

THE CAYMAN ISLANDS NATIONAL HAZARD MANAGEMENT PLAN



VOLUME 4C
NATIONAL DISASTER RELIEF MANAGEMENT PLAN

RECORD OF REVIEWS AND AMENDMENTS

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List of Acronyms

CIG – Cayman Island Government
DCFS – Department of Children and Family Services
DCO – District Community Officer
CERT - Community Emergency Response Teams
LSS - Logistics Supply System
HMCI – Hazard management Cayman Islands
NEOC – National Emergency Operations Center
SOPs – Standard Operating Procedures
MLAs – Member of the Legislative Assembly
SIEC - Sister Islands Emergency Committee
PoE - Ports of Entry
VARC –Voluntary Agency Disaster Committee

Definitions

“Accountable Items” - means all other items imported or sourced locally, e.g. generators, chainsaws, tarpaulins, cots. A record is to be kept of these items.

“District Distribution Centre” – means an area/facility for distribution relief supplies in each district

“Immediate Distribution items” - means all food items, water, clothes and personal hygiene kits. These goods are to be disbursed expeditiously to District Distribution Centres. No tracking is required beyond initial recording of assets and how they are distributed to DERs.

“Main Dispatch Center” – means the main storage area for the CIG / HMCI designated for immediate storage of incoming supplies.

“Main Dispatch Center Team Captains” – means persons appointed as Managers of the relief inventory and distribution process at the Main Dispatch Center.

“Ports of Entry Team Captains” – means persons appointed as Managers of the relief inventory and distribution process at all ports of entry.

NATIONAL DISASTER RELIEF MANAGEMENT PLAN

1. Purpose and Objectives

The purpose of the plan is to detail procedures for the management of relief supplies consigned to the Cayman Islands Government, after any disaster affecting the Cayman Islands. It provides guidelines for the receipt, storage and distribution of these supplies.

Objectives of the Plan

- a. Create and outline a mechanism which meets accountability and transparency standards of CIG, donors and the public.
- b. Identify and coordinate agencies and groups responsible for the dispensing of Emergency Relief.
- c. Ensures accountability for items designated as "Accountable"
- d. Ensures that goods are equitably distributed and are perceived to be equitably distributed
- e. Ensure the population identified as those in most need receive assistance from the identified / stated distributors.
- f. The initial distribution system is seen to be fair and impartial
- g. Standardize reporting format and forms used for data collection / assessment / distribution
- h. Determine type and range of assistance to be given to impacted persons.
- i. Set guidelines on how the impacted will access short and long term relief assistance.
- j. Generation of One List for all participating agencies / groups in the relief process for the purpose of non-duplication of relief distribution.
- k. Develop guidelines for needs assessment of impacted population (victims).
- l. Provide guidance and reporting formats

2. Vulnerability Analysis

After Hurricane Ivan, the Cayman Islands received emergency relief goods. At that time there was no plan in place to account for and distribute the goods that were received. In addition there were complaints of slow and inequitable distribution.

Management of relief supplies is a very sensitive issue. Donors demand high levels of accountability and transparency. Further, delays in disbursement can cause additional hardships and suffering for an already traumatized population. An efficient, transparent process which ensures that those in need receive assistance in a timely manner, and that can account for supplies received is essential to prevent allegations of corruption and non-accountability which can damage the image of the country, especially in the sensitive financial and tourism sectors.

3. Capacity Analysis

The Relief Aid Management Emergency Support Team has the personnel to manage the receipt, inventory and disbursement of supplies at national level. Emergency Support Team members have already been trained in the Logistics Supply System software. The Relief Aid Management Emergency Support Team also has adequate numbers of computers for teams at ports of entry. The Adventist Development and Relief Agency (ADRA) have large number of volunteers that are trained in various areas of disaster management and will be made available to support the national response in relief and other areas. ADRA will play a lead and oversight role at the district level for the distribution of Cayman Island Government relief supplies. This is complemented by their ability to also contribute supplies to the national pool of relief supplies. The Cayman Islands Red Cross has organized and established storage containers in each district of Grand Cayman and on Cayman Brac (to serve both Sister Islands). These storage containers have stocks for immediate distribution in the event of a disaster event. The Red Cross also has the ability to expeditiously import large volumes of relief items to support the national response to any disaster event. It is anticipated that there will be adequate manpower to carry out the related tasks.

4. Scope

This plan will be used for management of all relief supplies consigned to or acquired by the Cayman Islands Government. Medical supplies will be inventoried by the Ports of Entry Team Captains, and will be immediately handed over to the Health Services Authority. Assistance acquired by CIG entities for their emergency workers will be regarded as relief assistance.

