for the recording, internal dissemination of information, and the receipt and dispatch of messages related to the operation of the National Emergency Operations Centre.

Messages received or transmitted by the NEOC staff will be primarily via telephone and radio. All incoming and outgoing messages and the consequent actions taken as a result of these messages will be made a matter of record. The forms to be used in the NEOC are found at Annex E[...].

5.13 STATUS BOARDS

All information received in the NEOC should be displayed on the status boards mounted on the walls or by projecting information onto the walls. These would have specific information pertaining to actions taken and available resources. The status boards should be updated regularly.

Other displays would include information deemed necessary to ensure a coordinated and timely emergency response such as:

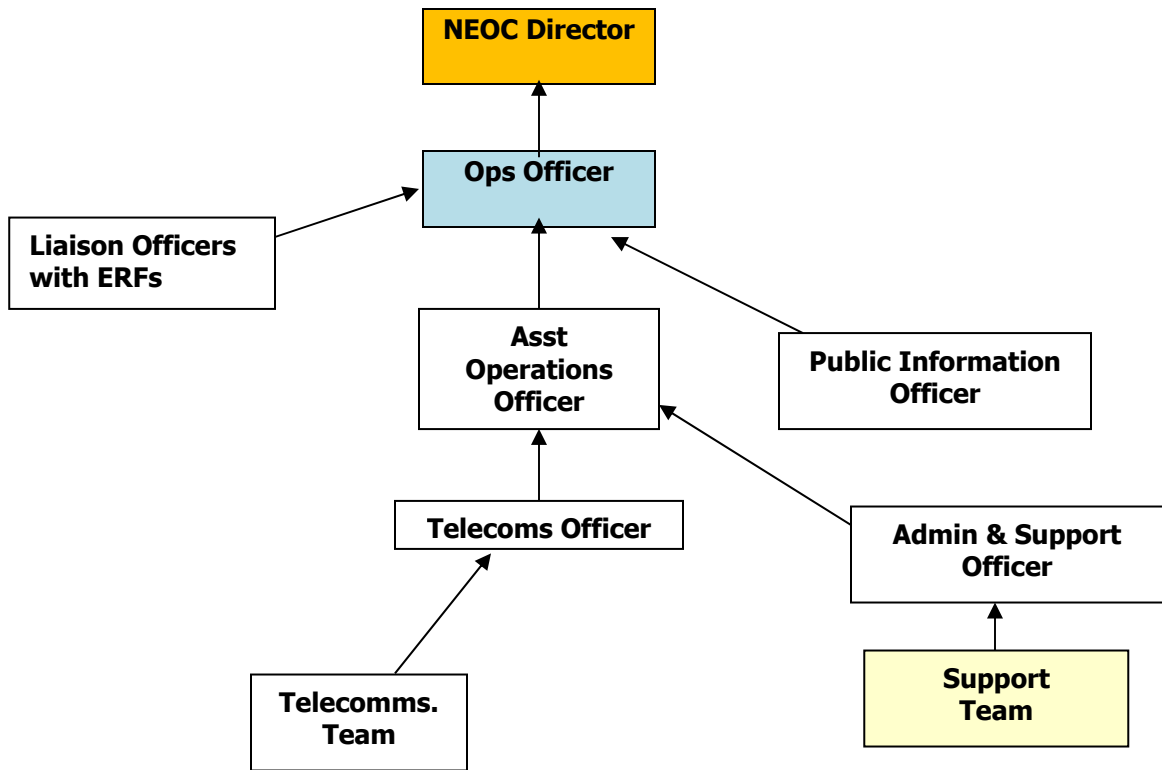
5.13.1 Display Board Information

- Emergency shelter locations and availability
- Significant Event Display Board
- Problem Log Display Board
- Transportation Assets Display Board

5.13.2 Other Displays

- Cruise vessels docked at Port Zante (or otherwise)
- Number of passengers and crew per vessel
- Emergency access routes and evacuation routes
- Emergency Form-up points

Figure 2: REPORTING RELATIONSHIP TO NEOC DIRECTOR



SOP 6

NEOC MESSAGE HANDLING

6.1 GENERAL

All radio messages received in the NEOC will be recorded on the approved Message Form. This Form is completed in triplicate and the original given to the Message Controller who will pass the message to Operations Officer for his/her routing.

