Government of the Republic of Trinidad and Tobago

CRISIS COMMUNICATION GUIDELINES

AND RESPONSE PLAN

Updated: - April 2011
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### Abbreviations

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<tr>
<td>CEO</td>
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<td>Caribbean Disaster Emergency Response Agency</td>
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<td>DANA</td>
<td>Damage Assessment and Needs Analysis</td>
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<td>EOC</td>
<td>Emergency Operations Center</td>
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<td>FAQ</td>
<td>Frequently asked questions</td>
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<td>GISL</td>
<td>Government Information Services Limited</td>
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<td>GoRTT</td>
<td>Government of the Republic of Trinidad and Tobago</td>
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<td>IT</td>
<td>Information Technology</td>
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<td>ITG</td>
<td>Information Task Group</td>
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<td>MP</td>
<td>Member of Parliament</td>
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<td>NEOC</td>
<td>National Emergency Operations Center</td>
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<td>ODPM</td>
<td>Office of Disaster Preparedness and Management</td>
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<td>TEMA</td>
<td>Tobago Emergency Management Authority</td>
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<td>TTPBA</td>
<td>Trinidad and Tobago Publishers and Broadcasters Association</td>
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<tr>
<td>VIP</td>
<td>Very Important Person</td>
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1. PURPOSE
The need for consistent, comprehensible, and actionable information about potential and actual disaster situations is vital to protecting public safety and welfare and to maintaining the stability of democratic institutions.

Crisis communication is an integral part of the crisis management process. It forms a critical role in analysis, planning, control as well as evaluation and improvement. Understanding the impact of the crisis on all stakeholders will aid in the development of mechanisms to mitigate, prepare, respond and quickly recover. As such, all parties within the crisis management team must understand the importance and purpose of crisis communication and be guided by the crisis communication plan, policies and procedures.

The timely preparation and release of public emergency information to the news media and public is the responsibility of the Information Task Group (ITG) working under the general direction of the Chief Executive Officer, Office of Disaster Preparedness and Management (CEO, ODPM) and/or, Director of the National Emergency Management Center (Director, NEOC).

2. POLICY
It is the policy of the Government of the Republic of Trinidad and Tobago (GoRTT) to respond quickly, in a clear, consistent and credible manner to all legitimate requests for information about any natural disaster or crisis affecting Trinidad and Tobago with full regard for individual privacy and legal responsibility.

3. CRISIS DEFINED
A crisis may be defined as a time of danger or as any development of a large scale that requires immediate and coordinated action and which has the potential to jeopardize lives, property and reputation. Different types of crises call for different responses and as such, these will be driven by the following priorities: minimizing harm to people; minimising incident impact; protecting the reputation of the government of Trinidad and Tobago; re-establishing continuity and minimising liabilities; preventing recurrence.

Types of crises:
- **Sudden**: An immediate, unforeseen crisis, with either
  a. Massive Lives at Risk/Lost, (examples: hurricane, large fire, earthquake, flood, riot, chemical spill,) or
  b. Individual Lives at Risk/Lost (examples: car accident, murder, small fire, meningitis outbreak) This type of crisis occurs unexpectedly and requires immediate action. If lives are at risk, the first action will be to move swiftly to save lives and prevent injury.
- **Smouldering**: An ongoing, festering crisis that begins small and grows larger as more information becomes known.
  This type of crisis can drag out and result in bad press for weeks, months or even years. These crises should be resolved as quickly as possible. Officials should try to anticipate future developments and mitigate them. (Examples: A corruption investigation, lawsuits)
- **Bizarre**: An unusual, unexpected crisis that does not fit into the above categories. (Example: Terrorist attacks, )

It is important to note that some crises may fit into more than one category.

Updated: - April 2011
4. CRISIS COMMUNICATION GUIDELINES AND RESPONSE PLAN

Although each crisis or emergency will require unique public information response, this crisis communication guideline and response plan provides policies and procedures for the coordination of internal and external communications in the event of a crisis. It is designed to ensure that everyone involved in the crisis management process is familiar with the mobilisation and escalation procedures, as well as his or her individual roles and responsibilities.

Upon determination by the CEO, ODPM that an emergency or crisis exists, which necessitates a communications response, the Chief Executive Officer, Government Information Services Limited CEO, GISL, will be informed. He/she will then activate his/her team. Once the incident is classified as one that has the potential to threaten the reputation of the GoRTT and/or cause immense media and public scrutiny, this plan will be immediately activated by the ITG.

The ITG will work with the media to provide clear, consistent and credible information and messages that enables them to do their jobs and simultaneously position the National Emergency Operations Center (NEOC) as a reliable resource. In all communications, the NEOC via the ITG spokesperson will create a positive opportunity for the public positioning of the GoRTT.

5. OBJECTIVES

The objectives of the crisis communications plan are as follows:

i. Assist the NEOC to effectively and nimbly manage crisis communications;
ii. Ensure that the NEOC and all supporting agencies (Fire, Police, etc) respond in a clear, consistent, credible, coordinated and professional manner that reinforces transparency;
iii. Manage the distribution of all information and in particular critical, sensitive, information to the media and members of the public

To achieve the objectives outlined, the following documents are useful resources in the execution of the Crisis Communications Plan and are attached as appendices to this document.