5. Authority

This Plan is developed as a sub-plan of the National Hazard Management Plan. (Once the legislation "Disaster Preparedness and Hazard Management Bill" is enacted that will be the legal basis for enforcing any national plan.)

6. Plan Maintenance

This Plan is reviewed annually and updated as required in accordance with the procedures outlined in the Main Plan.

7. Assumptions

- a. A national disaster which impacts any or all of the three islands will require the CIG to provide assistance to the residents of the islands.

- b. Some supplies will be sourced locally. Other supplies will be sourced overseas, or may be donated
- c. The Sister Islands Emergency Committee will take responsibility for Emergency Relief Supplies for the Sister Islands, and ADRA will be responsible for management of distribution of these supplies if such assistance is required.
- d. The Plan will be accepted and supported by all actors.

8. Notification

For weather events such as hurricanes, notification will be governed by the Hurricane Plan. For sudden onset events, notification will be according to the NEOC SOPs.

9. Activation

The plan will be activated by the Chair Relief Aid Management Emergency Support Team.

- Once the decision or the assessment is made by the NEOC that there will be large scale receipt and distribution of relief supplies to the population affected by any disaster event, the NEOC director will instruct the Chair of the Relief Aid Management Emergency Support Team to activate the National Relief Plan.
- The Chair of the Emergency Support Team will notify the members of the committee and brief them of the intentions of the NEOC.
- All players within the plan will report to a designate location for a deployment meeting or will be instructed via electronic means.
- Once an initial briefing has been conducted the chair will advise the NEOC and await further instruction of actions to be taken.

10. Deactivation

The plan will be deactivated by the Chair, Relief Aid Management Emergency Support Team in consultation with Director HMCI when there is no longer need for management of supplies, or on deactivation of the NEOC.

11. Relationship to Other Plans

This is a sub-plan of the National Hazard Management Plan and takes precedence over Emergency Support Team, Portfolio, Departmental, Agency and District Plans. For the purpose of this plan, all items received for the Cayman Islands Government / Hazard Management Cayman Islands for disaster relief will be subject to this plan.

12. Actors

- a. Members of the Legislative Assembly
- b. Relief Aid Management Emergency Support Team
- c. Allocation Committee

- d. Adventist Development and Relief Agency (ADRA)
- e. Sister Islands Emergency Committee
- f. District Advisory Councils
- g. Community Emergency Response Teams (CERT)
- h. Team Captains
- i. Cayman Islands Airports Authority
- j. Cayman Islands Ports Authority
- k. Cayman Islands Customs Department
- l. Cayman Islands Immigration Department
- m. NGOs
- n. Cayman Islands Red Cross
- o. Voluntary Agencies Disaster Committee
- p. Other Emergency Support Team as required

13. Roles and Responsibilities

Members of the Legislative Assembly

District Advisory Council will provide information to the MLAs on needs within their constituencies. They will bring to the attention of the NEOC any areas of need which have not been met, and any urgent situations requiring immediate intervention. MLAs should also notify the Allocation Committee of any plans to distribute assistance so that all efforts can be coordinated.

Relief Aid Management Emergency Support Team

This Emergency Support Team is responsible for Management of all relief supplies. It will receive, inventory and distribute supplies in accordance with directives from the Allocation Committee, and will be responsible for maintaining adequate records for accounting for all supplies. Procedures for this process are outlined elsewhere in this plan.

Allocation Committee

The Allocation Committee will determine and approve where the aid can be best utilized / distributed, and will be responsible for ensuring equitable distribution of supplies according to need.

Adventist Development and Relief Agency (ADRA)

ADRA will be responsible for accounting for all CIG relief supplies sent to the Districts, and provide management of the relief distribution at the district level.

SIEC

The Sister Islands Emergency Committee will manage relief assistance for the Sister Islands according to the SIEC Plan, with support from Grand Cayman if required. Relief

supplies may be sent directly to the SIEC. The Sister Islands Emergency Committee will identify storage areas for relief supplies.

Community Emergency Response Team (CERT)

Community Emergency Response Team (CERT) will assist in needs assessment, compilation of lists, verification of damage and allocation, receipt and distribution of supplies.

Ports of Entry (PoE) Team Captains

PoE Team Captains will be responsible for ensuring that:

- Manifests for relief supplies are obtained
- Goods are transported to the Main Warehouse / Distribution Center and are immediately sorted into Immediate Distribution and Accountable Items
- Immediate Distribution Items are counted and then disbursed to the Distribution Centers in accordance with the approved guidelines.

Cayman Islands Airports Authority

Relief supplies arriving by air for Grand Cayman or the Sister Islands, or being sent from Grand Cayman to the Sister Islands, will be transported to the Main Dispatch Center.