The following action will be taken on receipt of a radio message:

- Enter a message number at the top of the form.
- Assign a priority number from (1) highest to (4) lowest as follows:
 - Priority one (1): Lives endangered, immediate response required.
 - Priority two (2) Lives endangered, fast response required.
 - Priority three (3) Timely operational response required.
 - Priority four (4) Routine data and logistics messages.
- The Message Controller will review the nature of the message and pass to the Operations Officer, who will assign the problem for action to the appropriate agency representative. The Operations Officer has the flexibility to pass messages to other Ops members in order to balance the work load among agencies.
- A sheet should be kept for record purposes indicating which agency is assigned the message for action.
- The Agency assigned the responsibility for the message will take the required action, indicating on the bottom half of the message form the action taken and time taken and return a copy to the Message Controller.

- The Message Controller will ensure that a summary of the message and actions taken are posted on a status board and are followed up until no further action is required.
- After posting, the Journal Clerk (Clerk/Typist) will ensure that the messages are filed for use in the compilation of the After Action Report (AAR) and for historical purposes.

6.2 USE, PREPARATION AND INTERNAL DISTRIBUTION OF FORMS AND LOGS

6.2.1 NEOC Emergency Message Form (Appendix 1 to Annex E)

Use:

This form is for internal communications only and to be used to for all incoming and outgoing messages which will be processed through the NEOC Message Centre/Radio Room.

Preparation:

For incoming messages, the form will be prepared by the radio operator receiving the information.

If no specific address is designated, all incoming messages will be addressed to the NEOC Director.

Outgoing internal messages will normally be prepared by personnel assigned to the Operations Group; however, NEOC Staff from any group may prepare outgoing internal messages.

6.2.2 Distribution/Flow:

For all incoming messages the radio operator keeps the original, and copies are then passed to the message centre and the operations personnel.

For all outgoing messages the operation room personnel keeps the original message, and copies are passed to the message centre and the radio operators.

6.2.3 Form Fields:

NUMBER:	Message number
PRECEDENCE:	Message priority – Assign a priority as follows: <u>EMERGENCY</u> : Lives endangered immediate response <u>PRIORITY</u> : Lives endangered fast response <u>WELFARE</u> : Timely Operational Response, Health and Welfare <u>ROUTINE</u> : Routine data and logistics message
STATION OF ORIGIN:	Whom the message is being transmitted by
CHECK:	Number of words in the message including the full stops
PLACE OF ORIGIN:	Place Message is coming from
TIME FILE:	Time message was taken (use the 24-hour clock)
RECEIVE:	The time the operator receives it
CLEARED:	Time operator sends out the message
SYSTEM:	Type of system used e.g. VHF, HR, telephone, etc.

6.2.4 Action:

Operations Personnel will:

- A. Take necessary action and coordinate with other agency representatives as required.
- B. Note actions taken and time action was taken
- C. Update display boards as well as the copy of the message form with the required information as to the problem, corresponding actions taken and time action was taken.

Messengers/Runners will be responsible for the collection and distribution of messages among the Radio Operators, Message Rooms and Operations Room.

6.3 DISASTER REGISTRATION FORM (Appendix [...] to Annex [...]):

6.3.1 Use:

This form is used to capture disaster /damage information for affected persons or hoteliers. Telephone operators must ensure that they gather as much information from the caller as possible.

6.3.2 Distribution/Flow:

The telephone operator keeps the original log, and the data entry operator (support staff function) will keep a copy from which he/she will enter the information into a database. Another copy is given to the operations personnel. All originals will be gathered and placed on file at the end of each shift.