1. Government of Trinidad and Tobago Crisis Communications Guidelines
2. Crisis Communications Checklist Overview
3. Standard Operating Procedure for Crisis Communications: Hurricane and Earthquakes
4. Potential Crisis Scenarios
5. Crisis Script for staff outside the ITG
6. Appendices
   1. ITG Personnel Competencies
   2. ITG Centre Requirements
   3. Duty Roster
   4. Media Information Needs
   5. Media Analysis Worksheet
   6. Media Conference General Guidelines and script
   7. Media Enquiry Log
   8. News Release Template
   9. Rumour Log
   10. Media Advisory Template
   11. Speaker Preparation Worksheet
   12. Field escort and Communications Checklist
   13. Media Pass
   14. Preparing for a Crisis

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6. INFORMATION TASK GROUP
Recent events in the region have reminded us all that we need to be better prepared to deal with, and recover from, a disaster. Individuals, families and organisations all have a role to play in emergency management. All communities throughout Trinidad and Tobago must be ready - and have the knowledge, skills and resources to respond.

The ITG’s primary responsibilities will be to collect and distribute information to relevant local authorities, agencies, the news media and the public. The ITG of the NEOC will co-ordinate resources and procedures to establish an effective and timely public information function.

If needed the Ministers of National Security and Information, Director NEOC, CEO ODPM, ITG Leader and, ITG members will convene to strategically assess, analyse and review the situation and manage/determine existing communications surrounding the issue.

6.1 Objectives
Establish a Public Information Centre with resources to provide an integrated response to:

6.1.1 Media liaison
✓ actively assist accredited news media in the gathering and dissemination of news during an emergency
✓ manage a database of media (radio, tv and print) spokespeople and backups for each utility organisation
✓ identify processes between communication professionals at all levels, and across all government agencies, to ensure consistency of all information released to the media.

6.1.2 Public information
✓ Ensure information provided to the information and enquiry centre is accurate and timely
✓ Use the website, fax, radio, TV, print and SMS bulk messaging to provide public information.

6.1.3 Public enquiries
✓ Timely response to enquiries
✓ Provide information to the public via local authorities, the call centre, website etc on the emergency and its effects
✓ Direct the public to the most appropriate agency or authority
✓ Maintain a central record of all calls, e-mails and responses.

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6.1.4 Visitor reception
✓ To receive official visitors to the disaster area and the Group EOC
✓ Arrange co-ordinated accommodation, transport and movement programmes for all official visitors, including VIPs
✓ Provide information to official visitors
✓ Set protocols for specialists conducting research in the area.

6.2 Information Task Group (ITG) priorities
The ITG would be expected to implement an effective stakeholder communication plan to keep all stakeholders informed of what action is being taken; what action they should take and monitor their response to the crisis. Information to be provided should include the following:
   a. Welfare
      • Summary of what has happened, what people are to do and why, and communication links
      • Status of the emergency declaration
      • How people in other areas can obtain information about relatives/friends in the affected area, and how disaster victims can locate family members
      • “Emergency” telephone number (or request people not to use telephones). Stress to out-of-area media that people should not telephone into the area. Lines must be kept open for emergency calls
      • How to signal that emergency assistance is needed
   b. Evacuation:
      • Routes
      • Instructions (including what to do if vehicle breaks down); and
      • Arrangements for people without transport
      • Weather hazards (if appropriate)
   c. Curfews
   d. Media hotline number. Public enquiry hotline number.
   e. Description of Government response efforts (welfare, medical, search and rescue, emergency repair, debris clearance, fire/flood fighting etc)
   f. Channel for donations to relief funds.
   g. Treatment and movement of injured
   h. Description of the situation, including number of deaths and injuries, property damage people evacuated
   i. Sanitation & Health
   j. Hazardous/contaminated/congested areas to avoid
   k. What not to do (and why)
   l. Location of welfare/medical/coroner facilities, food, safe water, status of hospitals
   m. Restoration of lifelines (power, gas, communications, water, sewage, transport (airports))
   n. Instructions/precautions on the use of electricity, gas and water supply, and how to turn them off
   o. Essential services available – hospitals, grocery stores, banks, pharmacies, etc
   p. Road, bridge and dam conditions, and alternative routes to take
   q. Any limitations on travel
   r. Urban Search and Rescue
   s. Where people should report/call to volunteer if required
Additionally, the ITG should:
1. Liaise with partner organizations and ensure a consistent approach to media handling and messages.
2. Effectively protect the reputation of the GoRTT during the crisis.
3. Identify a spokesperson and an alternate for the crisis.
4. Determine the appropriate positioning or message to address the emergency.
5. Gather all necessary information in order to thoroughly brief and prepare the spokesperson.
6. Set timeframes in which public comment will be made to the media and ensure that all media are aware of the time and location of any such activity.
7. Ensure adequate communication resources are in place.
8. Prepare holding statements and media releases.
9. Establish internal communication materials and channels, including staff communications.
10. Liaise with legal, security and IT to collect, evaluate and disseminate information related to the crisis.
11. Develop reputation risk scenarios.
13. Maintain a crisis logbook that covers all key decisions.
14. Ensure that a post-crisis programme is planned and implemented.

