



DISASTER RISK REDUCTION IN TOURISM

Disaster Reduction through Awareness, Preparedness and Prevention Mechanisms
in Coastal Settlements in Asia – Demonstration in Tourism Destinations

SELF ASSESSMENT CHECKLIST ON EMERGENCY PLAN

Based on criteria for assessment local
Preparedness.





Criteria for assessing Emergency Plans

The following criteria have been developed to ensure that an Emergency Plan contain all necessary information for the responders to react efficiently to a disaster.

For each question, ask yourself the following:

- Has this element been taken into account in the reality?
- Is it reflected in the Emergency Plan, in such a way that the process and responsibilities would be simple, clear and understandable for anyone who will read the Emergency Plan – especially during time of emergency.

1. Hazard analysis

- Is the emergency plan based on a hazard analysis?
- Does the hazard analysis include a precise description of the potential scenarios?

2. Organizational structure

“Organization” refers to the organizational structure in place for prevention, preparedness, mitigation and response to emergencies. This structure will, of course, vary considerably from locality to locality.

- Are relevant institutions included in the overall emergency preparedness?
 - Health organizations (including mental health organizations)
 - Public safety: fire, police, health and safety (including occupational safety and health)
 - Airlines and transportation companies associations
 - Foreign affairs and embassies
 - Emergency management/response planning
 - Environmental organizations
 - Natural resources agencies (including trustee agencies)
 - Environmental agencies
 - Education system (in general): public education and public information
 - Local and National Tourism Boards
 - Private sector interfaces: tourist industry, trade organizations, industry officials e.g., local hotels, tour operator’s and agency travels associations and restaurant managers, etc
 - National and local police
 - Labour organizations



DISASTER RISK REDUCTION IN TOURISM

Disaster Reduction through Awareness, Preparedness and Prevention Mechanisms
in Coastal Settlements in Asia – Demonstration in Tourism Destinations

- Have each organization's authorities, responsibilities, and capabilities been determined
 - For preventional activities (planning and prevention)?
 - for pre-response activities (exercises, drills, information)?
 - for response activities (implementing the plan during the accident)?
 - for post-response activities (clean-up activities, restoration and lessons learned)?
- Has one organization been given the command and control responsibility for these four phases of preparedness and emergency response?
 - Has a "chain of command" been established for response control through all levels of operation?
 - Have the funding sources for emergency response been identified?
- Are the agencies or departments (on all levels) that provide technical guidance during a response the same agencies or departments that provide technical guidance in non-emergency situations?
- Does the organizational structure provide a mechanism to meet regularly for planning and co-ordination? These meetings should include scheduled exercises for emergency response.
- Describe the mechanism for evaluating the activities conducted during a response or exercise to correct shortfalls.
- Have trained and equipped incident commanders been identified? How quickly can the response system be activated?

3. Early warning systems

- Describe early warnings systems which are in place in the area, and who operates them. How are warnings disseminated to authorities, businesses, citizens, and tourists?
- Do the warning systems take into account the demographic, gender, cultural and other characteristics of the target groups?
- Do the target groups know how to act and respond to the warnings? Are the warnings issued in several languages to assure the understanding of the message also from the tourists?
- How will the reliability of early warning systems be guaranteed? Is there a program for the maintenance of them? Who is responsible for it?
- Are there drills or other ways to test the effectiveness of early warning systems and levels of warnings?

4. Communication

Communication within the organization



DISASTER RISK REDUCTION IN TOURISM

Disaster Reduction through Awareness, Preparedness and Prevention Mechanisms in Coastal Settlements in Asia – Demonstration in Tourism Destinations

- Have procedures been established for coordination of information during a response?
- Has one organisation been designated to coordinate communication activities?
- Describe the use of technology that will facilitate the coordination between different organizations during a response, for instance the use of radio frequencies.
- Does a formal system exist for information sharing among agencies, organisations, and the private sector?
- Has a system been established to ensure that 'lessons learned' are passed to the applicable organisations?
- Does the system cover all natural and other risks that have been identified for the area or community?

Notification Procedures:

- Have specific procedures for notification of accidents and their consequences been developed?
- Are multiple notifications required by overlapping requirements (e.g., regional, county, local)? Does each have specific notification requirements?
- Does the initial notification system have a standardized list of information that is collected for each incident?
- Are there any systematic “lessons learned” processes from reported incidents or accidents?
- Does a network exist for notifying and activating necessary response personnel?
- Has a central location or phone number been established for initial notification of an incident? Is the central location or phone number accessible on a 24-hour basis? Does the central location phone system have the ability to expand to a multiple line system during an emergency?

5. Resources and Emergency Planning

Personnel:

- Are sufficient personnel available to maintain a given level of response capability identified as being required for the area?
- Has the availability of special technical expertise (ecologists, hydrologists, geotechnicians, chemists, industrial hygienists, toxicologists, occupational health physicians, tourism professionals, etc.) necessary for response been identified?
- Have the telephone numbers of trained personnel available for specific incidents, been determined?