NEOC MESSAGE OUT REGISTER

Operator:.....

Page:.....of.....

Time: From.....to.....

Number	Time Sent	To	Sender Name	Precedence
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				

NEOC MESSAGE IN REGISTER

Operator:.....

Page:.....of.....

Time: From.....to.....

Number	Time Received	From	Brief Description	Precedence
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				

NEOC OPERATION LOG SHEET

NATIONAL EMERGENCY OPERATIONS CENTRE OPERATION LOG SHEET			
			SHEET NO:.....
DEPARTMENT		DATE	
TIME	EVENT	RESPONSE	ACTION

NEOC DEPARTMENT LOG

NEOC DEPARTMENT LOG	
DEPARTMENT _____	DATE _____
NAME _____	PAGE _____ OF _____

TIME	TO	FROM	PARTICULARS

NEOC SHELTER FACILITIES CHART

FACILITY	CAPACITY	AVAILABLE SPACE	COMMUNICATIONS	REMARKS

NEOC PROBLEM LOG

INCIDENT NO.	DATE/TIME OF REPORT	PROBLEM/LOCATION	ASSIGNED TO	RESPONSE

INCIDENT REGISTRATION FORM

MESSAGE CENTRE #.....TIME IN.....TIME OUT.....DATE.....

MESSAGE PRIORITY: EMERGENCY.....PRIORITY.....WELFARE.....ROUTINE.....

INCIDENT: FLOOD.....HURRICANE..... TROPICAL WAVE.....TROPICAL STORM.....OTHER.....

NAME OF AFFECTED PERSON.....

ADDRESS.....

.....

TELEPHONE NOS. HOME.....WORK.....CELL.....

NAME OF CALLER (*If different from above*)

TELEPHONE NOS. HOME.....WORK.....CELL.....

PROBLEM.....

.....

.....

.....

.....

.....

ASSISTANCE REQUESTED.....

.....

.....

.....

.....

.....

DO YOU RENT OWN THE ABOVE PROPERTY?

DO YOU HAVE INSURANCE ON HOUSE? Yes No

NUMBER OF OTHER OCCUPANTS IN HOUSEHOLD.....ADULTS.....CHILDREN.....

IS ALTERNATIVE ACCOMMODATION NEEDED? Yes No

IS ALTERNATIVE ACCOMMODATION AVAILABLE? Yes No

AGENCIES ASSIGNED: POLICE.....FIRE.....PW.....WELFARE.....SKNDF.....

OTHER.....

ACTION TAKEN.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

COMMENTS.....

.....

.....

.....

.....

.....

.....

.....

.....

Telephone Station No.....Name of Person Receiving Message..... Time Received.....

NEOC TRANSPORTATION ASSETS

TELEPHONE NOS.	CONTACT NAME	COMPANY/ DEPARTMENT	CAPACITY	VEHICLE TYPE	REMARKS

NEOC CRUISE SHIP STATUS

SER.	VESSEL NAME	AGENT	CAPACITY		BERTH	REMARKS
			CREW	PASS		
TOTAL						

NEOC GENERAL INCIDENT STATUS

INCIDENT				DATE				TIME UPDATED		
Dead	Injured	Homeless	Missing	Public Facilities Damaged or Destroyed	Housing Units Destroyed	Main Roads Unusable	Bridges Damaged/	Utilities Damaged	Agriculture Acreage of Crops Damaged	Commerce/ Production Facilities (List)
				Health		Damaged/ Usable	Destroyed	Power		
				Education			Closed For Inspect	Water		
				Emergency Response				Comms		
				Other				Waste Water		
								Other		
\$ Value if known										

SOP 7

NEOC SHIFT SYSTEM

NEOC Staff Shifts

The NEOC will generally operate two (2) twelve (12) hour shifts to allow for the proper hand-over and take-over of duties and incoming briefings by staff:

Example: *SHIFT 1* - *0600 Hrs – 1900 Hrs*
 SHIFT 2 - *1800 Hrs – 0700 Hrs*

Due to the nature and severity of event warranting, the activation of the NEOC and the establishment of a shift system, it is imperative that second shift operatives organise themselves in such a way to allow them to promptly report for duty. See 2.1 and 2.2 – ***Specific NEOC Responsibilities*** for operatives in the first and second shift.