6.3 Roles and Responsibilities
6.3.1 Information Task Group Leader and Alternates
Responsibilities:
- Establish ITG priorities. This to include liaison with the NEOC Director on setting up and running of the ITG and any additional facilities required, prior to, during and after the emergency.
- ITG operations, prior to, during and after the emergency.
- Activate team leaders.
- Establish contact with ITG Team Members.
- Obtain briefing on current situation from NEOC Director.
- Provide operation details to all groups within the Public Information area.
- Be prepared to respond to public information and news requirements as determined by the NEOC Director.
- Ensures swift approval of communication materials.
- Website management.
- Briefing of the Official Spokesperson. May also serve as spokesperson during the crisis.
- Plan for the recovery.

6.3.2 Information Co-ordinator
Responsibilities:
- Gathering information from all available sources, checking authenticity, writing news releases and gaining authority from the ITG Leader to publish and distribute to all news outlets.
- Official comment to the media will be provided through media releases, news conferences and briefings.
- Disseminating information to the ITG.
- Ensure regular analysis of media coverage (refer Appendix 5).

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• Organising news conferences
• Assisting the media with requests for facilities and equipment such as power, approved media release, diagrams, etc.
• Briefing all accredited media on arrival
• Disseminating incoming information.

6.3.3 Webmaster
Responsibilities:
• Receiving news releases from the Information Co-ordinator and entering all relevant information onto the website
• Assisting and providing back-up to the Information Co-ordinator as required.

6.3.4 Receptionist/Administration (via NEOC)
Responsibilities:
• Checking media accreditation
• Issuing access passes to media
• Keeping a record of all media present
• Administering the copying and supply of press information disseminated by the ITG

_The composition of the Information Task Group (ITG) will vary according to the category of threat that is involved. This team will provide communication direction and support to the NEOC._

6.4 Information Task Group Operations
• The NEOC ITG will be located at the ODPM’s office, Orange Grove Road, Tacarigua
• The Centre will be established with urgency and staffed by communications staff from Government Ministries and agencies and if necessary
• Refer to Appendix 2 for a suggested list of immediate ITG equipment and resource requirements.

6.4.1 Enquiry Call Centre
• The primary means of dealing with inward media and public inquiry will be the NEOC Call Centre - with support from media releases and radio announcements.
• The website will be the secondary means of dealing with inward media and public inquiry.
• The website capacity must be large enough to ensure it will not be overwhelmed by a very high number of hits.
• The web address will be immediately publicised and must be easy to find.
• There should be a NEOC Call Centre to receive, respond to and record all calls from the public and media. The Call Centre number will be broadcast to the public at the earliest opportunity to assist in the reduction of calls to other locations – encouraging a one-answer facility.
6.4.2 **Information to the public**
- Only information provided by the NEOC ITG is to be given out to the public.
- Where an answer is not available to any caller, enquiry details are to be recorded and forwarded to the ITG Leader for answer.
- In the case of a prolonged emergency, staff may be pooled from other government ministries and agencies to assist in the response and recovery phases of an emergency.

6.4.3 **Ministry Media/Public Information Units**
- Each Government Ministry or Agency must have in place Standard Operating Procedures for passing information to the NEOC for distribution to the media and the public.
- It is the responsibility of the Communications Unit of each Government Ministry or Agency to liaise with the NEOC ITG for co-ordination purposes.
- Government Ministry or Agency communications staff may be requested to support the ITG and the NEOC.

6.4.4 **Spokesperson**
- The initial official spokesperson is the CEO, ODPM. Once the NEOC is established, the ITG will appoint an Official Spokesperson. This person needs to be TV/radio interview trained and have a suitable “TV presence”.
- The Spokesperson will deliver information to the media as it becomes available. This information must be accurate, up to date and approved by the NEOC Director, (unless determined otherwise) before release (signature, date, time on briefing notes etc.). See Appendix 15 for Media Policies and Procedures

6.4.5 **Media Co-ordination**
6.4.5.1 **Media releases**
- Copies of all media releases or bulletins should be available to the media at the NEOC, on the website, and where possible, faxed or emailed to appropriate media offices.
- Media releases or bulletins should be composed immediately on receipt of significant, verified information.
- All should be issued on official letterhead to provide identification and authenticity. Refer Appendix 8 for Sample Media Release Template

6.4.5.2 **Accreditation of the media**
- Accreditation of all media personnel is essential to ensure they are who they say they are, and numbers are controlled in all areas. This will assist with personal and equipment security, and for record purposes.
- Photo ID (drivers licence, passport, etc) and proof of media employment (employers ID card, business card, professional body membership card etc) will be required prior to the issue of a media security pass. Refer Appendix 13 Sample NEOC Media Pass
- Access to various areas will be as needed.

6.4.5.3 **Co-ordination of international media**
- In a major disaster there will be considerable interest from overseas media.
- International media are likely to arrive in Trinidad and Tobago within hours of the emergency.
• International media will be afforded the same courtesies as local media in terms of media releases and access to media conferences.