Cayman Islands Ports Authority

Unloading and dispatch of containers

Relief Supplies arriving by sea will enter through the George Town port and be moved to The Main Dispatch Center. The Port Authority may assist the Resource Support Emergency Support Team with transportation of relief containers. Supplies may also be sent to the Sister Islands via the Port.

Customs Department

The Customs Department will facilitate entry of relief supplies and equipment, grant necessary waivers and exemptions where applicable and identify goods/equipment which does not qualify as genuine relief items.

Immigration

The Immigration Department will facilitate entry of relief/recovery teams and personnel at the request of the NEOC and/or Recovery Coordinator. It will grant necessary permission/waivers where applicable and maintain close contact with the NEOC to prevent entry of unauthorized personnel.

The Royal Cayman Islands Police Services

The RCIPS will provide necessary security for distribution centres and escort for transport of relief supplies.

CI Red Cross

The CI Red Cross will assist in the assessment, allocation and distribution process, and provide relief supplies.

Voluntary Agencies Disaster Committee

The VARC will assist in the assessment, allocation and distribution process, and will provide relief supplies if able.

Needs Assessment Unit

The Needs Assessment Unit will be responsible for initial needs assessments and will assist in the allocation and distribution of relief items.

Department of Children and Family Services

Other Emergency Support Team

Support to Relief Aid Management Emergency Support Team

14. Labeling of Supplies and Equipment

In order to facilitate efficient handling of supplies and equipment, labeling should be specific. Equipment or supplies consigned to specific agencies or departments should bear the name of the agency or department and the name of the person to whom it is consigned. Supplies meant for the CIG, for general use should be consigned to HMCI. Relief supplies for Cayman Brac and Little Cayman will be consigned to the Sister Islands Emergency Committee and/or District Administration.

15. Preparedness Phase

To facilitate and ensure the efficient execution of the plan, a number of activities will have to be carried out during the pre-impact phase, i.e. 'normal' times by the Chair, Relief Aid Management Emergency Support Team in conjunction with other Emergency Support Team and HMCI. These are:

- a. Identification and establishment of distribution centres at airports, ports and in the districts. Locations of distribution centres may be changed during response based on the impact of the event and damage.
- b. Adoption of agreed methodology of assessment and listing of persons for assistance.
- c. Training of necessary personnel. This training will include
 - o The Plan and its function and procedures
 - o Agreement of needs assessment methodology to be used. This will include forms and chain of command.
 - o Ongoing training in Logistic Support System software
 - o Identification and training of Team Captains and LSS teams

16. Immediate Pre-Impact Phase

Relief Aid Management Emergency Support Team Chair will activate Emergency Support Team Plan and carry out requirements of plan including:

Convene the Emergency Support Team and ensure necessary arrangements are in place for management of relief supplies. This includes liaising with other Emergency Support Team.

- a. In conjunction with the Resource Support Emergency Support Team, identify and secure equipment which will be needed.
- b. Confirm storage and distribution sites with airports, port and districts.
- c. Liaise with Chair Sister Islands Emergency Committee

17. Immediate Post-Impact Phase: Up to 72h

a. Needs Assessment

In the immediate aftermath of the event there shall be an initial assessment to determine the most severely impacted areas and the immediate needs of the affected persons. This assessment will be coordinated by the Community Development Officer, Needs Assessment Unit, supported by the DCFS and CERT. Results will be reported to the NEOC immediately upon completion. The NEOC will review these assessments to priorities and provide to the Allocation Committee a "Needs List" for Immediate Distribution Items. These assessments will continue by the respective agencies and Emergency Support Team providing the NEOC with their reports within the stipulated timelines.

b. Sourcing of Supplies

After the initial needs assessment, the Resource Support Emergency Support Team will liaise with local suppliers to determine available stocks. Any needed items will be sourced locally where possible, with importation being a second choice.

c. Donated supplies

Donors should respect the national needs list. All donated items to the CIG and/or HMCI will be placed in the national pool. Donations consigned to specific groups must be managed by those groups, and will not benefit from the CIG procedures under this plan.

d. Equipment

Equipment required for this plan will be sourced through the Resource Support Emergency Support Team. This equipment includes Hammer Lift Trucks, forklifts, generators for keeping containers cold, furniture for Emergency Support Team staff, and trucks for transportation of containers and goods. They will be under the direct supervision of the Team Captains. Drivers and Vehicles to be used for distribution should also be assigned to the Relief Aid Management Services Emergency Support Team.