The incoming Shift should report to the NEOC 1 hour before their tour of duty commences so as to be adequately briefed by the outgoing Shift.

Subject to incident circumstances, the first shift may be extended beyond the specified twelve (12) hours. If this occurs, operatives should ensure that sufficient rest is taken so as to allow for effective operations.

The coordination of the shift system will be the responsibility of the Deputy NDC, NEMA, who is the Assistant Operations Officer for the activated NEOC..

SOP 8

NEOC SECURITY & SIGN-IN

These security procedures are applicable to all persons assigned, attached or permitted access to the National Emergency Operations Centre (NEOC). Security personnel will be assigned to the NEOC during full activation.

8.1 SECURITY GUARDS

The Ministry of National Security will assign a security officer to the established Security Check Point at the entrance to the NEOC to restrict entry to authorized personnel only, to ensure that authorized personnel are properly identified, and to issue and retrieve temporary access passes to and from visitors. Security will be maintained at all times during NEOC activation.

8.2 ACCESS/IDENTIFICATION CARDS & PASSES

All NEOC members will be required to sign in and wear photo identification badges supplied by the NEMA.

Temporary ID Cards will be issued to authorized visitors entering the NEOC. Visitors to the NEOC will be required to sign a Visitor's Register and wear the Visitor ID Cards issued at all times whilst in the NEOC.

8.3 NEOC ACCESS REGISTER

The security officer manning the Security Check Point at the entrance to the NEOC will maintain a register. Persons entering and exiting the NEOC must sign this register. The issue of ID Cards to Visitors or Media (see Annex [...]) will be upon approval of the NEOC Director. Any concerns regarding security or access will be directed to the NEOC Director.

SOP 9

NEOC STRESS MANAGEMENT

9.1 GENERAL

When the NEOC is activated, a counselor should be placed on alert or stand-by to conduct stress debriefings should the situation warrant such. The debriefing is a very important aspect of individual and group stress management as it allows for an open discussion of the feelings, frustrations and anxieties experienced during the crisis. Failure to debrief may result in a form of aftershock, with stress or depression presenting itself shortly after the crisis or incident.

It is vitally important that everyone, including the Director, gets adequate rest and relief. Therefore all agencies and/or committees will be responsible for ensuring that a proper relief system exists within their respective agencies while operating in the NEOC.

The Operations, Logistics and Assistant Operations Officers should have adequate relief to enable the NEOC to continue running effectively throughout its activation period.

9.2 STRESS MANAGEMENT

The pressure situation in which the NEOC may have to operate could give rise to stressful situations for the NEOC staff. The NEOC Director must be aware of the possibility of stress and plan for its management.

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

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

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

The NEOC Director should also be aware of the likelihood of stress build-up in field personnel, particularly those having to respond to traumatic incidents involving death and severe injury. Some symptoms of stress require immediate intervention while others do not. The NOEC Director should be able to recognize these and organize professional intervention by health management personnel. Stress management should be planned for as any other part of the operation.

SYMPTOMS OF STRESS

Physical	Cognitive	Emotional	Behavioural
These require immediate corrective intervention			
Chest pain	Decreased alertness	Panic reactions	Significant change in speech patterns
Difficulty breathing	Difficulty making decisions	Shock-like state	Excessive angry outbursts
Exhaustion, collapse	Generalised mental confusion	General loss of control	Anti-social acts
Cardiac arrhythmias	Disorientation	Inappropriate reactions	Extreme hyperactivity
Dizziness	Problems in naming familiar items		
These do not require immediate corrective actions			
Nausea	Confusion	Anticipatory anxiety	Change in activity
Profuse sweating	Poor concentration	Uncertainty of feelings	Change in relations with others
Chills	distressing dreams	Grief	Increased or decreased food intake
Vision problems	Blaming others	Feeling overwhelmed	Excessive silence
Fatigue	Disruption in logical thinking	Wishing to hide	Unusual behaviour
Source: EOC Operations Student Manual, USAID/OFDA 2000			