6.4.5.4 Media access to affected areas
• Following an event, every effort is to be made to facilitate media access to the emergency area
• Where entry to the emergency area is unavoidably restricted, one representative each from the print, voice and visual media, will be allowed access on the basis that all material gathered will be made available to a general pool for access by all accredited media
• When a no fly zone has been imposed the media must be made aware. However, every effort will be made to negotiate at least a temporary exception for media access.

6.5 NEOC Staff Notification
As soon as practical, the Chief Executive Officer, Government Information Services Limited after the briefing session with the Director of the NEOC will communicate information regarding the crisis to delegates and employees.

6.6 Developing Key Messages
The ITG Media Relations Team and Chief Executive Officer, Government Information Services Limited, will develop factual, responsive messages to be used by the official spokesperson.

Messages should be prepared for media enquiries, stakeholder groups, and proactive phone calls to critical audiences and should:
✓ reflect how NEOC is managing the crisis and reinforce the positive, be action/solution oriented if possible.
✓ consider what media know about the situation and what their potential interest is.
✓ counter unfavourable, inaccurate information that could have future negative consequences requiring additional responses.
✓ consider including additional materials such as a fact sheet, backgrounder, web site resources, FAQs, etc.
✓ be consistent and clear across all support agencies

The ITG will also provide a script for the media coordinators to utilise. Staff should be reminded that all inquiries (media, members, etc.) should be referred to ITG and that they should refrain from commenting.

Questions to help devise appropriate crisis communications response, include, but are not limited to:
1. Who is the crisis communications lead person/s responsible for ensuring all steps are taken?
2. What is the situation? What will happen next?
3. Is the NEOC organizational structure and resources adequate for the level of crisis?
4. What immediate steps need to be taken?
5. What is known and who already knows it?
6. Is there potential public interest? Does the issue have traction? (will it become a major news item on the evening news)?
7. Who will be affected?
8. What are people feeling – what emotions need to be considered?

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9. What information is needed and who beyond organizational staff need to get it? When will it be available?
10. What should the organization do about it? Proactive vs. reactive?
11. What CAN and CAN’T be said? What are the privacy issues and guidelines?
12. Is legal counsel needed? If counsel is needed, will the legal advisor suffice or is a firm necessary?
13. Who will brief/prep the official spokesperson?
14. How will response be communicated? (media release/statement – higher urgency, broad public appeal; media conference – high urgency and big issue; etc.)
15. What media will be contacted?
16. Who will determine which staff is needed and begin to staff the NEOC? (See ITG Contact List – Appendix 18)

6.7 Accessing Information
The ITG will ensure that
- Media releases are prepared and distributed to all media and stakeholder agencies.
- Releases are posted on the government news web site at www.new.gov.tt.
- Facilities are made available at the NEOC for journalists attending media briefing or press conference to conduct face to face interviews

6.8 Record Keeping
The ITG must document critical conversations, decisions, details and media questions regarding the crisis situation in order to effectively evaluate crisis communications management. The ITG must also follow up on all calls and respond to email requests for updates.

6.9 Media/Message evaluation
Evaluation of the messages throughout the crisis must also be done by the ITG.

6.10 Communications Updates
Key audiences must be kept up to date by the ITG. Methods may include:
- Sending communications to members via the listserv or broadcast email.
- Promptly returning phone calls.
- Posting a statement on the web site and updating it regularly.
- Updating the phone voicemail message.
- Issuing read lives/announcer read

6.11 Role of the Media
The Broadcast media are a part of the system for dealing with crises especially natural disasters/emergencies and therefore have a significant responsibility to the public. This responsibility is in accordance with the Telecommunications Act and in keeping with their broadcast licences. A National Emergency Manual for use by Broadcasters has been developed through a collaborative project between the ODPM and Trinidad and Tobago Publishers and Broadcasters Association (TTPBA).

6.12 Post Crisis Evaluations
Lessons learnt and Actions Steps. (refer to Post Crisis Evaluation Actions Steps at Appendix 17 )

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1. Standard Operating Procedure

1.1 ITG Response Plan for Tropical Storms/Hurricane

1.1.1 Purpose
To specify the Standard Operating Procedures for the Information Task Group for tropical storms/hurricanes.

1.1.2 Assumption
The Meteorological Services will provide detailed phenomena information about 100 hours before potential impact.

1.1.3 Risk
Between 1878 and 2005 Trinidad and Tobago has experienced ten cyclonic events, four of which were tropical storm events and six events. Additionally, Trinidad and Tobago has experienced the indirect effects of the feeder bands from hurricanes further north. This has resulted in storm surges affecting traditionally sheltered coastlines.

1.1.4 Standard Operating Procedure
This plan will be activated by the Chief Executive Officer, Government Information Services Limited after consultation with the CEO of the ODPM and upon issue by the Meteorological Services of an advisory that a Tropical Depression is threatening Trinidad and Tobago.