DISASTER RISK REDUCTION IN TOURISM

Disaster Reduction through Awareness, Preparedness and Prevention Mechanisms
in Coastal Settlements in Asia – Demonstration in Tourism Destinations

- Has the location of trained personnel available for rescue operations and specific incidents been determined? Are these personnel located in areas identified in the risk assessment as:
 - heavily populated
 - high risk areas

Equipment

- Have response equipment requirements been identified for identified risk scenarios?
- Are sufficient quantities of each type of equipment available on a sustained basis?
 - personal protective equipment
 - first aid and other medical emergency equipment
 - sampling equipment (air, water, soil, etc.) and other monitoring devices
 - fire-fighting equipment, bulldozers, boats, helicopters etc
 - communication materials (walk-talkies, mobiles, telephones, etc)
 - evacuation transports
 - etc
- Is all available equipment capable of operating in the local environmental conditions? Are up-to-date equipment lists maintained and broken down into the various types of equipment? Are equipment lists updated periodically and made available to all responders?
- Have procedures necessary to obtain equipment on a 24-hour basis been identified?
- Does a program exist to carry out required maintenance of equipment?
- Have mutual aid agreements been established for the use of specialized response equipment?
- Is sufficient communications equipment available for notifying personnel or to transmit information? Is the equipment of various participating responders compatible?
- Is transportation equipment available for moving equipment rapidly to the scene of an incident, and its state of readiness assured?

Facilities

- Have facilities and procedures been identified for housing persons requiring evacuation or temporary relocation as a result of an incident?
- Have facilities been identified that are suitable for command centers?
- Do facilities exist that are capable of providing medical treatment to persons injured?
- Have locations or facilities been identified for the storage, treatment, recycling, and disposal of wastes resulting from a release as a result from the interaction with a natural disaster?



DISASTER RISK REDUCTION IN TOURISM

Disaster Reduction through Awareness, Preparedness and Prevention Mechanisms
in Coastal Settlements in Asia – Demonstration in Tourism Destinations

- Do adequate facilities exist for storage and cleaning/reconditioning of response equipment?

6. Tourism Related Issues.

Distribution of tourism in space and time

- Are tourist concentration and flows been identified?
- Does the Emergency Plan provide a procedure to respond to specificities, like tourism flows, tourist location?
- Does the location capacity (personnel, equipment, etc) to deal with an accident when a high number of tourists is present? If not, has cooperation agreement been made with nearby locations, private sector, etc?
- Think about distribution of tourists in space and time, hot-spot and composition of the tourism load (families, disabilities, etc).



DISASTER RISK REDUCTION IN TOURISM

Disaster Reduction through Awareness, Preparedness and Prevention Mechanisms
in Coastal Settlements in Asia – Demonstration in Tourism Destinations

Criteria in relation with Emergency Preparedness

In addition to specific questions to the Emergency Plan, training, communication and awareness raising to the public can be discussed. These criteria should not necessarily appear in the Emergency Plan, as the Emergency Plan is to be used when there is an emergency. Those criteria are essential for good emergency preparedness, but should be considered and applied at a different stage.

Training

- Have the training needs for the regional/local area been identified?
- Have the training needs for different actors in both the preventing and the response of an incident/accident/disaster been identified? Authorities, emergency responders, hotel staffs, tourist and travel agencies etc.
- Are there adequate locations with facilities that can be used in training of severe accidents scenarios?
- Is specialized training available covering topics such as:
 - organizational structures for response actions (i.e., authorities and co-ordination);
 - response actions;
 - equipment selection, use, and maintenance;
 - safety and first aid;
 - crises communication/information;
 - media
- Does the organizational structure provide training and cross training for or between organizations in the response mechanism?
- Does an organised training programme for all involved response personnel exist? Has one group been designated to co-ordinate this training?
- Have training standards or criteria been established for a given level of response capability? Is any third party verification/certification provided upon completion of the training?
- Has the level of training available been matched to the responsibilities or capabilities of the personnel being trained?
- Is there any integrated training covering different disciplines e.g. ecological, environmental, risk and safety, for both the local authorities and the tourists?
- Have available data and software or criteria for the needs of data and software been identified? Are data and software available? At what level are they available, national, regional or local?
- Does a system exist for evaluating the effectiveness of training?
- Does the training programme provide for "refresher courses" or some other method to ensure that personnel remain up-to-date in their level of expertise?



DISASTER RISK REDUCTION IN TOURISM

Disaster Reduction through Awareness, Preparedness and Prevention Mechanisms in Coastal Settlements in Asia – Demonstration in Tourism Destinations

- Have resources and organizations available to provide training been identified?
- Have standardized curricula been established to facilitate consistent training?

Information Exchange and Dissemination

- Have procedures been established for information and knowledge raising education about risks and how to handle different situations? Do the procedures include awareness raising for both local community and tourists?
- Has a system been identified to carry out public information/community relations activities?
- Which organization or individual have been designated to co-ordinate with or speak to the media during accidents and disasters?
- What alternate systems/methods of communications been identified for use if the primary method fails?

Source:

Hazardous Materials Emergency Planning Guide (March 1987) prepared by the US National Response Team as NRT-1.

Other references:

United Nations, Building the Resilience of Nations and Communities to Disasters : Hyogo Framework for Action 1005-2015.

United Nations Environment Programme, Hazard Identification and Evaluation in a Local Community, Technical Report Nr. 12, 1998