SOP 10

NEOC WARNINGS & NOTIFICATION

10.1 GENERAL

Warnings of impending or actual hazard events or emergencies may be received by the NDC, NEMA in a number of ways, depending on the type of situation. Warnings will, however, normally be received from one or more of the following sources and confirmed with warning authorities as indicated below:

10.2 WARNING AUTHORITIES

10.2.1 Tropical Weather Systems

- Meteorological Services (Authority)
- SNKFRS
- RSCNPF
- Ministry of Health
- Commercial Radio Services
- Ham Radio Operators
- Public

10.2.2 Aircraft Incidents/Accidents

- ECCAA (Eastern Caribbean Civil Aviation Authority)
- RLB International Airport
- SKNFRS
- RSCNPF
- Public

10.2.3 Marine Emergencies

- Maritime Affairs
- SKN Coast Guard
- Fisheries Department

- RSCNPF
- Public

10.2.4 Hazardous Material (HazMat) Incidents (Including Fires)

- SKNFRS
- RSCNPF
- Department of Physical Planning and Environmental
- Public

10.2.5 Major Health Problems

- Ministry of Health (Authority)

10.2.6 Industrial Accidents

- RSCNPF
- SKNFRS
- Public

10.2.7 Marine Oil Spills

- Maritime Authority
- Environmental Health
- SCASPA
- NASPA
- SKN Coast Guard
- Stakeholders (petroleum)

10.2.8 Traffic Accidents

- SKNFRS
- RSCNPF
- Emergency Ambulance Service

10.3 WARNING METHODS

Warning information may be received by any of the following means:

- Telephone (Land Line/Cell)
- Fax
- Wireless Radio (Police, HAM, CB, Marine, etc.)
- Television/Radio
- Social Media
- Internet/Email
- Personal Contact
- Pagers
- Megaphones
- Church Bells
- Other

10.4 ACTIONS UPON RECEIPT OF A WARNING

10.4.1 Initial Actions

On receipt of a warning of a hazard event, potential hazard event, or occurrence of an emergency, the NDC will, when applicable:

- Confirm the reports with the designated Warning Authority
- Obtain all possible and relevant information
- Advise the Lead Agency, and all other agencies likely to be affected or involved in the emergency response, of the situation as known

10.4.2 Subsequent Actions

Upon receipt of a confirmed report from any reliable source, the Lead Agency, or the NDC will:

- Advise all required agencies of the incident
- Advise all required agencies of the name of the Incident Commander, if known
- Advise appropriate agencies of any specific request for assistance from the Incident Commander
- Determine the need for any further action to be taken

SOP 11

NEOC REPORTING

11.1 NEOC REPORTING

The Operations Officer is responsible for ensuring that all required reports are forwarded to the Director NEOC and CDEMA on time. He/she is also responsible for preparing and sending ant special reports on damages, threats or assistance needed.

The Operations Officer is also responsible for informing all NEOC sections of special information needed by personnel in the field in order to respond to citizens' inquiries. Locations and services offered at temporary medical, feeding, or shelter facilities in particular, should be rapidly disseminated to all disaster workers in the field.

11.2 HOT DEBRIEF

As soon as possible after stand-down, all response personnel should gather for a 'Hot Debrief' given by the NEOC Director. This is intended to ensure that emergency workers are not themselves traumatized, and if so, that appropriate action is taken to attend to the affected individual(s). This aspect of the debriefing should be performed by a qualified counselor (see SOP 7).