1.1.5 Actions:
On issue of a Tropical Depression Advisory –

The Chief Executive Officer, Government Information Services Limited shall call an Information Task Group Meeting to:

- Brief communications specialists and coordinate preparations.
- Coordinate public information on the state of preparedness.
- Circulate an emergency contact information sheet among communications specialists attending the meeting.
- Identify suitable locations in North, Central and South Trinidad to establish Information Task Group Emergency Operations Centres (Info EOC)
- Prepare a work schedule for Information Task Group Members upon activation of the ODPM NEOC.

1.1.5.1 The Chief Executive Officer, Government Information Services Limited shall take the following actions:

- Issue a ‘Note to editors’ on the threatened event to media houses and cable television providers, advising that arrangements be put in place to transmit round the clock information to the public upon issue of a Hurricane Watch.
- Arrange for a Press Release asking only workers in essential services to report to work and for the public to cooperate with the disaster management authority to evacuate specific areas, move to shelter, close schools and take precautionary measures.
1.1.5.2. Communications Units in Public Service Agencies to
- Activate an emergency team led by the Head or Manager of the Unit
- Prepare to report to Information Task Group Emergency Operations Centres (Info EOC) established in North, Central and South Trinidad.
- Test communications equipment
- Schedule staff to work at Info EOC’s and ODPM NEOC
- Fuel Information Task Force Members vehicles
- Arrange for transport of Information Task Group Members to EOC locations.

1.1.6 ON ISSUE OF THE HURRICANE WATCH
The Chief Executive Officer, Government Information Services Limited after consultation with the CEO of the ODPM/Director of the NEOC, to call second Information Task Force Meeting to
- Confirm the state of readiness
- Pre-position as necessary Information Task Force staff & equipment
- Establish arrangements for the movement of essential staff
- Issue a coordinated information release to the media on public safety on preparedness and precautions information in accordance with pre-established procedures
- Record/ broadcast a message to the nation by the Prime Minister asking the public to cooperate with the disaster management authority upon issue of advisories to evacuate specific areas, move to shelters, close schools and for only workers in essential services to report to work.

1.1.7 ON ISSUE OF THE HURRICANE WARNING:
The CEO, Government Information Services Limited after consultation with the CEO of the ODPM/Director of the NEOC to
- Deploy Information Task Force Members to the NEOC.
- Pre-position as necessary Information Task Force staff & equipment for delivery of the Prime Minister’s recorded address to the nation.
- Establish arrangements for the movement of essential staff and for delivery of the Prime Ministers address to the nation to Media Houses as and when it becomes necessary.

1.1.7.1 Ministry of National Security/Office of Disaster Preparedness & Management through the Information Task Force staff assigned to the ODPM NEOC to:
- Issue information releases to media and public safety advisories on preparedness and precautions information in accordance with pre-established procedures.
- Determine the appropriate time to deliver to the media the recorded Prime Minister’s address to the nation

1.1.8 DURING THE STORM / HURRICANE:
ODPM to:
Monitor event from its EOC. Information Task Force Staff at ODPM NEOC to issue timely coordinated information and press releases in accordance with pre-established procedures to:
- Media and public safety advisory on preparedness and precautions information in accordance with established procedures

Updated: - April 2011
CDERA
Sub-Regional Focal Group countries (Grenada & Guyana)
Trinidad & Tobago international missions & other relevant agencies through Ministry of Foreign Affairs

1.1.9 IMMEDIATE POST IMPACT OF STORM / HURRICANE:
(3-6 hours after the all clear has been issued by the Meteorological Services)
Inter-ministerial Team members to
✓ Dispatch critical resources as required
✓ Undertake rapid (qualitative) damage assessment and needs analysis (DANA)
✓ Provide feedback to ODPM NEOC

1.1.9.1 ODPM NEOC
✓ Prioritize and address needs in order of the preservation of life, shelter, potable water, and other needs.
✓ Issue timely coordinated information releases in accordance with established procedures to
  ▪ Media
  ▪ CDERA
  ▪ Sub-Regional Focal Group countries ((Grenada & Guyana)
  ▪ To Trinidad & Tobago international missions & other relevant agencies (through Ministry of Foreign Affairs)

1.1.9.2 CEO, ODPM to advise Minister on whether there is the need to make Declaration of Disaster based upon rapid DANA feedback
(Ministries should begin implementing detailed DANA for completion within 48-60 hours of the all clear)

1.1.10 POST IMPACT OF STORM / HURRICANE:
(18-48 hours after all clear and onward)
✓ Meeting of Inter-Ministerial Team at 09:00 to
  Assess situation and coordinate emergency response
✓ Begin implementing rehabilitation and recovery actions
✓ Coordinate public information on the state of emergency.
These meetings will continue daily until the emergency phase moves to the recovery phase.

In collaboration with the Inter-ministerial Team, the CEO, ODPM will:
✓ Issue the stand down for the ODPM NEOC
✓ Declare the event has moved from the emergency response phase to the recovery phase

1.1.10.1 CEO, ODPM to brief Minister of National Security, Permanent Secretary, Ministry of National Security and/or the Prime Minister.