18. Allocation Committee

It is most likely that the needs of the community will outstrip the resources available to the government; at least in the short term. To ensure that the scarce resources are put to maximum use, an Allocation Committee will be needed to determine where the aid

can be best utilized. The Allocation Committee will be responsible for ensuring equitable distribution of supplies according to need.

a. Convening of Allocation Committee (Grand Cayman)

The Allocation Committee will be convened by its Chairperson.

b. Membership

Chair – Chief Financial Officer Internal External Affairs

Chair of the Relief Management Emergency Support Team

Deputy Director Preparedness HMCI

Representative Children and Family Services

One representative from each District Advisory Council

One representative from Resource Support

Chair plus two representatives from the Voluntary Agencies Response Committee (VARC), (Must include the Red Cross)

ADRA

The main objective of the Allocation Committee will be to apportion available resources to the best use of the Islands as a whole, based on need. The final decision on allocations will be made by this Committee (sanctioned by the NEOC) and all requests for aid will go through this committee for assessment and approval.

c. Allocation Committee Procedures

The committee will meet at a time chosen by the Chair every morning for as long as deemed necessary by the National Emergency Operations Centre. The Chair of the Relief Aid Management Emergency Support Team will inform the Allocation Committee as to what supplies are available from International Aid and any other sources. The Chairman of the Voluntary Agencies Disaster Committee will then outline available supplies through the Red Cross and other voluntary organizations and their plans for distribution for the upcoming day. Agreement will be reached as to how best to coordinate distribution in tandem with the CIG.

Accountable items will then be discussed individually. For example, there may be 10 generators in stock. Each district representative will then, from their ongoing assessments, request a number of generators. If the need outstrips the available supply, the Committee will have to determine the allocation of the items available to each district depending on the demonstrated need.

After the meeting, a list of all the items to be distributed “**Distribution List**” and their destinations will be prepared by the Chair of the Relief Aid Management Emergency Support Team and a copy given to each member of the Allocation Committee. The list will form the basis for the distribution during that day to the various districts. To execute this distribution process the “Distribution List” will be

forwarded to the NEOC manager so as to be actioned by the appropriate Emergency Support Team and agencies.

Supplies on the list will be sent to the designated distribution points in each district where they will be received and signed for by the Adventist Development Relief Agency. The Adventist Development Relief Agency (ADRA) in cooperation with the Voluntary Agencies Response Committee (VARC) and CERT will be responsible for distribution to affected persons and for ensuring any assistance received is signed for. A list of supplies distributed and signatures will be returned to the Relief Aid Management Emergency Support Team chair at the end of each day.

It will be the responsibility of the Chair of the Relief Aid Management Emergency Support Team to ensure that appropriate records are kept to ensure an audit trail and adherence to established procedures.

d. Distribution Rationale

Initial allocation (in percentage terms) to a District Distribution Center - To ensure rapid distribution of non-accountable items, initial distribution will be based on the percentage population and level of impact in the affected Districts. In determining the level of impact, the NEOC will assess and collate impact reports from the Rapid Damage Assessment flight and log reports in the NEOC. The Allocation Committee is authorized to make adjustments as necessary during the response based on new data.

19. Management of Relief Items

Initial Control of Goods

a. Locally Sourced

These should be entered into the computerized system with an appropriate notation for local sourcing.

b. Imported

To ensure that all goods are subject to this plan, the Chair, Relief Aid Management Emergency Support Team will designate a Captain for the ORIA Airport, Georgetown Port and the Main Dispatch Center. Captains will also be designated for the Sister Islands if necessary.

These Captains will be responsible for liaising with the Relief Aid Management Emergency Support Team during the response to ensure that goods are controlled in accordance to the National Relief Management Plan. Captains will also be responsible for liaising with the Customs Department to ensure that only goods consigned to the CIG / HMCI will be subject to their control. All other items will be subject to procedures outlined by the Customs Department.

c. Tracking of Supplies / Goods

All items will be entered in the Logistic Supplies System accounting system indicating which distribution center the goods were disbursed to. Immediate Distribution Items should be counted only at the pallet level to ensure quick

turnaround time. Accountable Items should be counted to unit level. Such items must be recorded at all stages and must be tracked to the recipient who must sign as having received it. This will be achieved through the issuing of a "Tracking Card" at district level by the Needs Assessment Unit to each family where all items received will be recorded.

d. Immediate Distribution

Once these items have been dispatched from the Main Dispatch Center to the District Distribution Centres they should be distributed in the most equitable manner possible to those in need. There will be no requirement to track the goods after they have reached the district distribution centers. If they are transferred to another distribution centre of another district, this should be recorded and communicated to the Chair, Allocation Committee.