11.3 SITUATION REPORTS

Situation Reports (SITREPS) are used to inform and update higher formations of the current situation and should be completed every four (4) hours, or as often as required to ensure that a running account is kept of the situation, to include resource usage as well as actions taken and to be taken. The format is given at *Appendix [...]*, *Annex [...]*.

SITUATION REPORT (SITREP)

NATIONAL EMERGENCY OPERATIONS CENTRE SITUATION REPORT

TO:

CC:

FROM:

SUBJECT:

DATE:

NO OF PGS:

EMAIL ADDRESS:

FAX NO:

REF:

1. NAME OF EOC GENERATING REPORT:

2. EVENT: (Nature of the EVENT):

3. DATE OF EVENT:

4. SITUATION REPORT NUMBER:

Date:

Time:

5. BRIEF DESCRIPTION OF EVENT:

6. AREAS AFFECTED:

7. CASUALTIES:

a) Dead

b) Injured

c) Missing

8. ACTIONS TAKEN: (Since last Sit Rep)

9. WELFARE / RELIEF ASSESSMENT

- a) Health of Population including hospitalized
- b) Number of people in Shelters
- c) Displaced Population
- d) Other

9. DAMAGE SUMMARY

- a) Critical Facilities
- b) Infrastructure
- c) Communications Facilities
- d) Ports of Entry
- e) Utilities
- f) Buildings
- g) Agriculture
- h) Tourism/Commerce/Industry
- i) Others

11. SITUATIONS NEEDING IMMEDIATE RESPONSE FROM NEOC

12. RESOURCES NEEDED FOR RESPONSE (Not available locally)

Indicate order of priority.

- a. Water
- b. Food
- c. Shelter
- d. Sanitation
- e. Medical Aid
- f. Temporary Repairs
- g. Other

13. ACTIONS TO BE TAKEN / FUTURE OPERATIONS AND TIMING

14. NEXT SITREP: [provide schedule / time of next SITREP]

15. REPORT SUBMITTED BY:

16. CONTACT NUMBERS.

11.4 AFTER ACTION REPORTS

An 'After Action Report' must be completed by a specified time or as soon as possible after stand-down of the operation, which signals the official end of the response. This will be vital in the identification of lessons learnt so as to ensure continuous improvement of the disaster response. A suggested format is given below.

AFTER ACTION REPORT (AAR)

<u>NATIONAL EMERGENCY OPERATIONS CENTRE</u> <u>AFTER ACTION REPORT</u>	
TO:	
CC:	
FROM:	
SUBJECT:	
DATE:	NO OF PGS:
EMAIL ADDRESS:	
FAX NO:	REF:

Message: [Event Name, Date, Time]

The Event: [insert summary of event.]

The Impact (by sector as appropriate): [insert information on scope of impact, Damage Assessment Summary including summary of costs and number of persons involved]

The Response (local, regional, International as appropriate): [insert summary of response efforts]

Lessons Learned: [detail lessons learned from experience, by phase (response, recovery)]

Recommendations: [include recommendations for change, improvements, updating of plans, procedures etc. - eg: GENERAL, TRANSPORT, SHELTERING, FORMS, COMMUNICATIONS, STATIONARY, SECURITY]

DEBRIEFING REPORT (DR)

Debriefing is a critical element of emergency response operations. When properly applied, this will help the management team effectively plan for short and long term mission operations. Effective debriefing occurs when information on accomplishments flows from the Operations section to the Planning Section on a scheduled basis. Information should include:

- Ability to accomplish task as scheduled
- Resource allocation current and predicted
- Coordination and cooperation issues
- Accomplishments
- Logistics requirements
- Safety/Security issues
- Response personal performance issues, etc.