1.1.10.2 Information Task Force Staff at ODPM NEOC to issue coordinated information / releases in accordance with pre-established procedures to:
✓ Media
✓ CDERA

Updated: - April 2011
Sub-Regional Focal Group
Ministry of Foreign Affairs to issue to T&T international missions & other relevant agencies

1.2 STAND DOWN TO TROPICAL STORM / HURRICANE CONTINGENCY PLAN
This contingency plan is stood down when the CEO, Office of Disaster Preparedness & Management, in consultation with the Inter-Ministerial Team declares that the event has moved from the emergency response phase to the recovery phase.

1.3 REVIEW
Each sector is requested to undertake a review of its overall disaster management involvement in the event. Further a review of the emergency will be hosted by the Office of Disaster Preparedness & Management for its Task Force within 6 months of the event to:
- To determine whether all the emergency needs have been met.
- Identify and request needed resources.
- Incorporate lessons learned from the experiences into the overall national disaster emergency management system.
- Improve planning, coordination, response, rehabilitation and recovery.
- Identify and develop training programmes required.
- Record the event experience for the benefit of Municipal Corporations.
- Identify and initiate mitigation works required.
- Record the event experience for the benefit of other Caribbean states.

1.4 MESSAGES
1.4.1 TROPICAL STORM / HURRICANE EMERGENCY ALERT MESSAGES:
Message No.:1

1. When: On “Emergency Standby”.
2. Frequency: At least once on “Tropical Depression” advisory.
3. Suggested text: To be disseminated following the actual “Tropical depression” advisory.

“Note to Editors:
The Meteorological Service has advised that Tropical Depression (name given) was about 100 hours away from Trinidad and Tobago at (time and date).

The Chief Executive Officer, Government Information Services Limited has the responsibility to activate an Information Task Group in the event of a national emergency and although the tropical depression is not yet a direct threat to the country, media houses are advised to put in place arrangements to transmit emergency messages to the population should this become necessary.
Certain precautionary measures should be taken at this time. These are:
1) Begin testing emergency electrical power generation equipment;
2) Develop and maintain the best possible direct communications link with the Office of Disaster Preparedness and management (ODPM) by VHF, or other means.
3) Implement plans to enable your media house to meet its broadcast warning responsibilities including scheduling staff to work over the emergency period.

Updated: - April 2011
4) Plan for broadcast even under a worst case scenario. (Equipment malfunction, personnel absences)
5) Make sure all editorial staff including all presenters; know how to handle every type of warning message.

1.4.2 INFORMATION TASK GROUP FOR TROPICAL STORM/HURRICANE

Information Task Group Members include Communications Specialists/Officers of the following Ministries and Agencies:

1. Government Information Service Limited (Information Task Force activation)
2. T&T Fire Service (Survey and Investigation/Search and Rescue)
3. T&T Defence Force (Survey and Investigation/Search and Rescue)
4. T&T Police Service (Traffic Control and Law Enforcement)
5. Tobago House of Assembly (Tobago)
6. Ministry of Health (Medical and Public Health)
7. Telecommunications Authority of Trinidad and Tobago (Telecommunications)
8. Ministry of Education (Shelters)
9. Ministry of Community Development (shelters)
11. Ministry of Public Utilities (Public Utilities/Critical Facilities)
12. Port Authority of Trinidad and Tobago (Public Utilities/Critical Facilities)
13. The National Gas Company of Trinidad and Tobago (Public Utilities/Critical Facilities)
14. Water and Sewerage Authority (Public Utilities/Critical Facilities)
15. Ministry of Works and Transport (Heavy Equipment and Transport)
16. PTSC (Heavy Equipment and Transport)
17. Ministry of Energy and Energy Industries (Marine Pollution, Oil Spills and Hazardous Materials)
18. EMA (Marine Pollution, Oil Spills and Hazardous Materials)
19. Meteorological Service (Early Warnings and Evacuation)
20. Seismic Research Unit (Early Warnings and Evacuation)
21. Office of The Prime Minister (Early Warnings and Evacuation)
22. Ministry of Foreign Affairs (External Agencies)
23. Ministry of Social Development (Social Services/Voluntary Agencies)
24. University of West Indies (Mitigation)

1.4.3 TROPICAL STORM / HURRICANE WATCH MESSAGES

Note: All the following messages are to be converted to “ticker tape / scrolling marquee” copy for transmission via cable service providers. Maximum length for “ticker tape” transmissions is 16 words (1000 characters)

Message No.: 1

1. When Broadcast: On “Hurricane/Storm Watch”.
2. Frequency: At least six hourly with every “Hurricane/Storm Watch” issue.
3. Suggested Text: To be broadcast following the actual “Hurricane/Storm Watch” message.

Updated: - April 2011
“This is a message from the ODPM. Although the hurricane / storm is not as yet a direct threat to the country, certain precautionary measures should be taken at this time. These are:

(a) Ensure your transistor radio and torchlight are working (keep spare fresh batteries). Check for other emergency lights, candles, lanterns etc;
b) Check your house roof and secure any loose sheets.
(c) Clear property of loose items that could cause damage by being blown around in a high wind;
(d) Collect water, canned foods, First-aid Kit and medicines you will need;
(e) Fill you vehicle’s gas tank.
(f) Should you be responsible for a boat, secure your vessel.
(g) Listen to your radio and or television for further warning.
(h) Secure your important documents, birth certificates, insurance policies, passport etc in a water-tight container.
(i) Check with your immediate neighbours to ensure that they are aware of the situation.