e. Procedure

1. Place in holding area
2. Enter into LSS system – detailed breakdown not necessary
3. Inventory sent to Chair Allocation Committee
4. Team Captain authorizes dispatch on documentation from Chair Allocation Committee
5. Receiving person signs one copy which is retained by Team Captain and receives one copy for Entity overseeing distribution at that level (ADRA, CERT, Voluntary Agencies Response Committee (VARC))
6. ADRA, CERT, Red) receives shipment, verifies and signs
7. This copy is returned to Chair Allocation Committee
8. ADRA, CERT, Voluntary Agencies Response Committee (VARC) distributes items based on needs

f. Accountable Items

As the name implies, these items would be treated in such a way that they can ultimately be accounted for to the CIG and donors.

g. Procedure

1. Place in holding area
2. Enter into LSS system – count to unit level
3. Inventory sent to Chair Allocation Committee
4. Team Captain authorizes dispatch on documentation from Chair Allocation Committee
5. Receiving person signs one copy which is retained by Team Captain and receives additional copy for ADRA
6. ADRA receives shipment, verifies and signs as having received
7. One copy returned to Chair Allocation Committee

8. ADRA maintains record of Accountable Items and gets signatures from recipients
9. At end of operation ADRA turns over records to Chair Relief Aid Management Emergency Support Team for auditing.

h. Accounting Process

Accounting for the items will be continuous so that a perpetual inventory system can be maintained. This inventory will be maintained on computer. The IA&ERS will provide daily updates on available supplies to the NEOC.

Access to the any of the distribution points controlled by the NEOC or HMCI will only be to authorized personnel involved in the relief process. This authorized access will be granted only by the Director of HMCI or the NEOC manager or their designee. No political official has the right to access the Main Dispatch Center unless authorized by the above mention persons.

20. CAYMAN BRAC AND LITTLE CAYMAN

Operations on Cayman Brac and Little Cayman will be managed by the Sister Islands Emergency Committee (SIEC) according to their plan. It is likely that, after a major event, supplies will be sent from Grand Cayman.

Procedure

SIEC coordinates needs assessment and submits list to HMCI/NEOC

- a. HMCI works with Resource Support Emergency Support Team to source supplies and ship to Cayman Brac.
- b. SIEC trans-ships supplies to Little Cayman
- c. Team Captains sent from Grand Cayman will inventory supplies
- d. ADRA will ensure distribution and accountability of supplies and submit report to Team Captains

NOTE:

SIEC may be assisted by the Ministry with responsibility for District Administration

Members of the VARC will coordinate with HMCI/NEOC on Grand Cayman and with the SIEC on Cayman Brac.

21. CAYMAN ISLANDS RELIEF MANAGEMENT PLAN STANDARD OPERATING PROCEDURES (SOPs)

PHASE	ACTIVITIES (INPUT)	RESPONSIBILITY
PRE-IMPACT	<ul style="list-style-type: none"> • Identification of District Distribution Centres 	HMCI
	<ul style="list-style-type: none"> • Identification of Main Dispatch Centers 	HMCI
	<ul style="list-style-type: none"> • Agreements re: equipment, transportation 	Resource Support Emergency Support Team
	<ul style="list-style-type: none"> • Agreements re Supplies for Shelters 	Shelter Management Emergency Support Team /CERT/DCFS
	<ul style="list-style-type: none"> • Identification of Most Vulnerable by District 	HMCI/Assessment Unit
	<ul style="list-style-type: none"> • Training of CERT in Needs Assessment and Initial Damage Assessment Methodology 	HMCI
POST IMPACT 0-72hrs	<ul style="list-style-type: none"> • Notification of Emergency Support Team members, agencies and other players as to needs assessment • Relief Items received / bought • Items Listing shared with NEOC by Allocation Committee • Goods stored • Initial Needs Assessment 	NEOC/IA&ERS All items logged in Logistic Support System (LSS) and inventoried by the Captains Relief Aid Management Emergency Support Team Maintains list Relief Aid Management Emergency Support Team NEOC / CERT / Economic Impact Emergency Support Team / other appropriate agencies

