

DISASTER MANAGEMENT PLAN

DISASTER MANAGEMENT PLAN (YEAR)

(Name of the Guest House/ Hotel)

Address

Company Seal

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CHAPTER 1: POLICY STATEMENT

(This statement gives the reader an overall idea of what this plan is all about)

This emergency response plan has been designed for both the staffs and guests staying at guest house/hotel highlighting the procedures to be followed in the event of various different emergencies such as Fire, Tsunamis, Earthquakes, Floods, Medical Emergencies etc . With different duties and responsibilities assigned for the staffs, it is mandatory the all staffs act and follow the procedures accordingly upon activation of the plan by the Guest House Manager in the event of an emergency.

Even though the plan does not cover every conceivable situation, it does supply the basic administrative guidelines necessary to cope up with most emergency situations on the city.

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(Signature)

Name

Designation

CHAPTER 2: INTRODUCTION

1. Purpose of the plan:

The purpose of this plan is to develop, implement and maintain an integrated emergency management system for protection of people, property and the environment in the event of natural incident such as Cyclone and Tsunami; and fires. The ultimate goal is to reduce the vulnerability of the area due to any emergency, to save lives and protect property and environment by developing capabilities that mitigate the effects of, prepare for, respond to and recover from any emergency that could affect the area.

2. Scope of the plan:

The Plan covers the available emergency services and procedures of the guesthouse and the available facilities of the Hulhumale' Island in case of an emergency incident such as Tsunami, flood, heavy wind, fire, or such incidents.

3. Plan Update and Review

- How frequently will the plan be updated (**annually/quarterly**)
- Name of the person in charge for updating the plan
- How will the information of the plan/ changes be communicated with staffs (**through training/by providing a copy**)

4. Trainings/Drill Plan

- What components will be covered?
- How frequently will trainings be conducted?
- Who is responsible for conducting these sessions?

CHAPTER 2: PROFILE OF GUEST HOUSE/HOTEL

Location:

Distance from Capital City, Male:

Distance from the Airport:

No of rooms/Categories:

Target Market:

Type of infrastructure:

Communication Facilities:

Transportation Facilities:

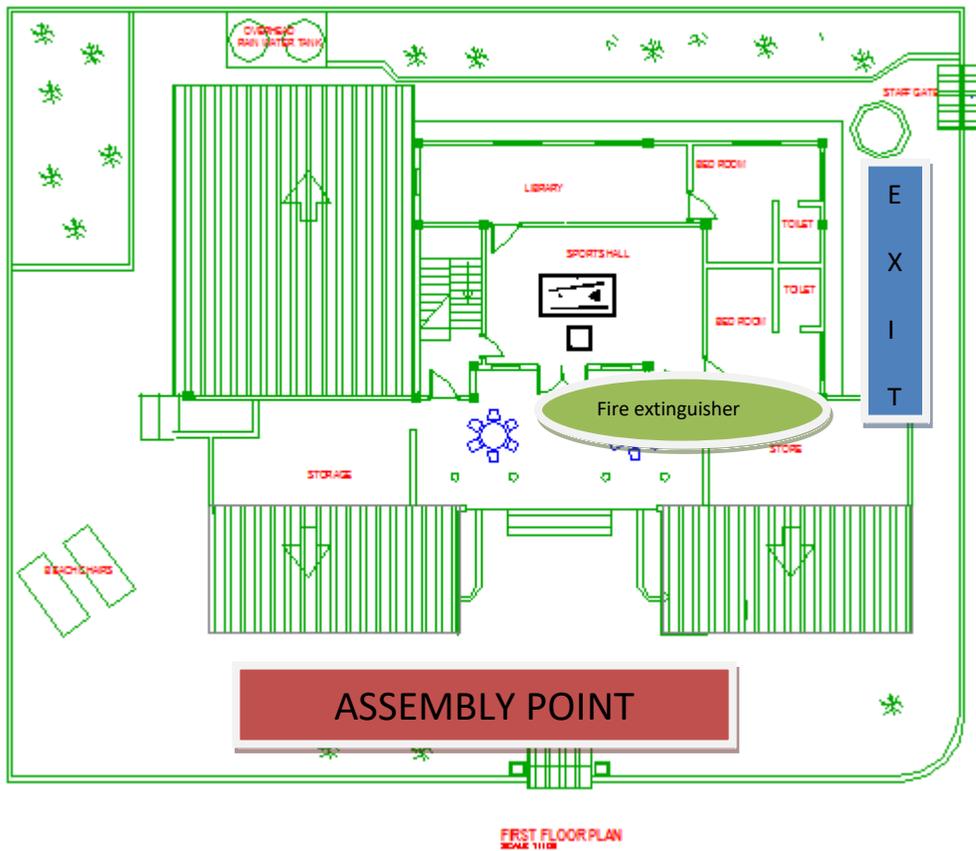
Other Resources:

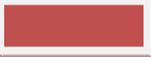
Vital Installations:

Fire Safety Equipment:

- Blankets (How many and location)
- Fire Extinguishers (How many, What Type and location)

Floor Plan



-  Assembly point
-  Fire extinguisher (Type should be mentioned)
-  Exits

Note: Important areas/ guest rooms and the directions to all exits should be marked using **ARROWS** on the floor plan.

CHAPTER 3: VULNERABILITY ANALYSIS

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			

- Among the staff and guests staying at the guest house/hotel who are most vulnerable to incidents? (eg: Old, Infirm, Young etc)
- What are the structures of the guest house/hotel vulnerable to incidents?

Note: If any incident occurs, please kindly update the above table

CHAPTER 4: Duties and Responsibilities

This Disaster Preparedness and Response Plan is intended to serve as a living guide to be used in responding to and recovering from an emergency situation at (**Name of the Guest House/Hotel**). In the event of an emergency, the safety and welfare of PEOPLE are primary over the property of guesthouse. Ensure the safety of all staff and patrons before attempting to recover and salvage any other belongings of guests and the guesthouse. All staff should become familiar with building exit routes, locations of fire extinguishers, and potential hazards of the building. Floor plans indicating these are included in the Appendices section.

Responsibilities of

Guesthouse Manager (GM): During an emergency the Guesthouse Manager will liaise with all other stakeholders in relation to the incident.

Specific duties of GM or his appointed deputy are:

- A. To ensure the preservation of life
- B. Liaise with guests
- C. To ensure that the injured guests are provided with adequate medical care.
- D. To communicate with next of kin in the advent of death.
- E. To liaise with Government / Provincial Administrators.
- F. To liaise with neighbors hotels.

Housekeeper: On receiving the “Evacuation” message:

- A. Arrange room attendants to knock at all guest rooms.
- B. Inform guests to evacuate and not to carry bulky belongings.
- C. Direct all people to leave via staircase exits.
- D. Mark the doors that have been evacuated with an “X” by using chalk.
- E. All staff will leave after all guests have evacuated to assembly point.
- F. Make a roll call on Housekeeping staff and report the result to Human Resources Department.
- G. After evacuation, account for the number of guests and verify with Front Office Manager.

Front Office Manager: On receiving the “Evacuation” message

- A. Assign staff to the staircase exit to direct all guests to assembly point.
- B. Carry the in-house guest’s list and registration forms before leaving for evacuation assembly point.
- C. Have an “in-house guest report” printed and ready in hand for roll call.
- D. Lead staff to assembly point.
- E. Make a roll call of Front Office staff after evacuation and report the result to Human Resources Department.
- F. After evacuation, assist Housekeeping staff in accounting for the number guests from room floors.
- G. Instruct Accounts receivable clerks to take along all credit card vouchers and cheque not yet deposited into bank.
- H. Instruct Front Office Cashier Supervisor to take along all guest registration cards to the assembly point.

Note: The above duties are just an example. Please write the duties/responsibilities specifically assigned to the staffs working at your guest house /hotel during an emergency.

CHAPTER 5: EMERGENCY PROCEDURES

MEDICAL EMERGENCY

Before, During & After an Incident:

Medical Emergencies in case of Death of a guest/staff, heart attack, etc...

Before: All guests and staff are required to inform the front desk of any health issues they might have. Guests will be instructed to inform the front desk of any health concerns they might have for immediate actions.

