

# Guidelines for preparation of Disaster Management Plan for Tourist Guest Houses/Hotels

## Policy Statement

A statement stating that the plan is a recognized document. The statement must be signed by the Guest house/hotel General Manager or Director

## Introductory Section

The introductory section must include:

- Purpose of the plan (why was it prepared)
- Scope of the Plan (disasters addressed in the plan)
- Plan update and review( indicate person responsible & dates for update and how the plan is to be communicated with the staff)
- Plan for training, drills and simulation exercises indicating the frequency

## Profile of the Guest House

- Brief description of the guesthouse/hotel (location, distance from the International Airport and from Male
- Guest capacity ( Total tourist capacity, no of rooms/beds, room categories, staff (local and foreign)
- Tourists profile ( countries of main markets)
- Type of infrastructure ( building type ( eg: thatched roof, corrugated roof, single cottages etc)
- Communication facilities ( no. of landlines, internet facilities, megaphones
- Transportation facilities- boats ( specify no. and type with carrying capacity)
- Other resources ( supply go downs, staff quarters, health facility, residing doctor or doctor on call, first aid, diving facility, water sports )special equipment for search and rescue ( in water related activities), debris cleaning equipment and emergency lights
- Vital installations( generator, desalination plant, jetty etc)
- Fire safety equipment ( specify the number/location in the floor plan)
  - 1) Fire Extinguisher
  - 2) Smoke Detectors
  - 3) Fire Blankets
  - 4) Fire Pump
  - 5) Hose Reel
- Floor plan ( with emergency exits, evacuation points)

## Vulnerability Assessment

- Disaster events in the past 10 years or since the guest house/hotel has been in place (both natural/manmade) Fires, Tidal Waves, Floods, Tsunamis and any other

Hazard type	Year	Cause	Loss of life	Loss of Infrastructure	Loss of communication & transport facilities	Loss to vital installations	Total damage (if record available)
Eg: Fire	2008	Electrical short circuit	1	yes			

- People at risk (old, infirmed, and very young people among staff families (data could be constant for staff that are living with families and can be updated once in 6 months. Guest list should be reviewed on arrival and special note to be taken of people with disabilities, infirmed, senior citizens, children below 10 years)
- Infrastructure at Risk (all vital installations, communication rooms etc)

## Emergency Management Team

- **Incident Commander**  
The person who oversees the whole incident and discharge functions to the Emergency Management Teams  
(Please specify the back up person taking the responsibilities in the absence of the Incident Commander)
- **Functional Team Leaders**  
This person will lead a small team and oversee all the activities, duties and responsibilities assigned to that particular team  
(Please specify the back up person taking the responsibilities in the absence of any of the Team Leaders)
- **Functional Team Members**  
These people will complete their assigned tasks and responsibilities with instructions and guidance from their respective team leaders

Emergency Team Leaders and their functions outlined in detail. Leaders can be selected based on past experience in other emergencies/disasters (**Adapt accordingly to the guest house/hotel**).

<b>Designation</b>	<b>Emergency Function</b>	<b>Name</b>	<b>Contact Numbers</b>	<b>Personal Contact/Email</b>
Managing Director	Incident commander			
Guest Relations	All communications with external agencies (overseas tour operators, ministries etc)			
Security Officer	Dissemination of warning for guest evacuation			
F& B Manager	Food and shelter management for guests and staff			
Operations Manager	Search and rescue functions			
Doctor if available or trained health professional	Health and first aid			
Engineer/maintenance	Safeguard, repair and maintain vital installations			
Housekeeping	Debris cleaning and cleaning of rooms, sanitary facilities etc			

- Team members of the various emergency functions, equipment required and the assembling points **(Adapt accordingly to the guest house/hotel)**.

<b>Emergency Function</b>	<b>Names of the team members</b>	<b>Equipment required</b>	<b>Assembly/Meeting point</b>	<b>Contacts details</b>
Incident Command function	All EMT team members	Communication equipment (details, computers and peripherals)		
Communication and External Relation	List members	Guest list, contact list of overseas TOs and TAs, media, ministry etc. Dedicated communication equipment		

		(computers and printers) in case press release are to be issued		
Warning dissemination and evacuation functions	List members	TVs, Megaphones, phone connections		
Search and Rescue	List members			
Food and Shelter Management	List members	Supplies for food/sleep of guests		
Health and first aid	Members with first aid training			
Safeguard, maintain and repair key installations	Members of the maintenance	Supplies of each vital installation		
Debris cleaning and sanitary facilities restoration	Members of the maintenance			
Transportation and evacuation of guests	Boat captain and other staff for coordination with sea planes, resorts, other vessels etc	Contact details of sea plans, other vessels, resorts		

- General checklist for emergency functions before, during and post disaster. Specific checklist to be developed for each disaster **(Adapt accordingly to the guest house/hotel)**.

Function	Before & in alert phase	During	Post Disaster

**Emergency Response for:**

**1) Fire ( fire accidents should include the following)**

- Fire due to short circuit
- Fire due to gas or oil leakage
- Fire due to chemical reaction
- Fire due to improper handling/storage
- Fire due to human activity
- Fire due to natural activity

- 2) **Fuel Shortage**
- 3) **Water Shortage**
- 4) **Information System failure**
- 5) **Terrorism**
- 6) **Bomb threat/Explosion**
- 7) **Medical accidents**
  - Unconsciousness
  - Cardiac Arrest
  - Food Poisoning
  - Death
- 8) **Engine/Generator failure**
- 9) **Storms**
- 10) **Bad weather**
- 11) **Transportation/evacuation of patient**

**Note: The above stated incidents are only examples and therefore all the incidents may not be applicable to all hotels/guest houses. Please adapt them to your hotel/guest house accordingly**

**List of important telephone numbers**

**The below table can be adapted accordingly to the Guest House/Hotel**

<b>Contact point</b>	<b>Name</b>	<b>Designation</b>	<b>Telephone(landline/mobile)</b>	<b>Email</b>
Maldives Police				
Coast Guard				
Ambulance				
Fire and Rescue				
IGMH				
ADK Hospital				
Regional Atoll Hospitals				
MATI				
Nearest Island Chief				
Atoll Chief				
International Airport				
Ministry of Tourism, Arts and Culture				

- Focal points from the Guest House/Hotel
- Focal points from the Ministry of Tourism, Arts and Culture

### **General information and things to be noted:**

- Information packs to be available in all rooms for:
  - 1) Fire safety and evacuation
  - 2) Tsunami & tidal wave evacuation
  - 3) Beach safety instructions
  - 4) Persons to be contacted in case of emergency
- Communication procedure in an emergency – Write details of protocol for information for external sources (your clients, market and media). Include standard press release/information to be issued out and decide on the frequency in which such information bulletins are to be issued.
- Situation report and Damage assessment forms based on which information can be collected for overview of the situation to the Government, Insurance, clients and other source

### **Annexes**

- A) List of Emergency Supplies**
- B) List of Medical Supplies**
- C) List of Food Supplies**
- D) Insurance coverage of guests, staff and guest house/hotel**
- E) Records of drills, training and stimulation exercise conducted**
- F) List of experts and trained personnel in the guest house/hotel and nearby who can be called for emergency response ( like expert divers, first aid personnel, good swimmers, boatmen and captains that can go out in rough seam, electrical engineers, water sanitation engineers etc)**