	<ul style="list-style-type: none"> • Generate National and District Needs Lists • Prioritize Needs List and allocate relief items • Establishment of Registration Centres and Distribution Centres • Relief Items dispatched (if possible) to District Distribution Centres based on Needs Analysis 	NEOC / Human Concerns Emergency Support Team / Assessment Unit / CERT / Economic Impact Emergency Support Team. Allocation Committee ADRA/ CERT / Assessment Unit Relief Aid Management Emergency Support Team
POST IMPACT 0-72hrs	<ul style="list-style-type: none"> • Provision of security and escort. • Tracking of types, quantities of items dispatched • Distribute Immediate Distribution Items. 	RCIPS Team Captains / NEOC /ADRA ADRA / CERT / VARC / Assessment Unit
POST IMPACT 72+ hrs	<ul style="list-style-type: none"> • Detailed Damage Assessments (House to House Assessment) • Needs Assessment and prioritizing of resources • Accountable items dispatched to District Distribution Centres based on Damage Assessment / Needs Analysis • Provision of security and escort. • Tracking of types, quantities 	NEOC / Economic Impact Assessment S-C / CERT/ Assessment Unit NEOC / Relief Aid Management, Economic Impact Emergency Support Team / Allocation Committee NEOC / Captains / Relief Aid Management Emergency Support Team /Assessment Unit / CERT/ ADRA RCIPS IA&ERS/ Captains / NEOC

	<p>of items dispatched</p> <ul style="list-style-type: none"> • Distribution of Relief Items – Accountable Items. (these items must be signed for by the recipients upon distribution) 	ADRA / CERT / VARC
	•	
Deactivation of Plan (NEOC) (Return to Normal)	<ul style="list-style-type: none"> • ADRA submit signed distribution sheets. • Reconciliation of accountable Items 	<p>ADRA</p> <p>Relief Aid Management Emergency Support Team</p>

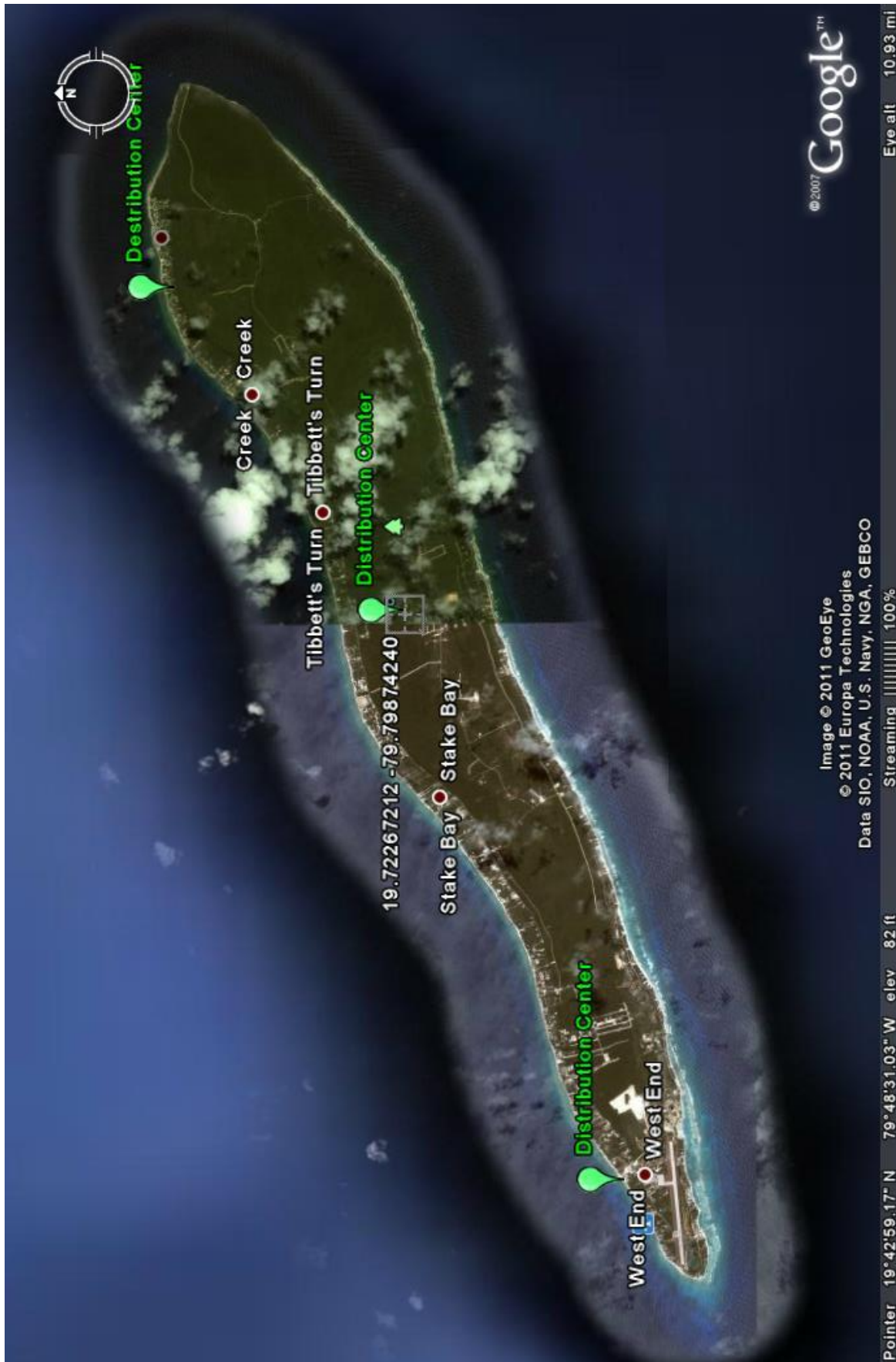
22. APPENDICES

A. CONTACT LISTS

See National Contact List of The NEOC SOP.