During:

- o If a guest or staff complains of chest pain or has a cardiac arrest or heart attack, there may be only a few minutes to act before it is too late. It is vital to know what to do beforehand.
- o Guesthouse Manager will call the Island Hospital immediately
- o Perform CPR (cardiopulmonary resuscitation) and artificial respiration (mouth-to-mouth resuscitation)
- o Take the person to the Island Hospital as soon as possible
- o Arrange transportation to take the patient to Male' for further medical assistance.

After:

- o Inform the authorities.

FIRE

Before a Fire

1. Make sure guesthouse is free of combustible materials.
2. Don't run wires under carpets or rugs.
3. Know avenues of escape. HAVE A EVACUATION PLAN and have frequent fire drills.
4. HAVE A PLACE TO MEET - so no one tries to go back into a burning building looking for someone needlessly.
5. Have fire extinguishers in place.

During a Fire

1. If you are outside, do not return for anything.
2. Go to the nearest house or building. Call the Guesthouse Emergency Number
3. If you are inside and have time, make sure everyone is out.
4. If anyone else is at home, report to the Assembly Point.
5. If you are in a closed room or office, do not open the door without first feeling it or the door knob. If it is warm or hot, do not open it, but unlock it to assist rescue or fire personnel.
6. If there is smoke coming from under the door, use clothes, sheets, etc. to stop the smoke from coming in.
7. If you are at home and there is a window, stay close to the floor and exit through the window, using the escape staircase if necessary.
8. If you should catch on fire, do not run. Drop to the ground and start rolling over and over to smother the flames.
9. If you see someone on fire, use a coat or blanket, etc., not your bare hands to smother the flames.
10. Watch to see that children do not go back in inside to rescue a pet or prize possession.
11. Turn off gas and electricity, if possible, form the outside of the house.
12. You may use the Fire Extinguisher located to the nearest point to you.

Attack the fire ONLY if safe to do so.

After a Fire

1. Do not re-enter the building until appropriate authorities have given permission.
2. Plan and practice a fire drill at least twice a year.

TSUNAMI/FLOODS

Before the Flood

1. Know the elevation of your property in relation to flood plains, and other waterways. Determine if your property may be flooded.
2. Make advance plans of what to do and where to go.
3. Store food and water and critical medical supplies (prescriptions, insulin, etc.)
4. Move furniture and essential items to higher elevation if time permits.
5. Have a portable radio and flashlights with extra batteries.
6. Secure house.
7. Consider Tsunami/flood insurance.

Evacuation

1. If a Tsunami warning announces, all guests and staff must leave the building and meet at the Assembly Area.
2. Listen to local radio or TV for Tsunami or flood information.
3. Stay away from beach or sea.
4. If you are asked to evacuate, shut off main power switch, main gas valve and water valve. Follow the evacuation plan and routes.
5. Watch for damaged roads, and slides.
6. Walk slowly in water.
7. Register at your designated Evacuation Center and remain at the Evacuation Center until informed that you may leave.

After the Flood

1. Remain away from evacuated area until the public health officials and building inspector have given approval.
2. Check for structural damage before entering.
3. Make sure electricity is off; watch for electrical wires.
4. Do not use an open flame as a light source because of possibility of escaping gas. Use flashlights. Beware of dangerous sparks.
5. Do not use food that has been contaminated by flood water.
6. Test water for portability.

GAS LEAK

If a Gas Leak is suspected

1. Check house piping and appliances for damage.
2. Check for fires or fire hazards.
3. Do not use matches, lighters or other open flames.
4. Do not operate electrical switches, appliances or battery operated devices if natural gas leaks are suspected. This could create sparks that could ignite gas from broken lines.
5. If gas line breakage is suspected, shut off the gas at the meter. This should be done, however, only if there is a strong smell of natural gas or if you hear gas escaping.
6. Wear heavy shoes in all areas near broken glass or debris. Keep your head and face protected from falling debris.
7. Turn on a battery operated radio (if no gas leaks are found) or radio to receive disaster instructions.
8. Do not use your telephone except in extreme emergency situations.