Should you be new or a visitor to the area, ask what you should do or call the Office of Disaster Preparedness & Management (ODPM) for further information. (refer to contact listing for updated numbers)

Message No.:2

1. When Broadcast: On “Hurricane / Storm Warning”.
2. Frequency: At least three hourly with every “Hurricane / Storm Warning” issued.
3. Suggested Text: To be broadcast immediately following the “Hurricane / Storm Warning” broadcast:

“This is a message from the ODPM. Latest reports indicate that (name of hurricane/storm) is expected to hit Trinidad and Tobago within 24 hours. The following additional precautions should be taken:

a) Board up (or tape) windows and large glass doors;
b) Store loose articles inside the house;
c) Secure animals/pets in a safe place;
d) Fill water containers;
e) Secure your important documents, birth certificates, insurance policies, passport etc in a water-tight container.
f) Store essential items (food, water, first-aid kit, etc.) in the strongest part of your house where you will ultimately locate yourself and your family. This should be your Hurricane/Storm Shelter;
g) If you are not confident that your home can withstand the event, move to a safer location by friends or relatives;
h) Listen to your radio/television for further warnings.”
At this time the ODPM has activated its Emergency Operations Centres in Trinidad and Tobago and its Task Force is

1. Confirming the state of readiness of all essential services
2. Evaluating the risk potential of vulnerable coastal and traditionally flood-prone areas
3. Implementing standby emergency shelter arrangements
4. Pre-positioning emergency response staff and equipment
5. Establishment arrangements for the movement of essential staff

The ODPM will continue to keep the public advised of the situation. Should you need to please call ODPM or Tobago Emergency Management Authority (TEMA) at (refer to contact listing for updated numbers)

**Message No. 3**

1. **When Broadcast:** On “Hurricane/Storm Warning” when it is evident the hurricane/storm is going to strike Trinidad and Tobago or parts thereof
2. **Frequency:** At least hourly
3. **Suggested Text:**
   “This is a message from the ODPM. Hurricane/tropical storm (name) is going to hit us (directly or partially - whichever is applicable). We advise that you:

   a) Stay indoors;
   b) Take refuge in the strongest part of your house;
   c) If necessary protect yourself with mattresses, blankets. Anchor yourself to a strong fixture or get under a strong table;
   d) Beware of the calm “eye”. Remain indoors until you are advised that the hurricane has passed;
   e) Listen to your transistor radio for further information”.

All the emergency services are on full alert at this time. The ODPM Emergency Operations Centres in Trinidad and Tobago and at the Municipal Corporation in your area are monitoring the event and are in contact with the emergency services.

The ODPM will continue to keep the public advised of the situation. Should you need to, please call the ODPM or TEMA at (refer to contact listing for updated numbers)

**Message No: 4**

1. **When Broadcast:** On “Hurricane/Storm Watch/Warning” after impact and hurricane/storm is abating with winds less than 70 km/h.
2. **Frequency:** Hourly
3. **Suggested Text:** To broadcast immediately following the “Hurricane/Storm Watch/Warning” message.
   “This is a message from the ODPM. (Name hurricane/storm) has passed over Trinidad and Tobago, However, the threat is not yet over. Survey and reconnaissance teams are out to assess damage and determine needs assistance required. You are advised to:
   a) Remain indoors;
   b) Listen to your transistor radio/television for information and instructions;
c) Do not jam the telephone exchange with non-essential calls;

d) If you are in need of emergency assistance (life and death matter), then call

1. Fire Services 990;
2. Police 999;
3. EHS
4. ODPM, or contact the
5. Municipal Corporation in your area

At this time the emergency services including the ODPM and its Task Forces are:

1. Assessing the situation and coordinating emergency response and needs
2. Implementing emergency relief, rehabilitation and recovery actions.

The ODPM will continue to keep the public advised of the situation. Should you need to, please call the ODPM or contact your Municipal Corporation. (Refer to contact listing for updated numbers)

Message No. 5:

1. When Broadcast: On confirmation of (initial) damage assessment
2. Frequency: To be decided at the time.
3. Suggested Text:

“This is a message from the ODPM. At this time......am/pm, the (initial) damage assessment from (name hurricane/storm) indicates that (insert the Situation Report Summary). At this time the emergency services including the ODPM and its Task Force continue to:

✓ Assess the situation and coordinate emergency response needs
✓ Implement emergency relief, rehabilitation and recovery.

The ODPM will continue to keep the public advised of the situation. Should you need to please call the ODPM or your Municipal Corporation. (Refer to contact listing for updated numbers).