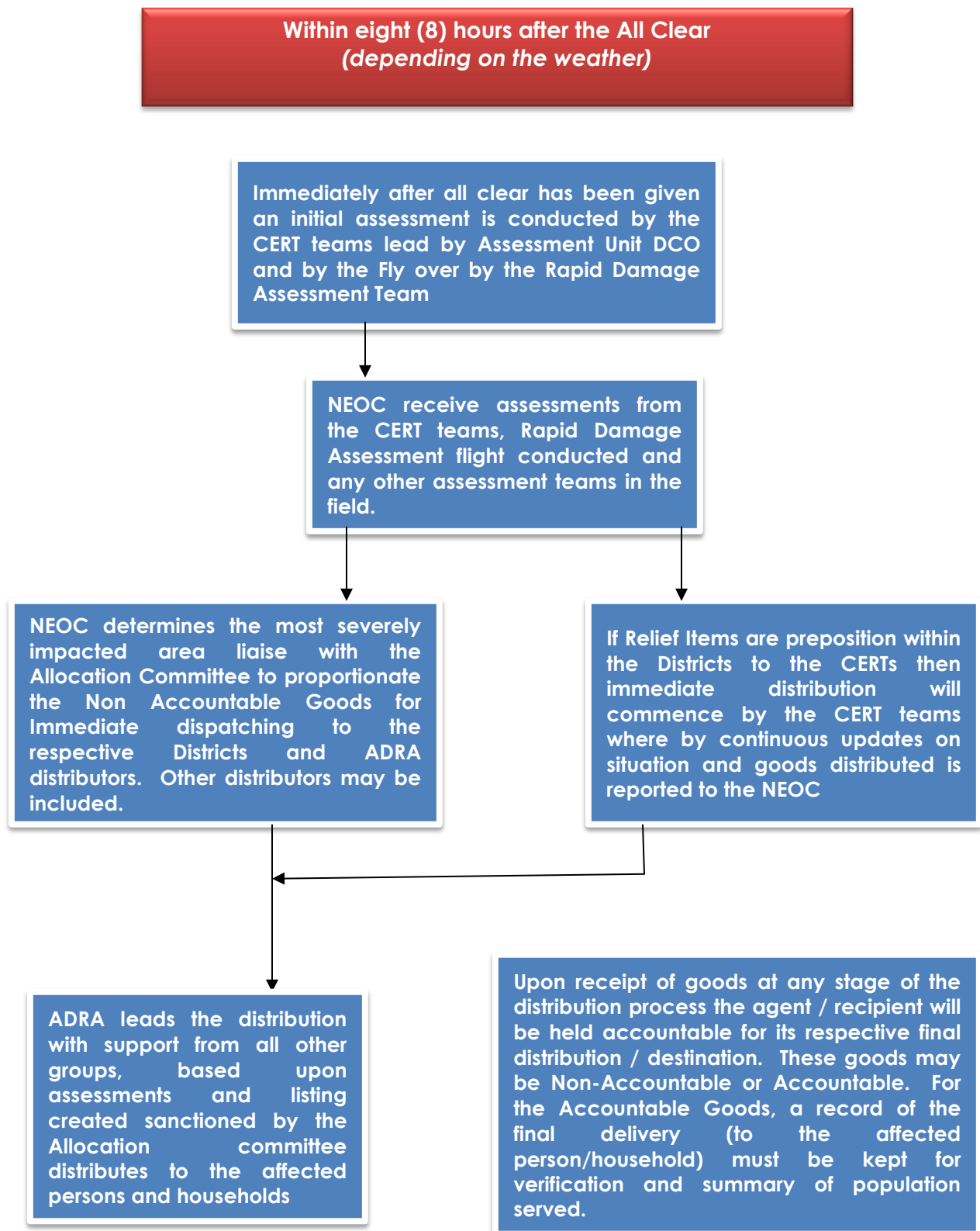
B. LOCATION OF DISTRIBUTION CENTRES

East End	William McLaughlin Civic Center
North Side	Entrance to Craddock Ebanks Civic Center adjacent to the North Side Primary School
Breakers	Park adjacent to the Breakers Civic Center
Bodden Town	Haig Bodden Field parking adjacent to the Police station
Savannah	Agriculture Grounds
George Town	Lions Center
	Stadium Parking
West Bay	Ed Bush Sports Complex Parking
	Turtle Farm Parking
Cayman Brac	Aston Rutty Civic Center (Main Distribution)
	Cemetery Pier Park (Scotts Dock)
	Agriculture Department
Little Cayman	Public Works Department

