

PHASE E: Recovery Phase (after the “all clear” is given) Con’t

- ⇒ Re-initiate hotel operations when possible.
- ⇒ Start re-construction.

Please note that the above does not replace the need for a Hospitality Preparedness Plan (HPP) which is required by all tourism establishments. For further information and/or assistance please contact the Department of Tourism, Information & Broadcasting at telephone: 1 (758) 468-4618, 468-4629 or 720-2010.



IMPORTANT STEPS TO CONSIDER:

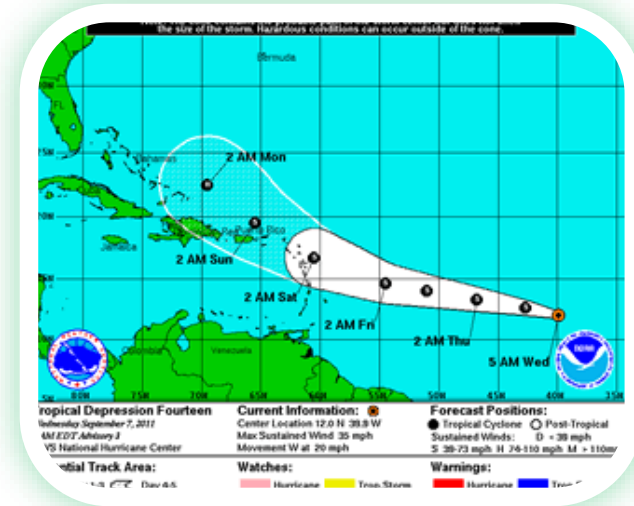
- Step 1:** Create your Emergency Committee
- Step 2:** Assess Vulnerability Risks
- Step 3:** Establish an early warning system
- Step 4:** Involve staff and guests in your plans
- Step 5:** Liaise with tourism and disaster management organizations
- Step 6:** Identify your needs and establish mutual aid agreements
- Step 7:** Get Insurance Coverage
- Step 8:** Write your own hurricane plan and emergency procedures
- Step 9:** Revise, update and test your hurricane plan and procedures regularly
- Step 10:** Follow the hurricane plan and procedure in an emergency

For more detailed information please visit the link below:

<https://www.onecaribbean.org/content/files/OASDisasterManual2009final.pdf>



Department of Tourism, Information and Broadcasting



HURRICANE PREPAREDNESS TIPS

PREPAREDNESS:

There are a number of actions that tourism establishments should take to improve their capacity to respond to before the Hurricane strikes. General emergency response activities should begin as soon as a hurricane alert has been issued, when a storm is in the region and is likely to hit the country.

Listed below are some useful tips:

PHASE A: Hurricane Alert (Tropical Cyclone in the region)

- ⇒ Convene a meeting of your Emergency Committee (EC) / Response Team.
- ⇒ Hold a meeting with guests.
- ⇒ Place a letter and hurricane information in guests' rooms.
- ⇒ Track the storm/hurricane and post a chart/map in reception area.
- ⇒ Verify working conditions/availability of emergency equipment.
- ⇒ Verify inventories of food, water, hurricane supplies, etc.
- ⇒ Check telecommunications equipment.
- ⇒ Update directories (staff, suppliers, Tourism Sector Emergency Committee, NDO, Met Office, nearby medical facilities, etc.)

PHASE B: Hurricane Watch (36 hours to landfall)

- ⇒ Convene a meeting of your Emergency Committee.
- ⇒ Hold a meeting with guests.

- ⇒ Place an updated letter and hurricane information in guests' rooms.
- ⇒ Update the hurricane chart/map.
- ⇒ Ensure there are enough emergency supplies (food, water, fuel, etc.) in the hotel.
- ⇒ Update staff list.
- ⇒ Clean drains, remove debris and trim trees.
- ⇒ Test generator and replenish diesel fuel.
- ⇒ Check lists and status of safe rooms and locations

PHASE C: Hurricane Warning (24 hours to landfall)

- ⇒ Convene a meeting of the Emergency Committee
- ⇒ Hold a meeting with guests.
- ⇒ Place an updated letter and hurricane information in guests' rooms.
- ⇒ Settle all guests' bills.
- ⇒ Update the hurricane chart
- ⇒ Activate a command center.
- ⇒ Close down restaurants, bars, boutiques, sports, etc.
- ⇒ Raise shutters.
- ⇒ Put all food and beverages in safe locations.
- ⇒ Put all furniture in safe locations.
- ⇒ Put all equipment in safe locations.
- ⇒ Back up all vital records and put them in safe locations.
- ⇒ Put all valuables (including guests') in safe locations.

- ⇒ Lock all empty rooms.
- ⇒ Send home all staff not needed during the emergency.
- ⇒ Shut down utilities.
- ⇒ Re-locate guests to safe rooms or areas.
- ⇒ Ensure there are several days' worth of supplies available for staff and guests remaining in the hotel. (3-7 days).
- ⇒ If your hotel is closing down during the emergency, ensure all guests have left, dispatch all staff and go home.
- ⇒ Keep security personnel in a safe area inside the hotel.

PHASE D: Emergency Phase (during impact)

- ⇒ Make sure key Emergency Committee members remaining in the hotel stay in the Command Center.
- ⇒ Make sure that guests stay in safe rooms or areas.

PHASE E: Recovery Phase (after the "all clear" is given)

- ⇒ Convene a meeting of the EC, after the "all clear."
- ⇒ Hold a meeting with guests.
- ⇒ Conduct a head count of both staff and guests.
- ⇒ Start a damage and needs assessment.
- ⇒ Report the results of this assessment to your national Tourism Disaster Management Committee.
- ⇒ Request relief and assistance from emergency agencies as needed.
- ⇒ Start rehabilitation of utilities and services.