Home Electrical Circuits

1. Familiarize yourself and family with the location of the electrical breaker panel.
2. Turn off breakers for areas of concern.
3. Main breaker may be shut off if in doubt.
4. In cases of basement flooding:
 - a) Think before stepping in any water.
 - b) A shock hazard may exist even in an inch of water if an extension cord connection is on the floor.
 - c) If the electrical panel is upstairs, shut off all circuits.

HIGH WINDS

Preparation

1. Survey the property. Take note of materials stored, placed, or used, which in the event of high winds could become missiles and destroy other structures or be destroyed. Devise methods of securing these materials where they will still be accessible for day-to-day needs.
2. Keep radio and/or television on and monitor for wind advisories.
3. If possible, board up, tape or shutter all windows (Leave some ventilation).
4. Draw some water for emergency use in the event water service is interrupted.
5. Have a supply of flashlights, spare batteries, candles, first aid equipment, medicines, etc., available for emergency use.
6. Secure outdoor furniture, trash cans, tools, etc.

During High Winds

1. Take shelter in hallways, closets, and away from windows.
2. Stay out of areas where flying objects may hit you or destroy your place of refuge.

After Winds Subside

1. Inspect for structural damage.
2. Check all utilities for damage and proper operation.
3. Monitor radio and television for instruction from local authorities.
4. Report damage and needs to the Authorities.

POWER OUTAGE

Before the Power Outage

1. Learn location of fuse box or circuit breaker.
2. Store candles, flashlights and extra batteries in a handy place.
3. Have food and water supplies on hand, since the outage may last awhile.
4. Know the location of all camping equipment (stove, lantern, sleeping bags). You may need them. Make sure the equipment is operational and that you know how to use them. **REMEMBER THAT CAMPING EQUIPMENT REQUIRING GASOLINE, PROPANE, WHITE GAS, COLEMAN FUEL OR CHARCOAL BRIQUETTES SHOULD NOT BE USED INSIDE THE HOUSE - ONLY OUTSIDE.**
5. Keep adequate supply of fuel on hand. Propane, white gas, gasoline and Coleman fuel must not be stored or used in the house, as they are too volatile.
6. Keep the refrigerator well defrosted.

During the Power Outage

1. Unplug all your appliances. The surge of power that comes when power is restored could ruin your appliances.
2. Turn off all but one light switch.
3. A major problem during an outage is food thawing in the refrigerator or freezer. Open door only to take food out, and do so as quickly as possible. If you have access to dry ice, place it in a cardboard box and then on top of food.
4. When using camping equipment during an outage, remember to do so outside. Use only a fireplace, a properly installed wood stove, or a new style kerosene heater used in a safe area with the room vented. i.e., fresh outside air coming into the room.
5. Report any downed lines.
6. Do not allow children to carry lanterns, candles or fuel.

After the Outage

1. When power is restored, plug in appliances one by one, waiting a few minutes in between each one. This may prevent an overload on the system.
2. Be patient. Energy may first be restored to police and fire departments and hospitals.
3. Examine your frozen food. If it still contains ice crystal, it may be refrozen. If meat is off-color or has an odd odor, throw it away.

THUNDER STORMS

Protect Yourself

1. When a thunderstorm or lightning threatens, get inside a home or large building, or inside an all metal vehicle (not a convertible). Stay indoors and don't venture outside unless absolutely necessary.
2. Stay away from open doors and windows, fireplaces, radiators, stoves, metal pipes, sinks and plug-in appliances.
3. Don't use plug-in electrical equipment such as hair dryers, electric blankets or electric razors during the storm.
4. Except for emergencies, don't use the telephone during the storm. Lightning may strike telephone lines outside.
5. If outside, with no time to reach a safe building or an automobile, follow these rules:
 - a) Do not stand underneath a natural lightning rod such as a tall, isolated tree in an open area.
 - b) Avoid projecting yourself above the surrounding landscape, in an open field, on the beach, or Fishing from a small boat.
 - c) Get out of the water and off small boats.
 - d) Stay away from wire fences, clotheslines, metal pipes, rails, exposed sheds or anything that is high that would conduct electricity. Some of these could carry electricity to you from some distance away.
 - e) Don't use metal objects like fishing rods and golf clubs.
 - f) Get off and away from motorcycles, scooters, and bicycles.
 - g) If no buildings are available, your best protection is a cave, ditch or canyon, or under head-high clumps of trees or shrubs.
 - h) If only isolated trees are nearby, your best protection is to crouch in the open, keeping twice as far away from isolated trees as the trees are high.
 - i) When you feel the electrical charge - if your hair stands on end or your skin tingles - lightning may be about to strike. Drop to the ground immediately.