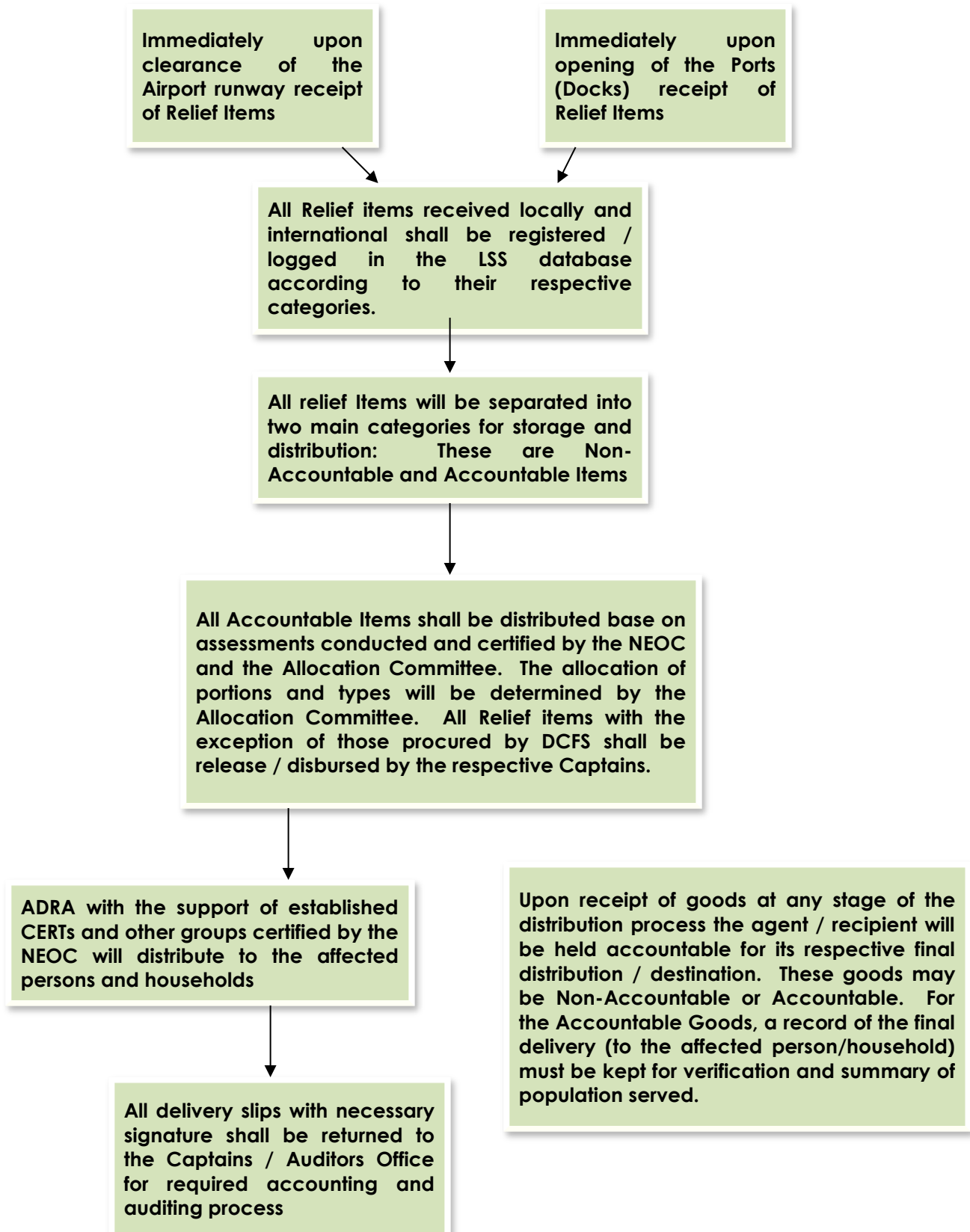




C. Concept of Operation



Incoming Relief



D. REGISTRATION FORMS

E. NEEDS ASSESSMENT FORMS

F. REPORTING AND SIGNATURE FORMS

Forms generated by LSS/SUMA system will be used.