Mutual Aid Agreement Template

Party / Business	Contact Person	Title	Home Phone	Business Phone

Mutual Aid Summary: _____

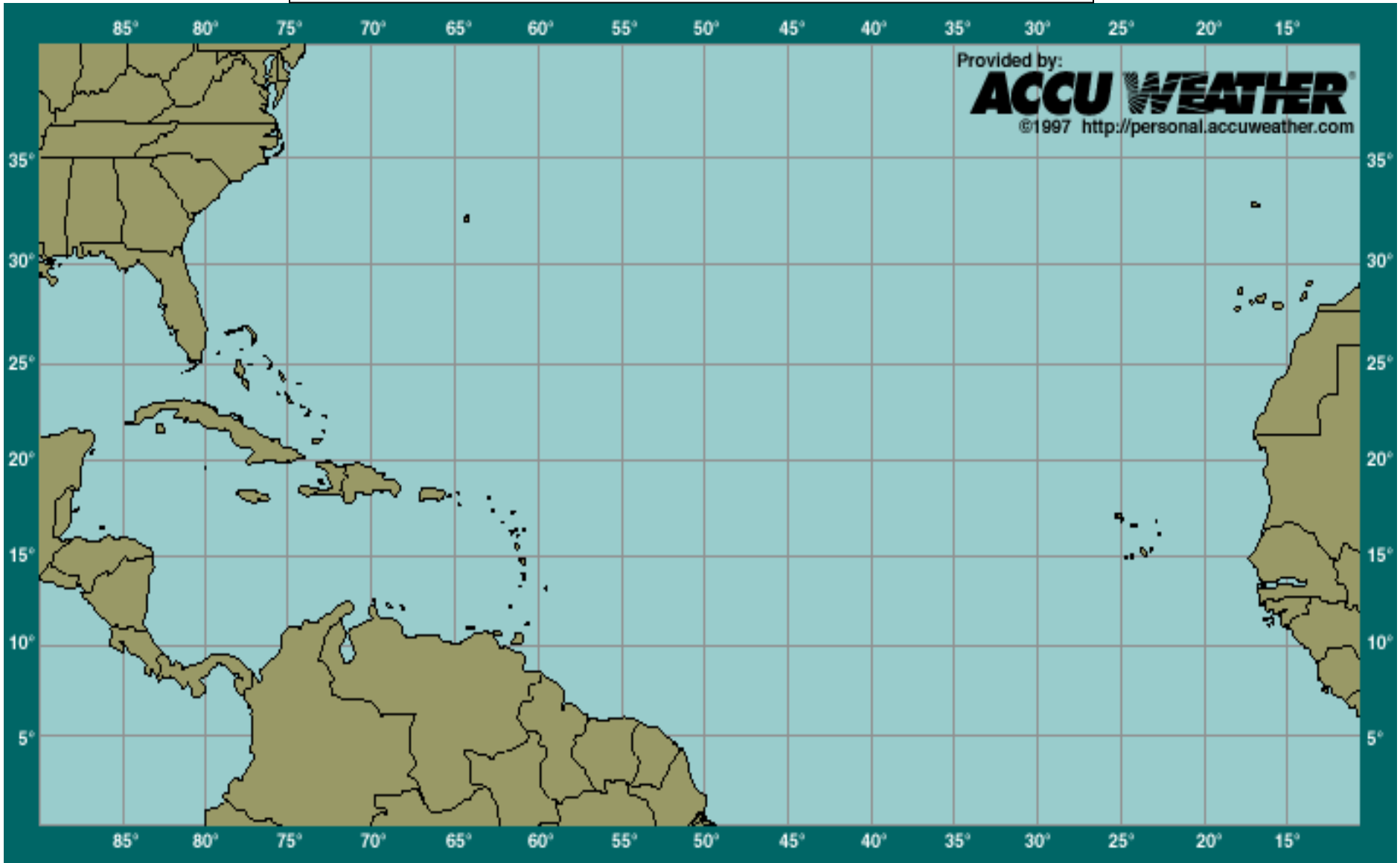
Party / Business	Contact Person	Title	Home Phone	Business Phone