FIRST AID

1. Persons struck by lightning receive a severe electrical shock and may be burned, but they carry no electrical charge and may be handled safely.
2. A person "killed" by lightning can often be revived by prompt mouth-to-mouth resuscitation, cardiac massage, and prolonged artificial respiration.
3. In a group struck by lightning, the apparently dead should be treated first; those who show vital signs will probably recover spontaneously, although burns and other injuries may require treatment.

CHAPTER 6: EMERGENCY CONTACTS

- List of Internal Contacts

- 1) Guesthouse/Hotel Contact 1 (Name, designation, Mobile)
- 2) Guesthouse/Hotel Contact 2 (Name, designation, Mobile)

- List of External Contacts

- 1) Maldives Police Service
- 2) Coast Guard
- 3) Hospital/ Health Center
- 4) Ministry of Tourism
- 5) MNDF
- 6) Focal Point of Ministry of Tourism
Ali Razzan **9777426**
Senior Policy Executive

MALDIVES POLICE SERVICE CONTACT LIST

NOTE: DIAL 125 AND THEN THE EXTENSION NUMBER REQUIRED FOR THE DEPARTMENT

Administration Department 3226, 3126

Capital Police 3399

Criminal Investigation Department

Commercial Crime Unit 3167, 3567

General Investigation Unit 3318, 3518

Family and Child Protection Unit 3166

Drug Enforcement Unit 3115

Serious and organized Crime Unit 3515, 3221

Police Custodial Department 3279, 3407, 3409

Forensic Department 3258, 3127

Police Academy 3570

Logistic Support Department 3524

Public Affairs Department 3398

Infrastructure Development Department 3233

Special Operation Department 3248

Information and Technology Department 3588, 3297, 3538, 3368, 3688

Email address

Administration Department admin@police.gov.mv

Online complaint service complaints@police.gov.mv

To send anonymous inform@police.gov.mv

General enquiry inquiry@police.gov.mv

Public affairs department preventcrime@police.gov.mv

Procurement unit procurement@police.gov.mv

Recruitment unit recruitment@police.gov.mv

Bureau of Criminal Records records@police.gov.mv

Law Enforcement Training Centre training@police.gov.mv

CHAPTER 7: ANNEX

- List of supplies

Emergency Supplies			
Details	Qty	Details	Qty
Rain Coats		Shovels	
All- purpose Gloves		Crocus Bags	
Rubber Gloves		Water Boots	
Rope ¾"		Water Scrapers	
Rope ½"		Plastic Buckets	
Masking Tape		Plastic Sheeting	
Camera		Ply Board	
Batteries		Lumber	
Flashlights		Generator	
Flashlight Bulbs		Helmets	
Battery Lanterns		7 Day's Gas, Diesel Oil	
Battery Operated Radio		7 Day's Portable Water	
Saws		Disposable Sanitary Ware	
Hammers		Forks/Knives/Spoons	
Nails		Garbage Bags	
Wide Brooms		Cups, Plates, Napkins	
Large Mops/Sticks		Charcoal	
Wringer Pails		Chlorinating Tablets	
Duct Tape		Guy Wire	
Emergency Food Supplies			
Details	Qty	Details	Qty
Tinned Protein, Tuna, Salmon etc		Tea	
Crackers		Canned Vegetables	
Biscuits		Cereal	
Canned Sodas		Other non perishables	
Canned Fruit Drinks		Powdered Milk	
Bottled Water		Coffee	
Medical Supplies			
Details	Qty	Details	Qty
Crepe Bandages		Painkillers (eg : Panadol)	
Antacids		Sanitary Napkins/Tampons	
Mercurochrome		Baby's Pampers	
Sterile Gauze Squares		Safety Pins	
Eye Wash		Thermometers	
Eye Drops		Calamine Lotion	
Antiseptic		Rubbing alcohol	
Tweezers		Scissors	