Mutual Aid Summary: _____

Atlantic Hurricane Names

2015	2016	2017	2018	2019	2020
Ana Bill Claudette Danny Erika Fred Grace Henri Ida Joaquin Kate Larry Mindy Nicholas Odette Peter Rose Sam Teresa Victor Wanda					

Caribbean Hurricane Tracking Map



HURRICANE CATEGORIES AND GLOSSARY

Category	Wind Speed	Damage Potential	Possible Storm Surge
1 (Weak)	75-95 mph	Minimal damage to vegetation	4-5 feet
2 (Moderate)	96-110 mph	Moderate damage to houses	6-8 feet
3 (Strong)	111-130 mph	Extensive damage to small buildings	9-12 feet
4 (Very Strong)	131-155 mph	Extreme structural damage	13-18 feet
5 (Devastating)	> 155 mph	Catastrophic building failures possible	> 18 feet

Tropical Wave: A kink or bend in the normally straight flow of surface air in the tropics which forms a low pressure trough, or pressure boundary, causing showers and thunderstorms – can develop into a tropical cyclone.

Tropical cyclone: A low-pressure weather system in which the central core is warmer than the surrounding atmosphere. The term "tropical cyclone" is also used in the Indian Ocean and around the Coral Sea off northeastern Australia to describe storms called "hurricanes" and "typhoons" in other areas.

Tropical depression: A tropical cyclone with maximum sustained winds near the surface of less than 39 mph.

Tropical storm: Tropical cyclone with winds of 39 to 74 mph.

Tropical Storm Alert: Tropical storm conditions (34-73 mph) are expected within 48 hours.

Tropical Storm Watch: Tropical storm conditions (34-73 mph) are expected within 36 hours.

Tropical Storm Warning: Tropical storm conditions (34-73 mph) are expected within

24 hours.

Tropical Storm All Clear: This means that the storm has left the area, but caution should prevail.

Hurricane: A tropical cyclone with winds of 74 mph or more. Normally applied to such storms in the Atlantic Basin and the Pacific Ocean east of the International Date Line.

Hurricane Alert: Hurricane conditions are possible (winds greater than 73 mph) within 48 hours.

Hurricane Watch: Hurricane conditions are possible and may threaten land within 36 hours.

Hurricane Warning: Hurricane wind conditions are expected to make land-fall within 24 hours.

Hurricane All Clear: This means that the hurricane has left the area, but caution should prevail.

Storm surge: The dome of water that builds up as a hurricane moves over water. As this water comes ashore with the storm, it causes flooding that is usually a hurricane's biggest killer.

Eye: The low pressure center of a tropical cyclone. Winds are normally calm and sometimes the sky clears.

Eye wall: The ring of thunderstorms that surrounds a storm's eye. The heaviest rain, strongest winds and worst turbulence are normally in the eye wall.

Knot: A measure of speed. It is one nautical mile per hour. Never refer to "knots per

hour" unless you want to describe acceleration. A nautical mile is one minute of one degree of longitude and is slightly longer than the ordinary, or statute, mile used in the United States. To convert nautical miles to miles or knots to miles per hour, multiply by 1.15. To convert miles to nautical miles or miles per hour to knots, divide by 1.15.

Millibar: A metric measurement of air pressure.

Barometric Pressure: is defined as atmospheric pressure i.e. the force exerted on a surface of unit area caused by the weight of the air column above, normally at 1013.2 millibars at sea level. It indicates the presence and movement of weather patterns and affects many physical measurements.

North Atlantic Basin (sometimes called just the "Atlantic Basin): The Atlantic Ocean north of the equator, the Caribbean Sea, and the Gulf of Mexico.

NEOC EQUIPMENT LIST (Stationary & Media)

SER	ITEM	QTY
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10		
11		
12		
13		
14		
15		
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NEOC EQUIPMENT LIST (Kitchen Items)

SER	ITEM	QTY
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

NEOC EQUIPMENT LIST (Toiletries)

SER	ITEM	QTY
1		
2		
3		
4		
5		
6		

NEOC IDENTIFICATION