The public is advised to:

1. Keep transportation routes clear for the emergency services and utility companies
2. REPORT ALL DAMAGE TO THE FIRE SERVICES also:
1. **Keep tuned to your radio or television** stations for advice and instructions from officials on:
   a) Where to go to obtain necessary medical care in your area;
   b) Where to go for necessary emergency assistance for housing, clothing, food, etc.;
   c) Ways to help yourself and your community recover from the emergency.
2. **Use extreme caution** in entering or working in buildings that may have been damaged or weakened by the disaster; they may collapse without warning. Also, be aware that there may be gas leaks or electrical short circuits.
3. Don’t take lanterns, naked lights, or lighted cigarettes into buildings that have been damaged by a hurricane; there may be leaking gas lines or flammable material present. **Use battery-powered flashlights, spotlights, etc.**
4. **Stay away from fallen or damaged electricity wires**, as these may still be dangerous. Notify T&T, the Police or the Fire Department.
5. **Check for leaking gas** pipes in your home. Do this by smell, don’t use matches or candles. If you smell gas:

Updated: - April 2011
i. Open all windows and doors;
ii. Turn off the main gas valve at the meter;
iii. Leave the house immediately;
v. Do not re-enter the house until you are told it is safe to do so.

6. **If any of your electrical appliances are wet, first turn off the main power switch in your house,** then unplug the wet appliance, dry it out, reconnect it, and finally, turn on the main power switch. (Caution: Do not do any of these things while you are wet or standing in water.) If fuses blow when the electric power is restored, turn off the main power switch again and then inspect for short circuits in your home wiring, appliances and equipment.

7. **Check your food and water supplies before using them.** Foods that require refrigeration may be spoiled if electric power has been off for some time. Also, do not use fresh food that has come in contact with floodwaters.

8. **Stay away from disaster areas.** Sightseeing could interfere with first aid or rescue work, and may be dangerous as well.

9. **Don’t drive unless necessary,** but if you must, drive with caution. Watch for hazards to yourself and others, and report them to local police or fire department officials.

10. **Report broken sewer or water mains to the WASA.**

The ODPM will keep the public advised further, as more information becomes available”.

**Message No. 6**

1. **When:** On “All Clear”
2. **Frequency:** To be decided at the time
3. **Suggested Text:**

“This is a message from the ODPM. This is the All Clear signal. The hurricane/storm (name) has passed and is no longer an immediate threat to Trinidad and Tobago. Should you require any assistance you should report to or contact the nearest Fire, Police Station”.

Updated: - April 2011
Additional Tropical Storm/ Hurricane Emergency Alert Messages:

1. Shelters and Local Government Emergency Management Task Groups:
   a) In case of evacuation, persons should carry with them to the nearest shelter, 3 days supply of non perishable, ready to eat foods and a gallon of drinking water per person.
   b) Secure their homes inform the local police and leave for the nearest shelter in adequate time and during safe travelling conditions.
   c) The location of Shelters and Local Emergency Operations Centres that will be activated on issue of a Tropical Storm/ Hurricane Watch announcement by the Meteorological Service.
   d) Heavy Flooding usually occurs following the passage of a Tropical Storm/ Hurricane. Persons in flood prone areas should prepare as follows: (flood preparation tips)

2. The Public Utilities/ Critical Task Group:
   a) Keep away from fallen electrical lines
   b) (Similar appropriate early messages from other agencies under this group)

3. The Traffic Control and Law Enforcement Task Group:
   a) Police Officers will be on duty at key intersections, gas stations and supermarkets. In the event of emergency evacuation of Port of Spain follow the directions of the police officers on duty.
   b) Similar appropriate messages

4. Heavy Equipment and Transport:
   a) Heavy equipment contractors to be on standby at strategic locations throughout the country.
   b) Similar appropriate messages
2. STANDARD OPERATING PROCEDURE
2.1 ITG Response Plan for Earthquakes and Aftershocks

2.1.1 PURPOSE
To specify the Standard Operating Procedures for the Information Task Group for earthquakes and aftershocks.

2.1.2 ASSUMPTION
The UWI Seismic Research Centre will provide detailed phenomena information within half an hour after impact.

2.1.3 HISTORY
1766 Close to Trinidad. Magnitude > 8
Total destruction of all masonry buildings in Trinidad. Complete destruction of the economy. Casualties and cost unknown.

1918 Magnitude = 6½
North-west of Trinidad. Most masonry buildings in Port-of-Spain destroyed.

1954 Magnitude = 6½ North of Trinidad
In Port-of-Spain good quality masonry structures collapsed. The number of similar structures has increased since then by a factor of more than ten. There has been considerable unplanned development on reclaimed land close to the epicentre and the population has doubled. A repeat of this event would be disastrous. An increase in magnitude by one unit would be catastrophic. The effect of a repeat of the 1766 earthquake is unimaginable.

2.1.4 ACTIVATION OF EMERGENCY STANDBY:

This plan will be activated by the Chief Executive Officer, Government Information Services Limited after consultation with the CEO of the Office of Disaster Preparedness & Management (ODPM) and upon issue by the UWI Seismic Research Centre of an advisory that an earthquake has occurred and that aftershocks are likely in Trinidad and Tobago.

ACTIONS:
On issue of Earthquake and Aftershock Advisory –
The Chief Executive Officer, Government Information Services Limited shall call an Information Task Group Meeting to:

- Brief communications specialists and coordinate preparations. Refer to Appendix
- Coordinate public information on the state of preparedness.
- Circulate an emergency contact information sheet among communications specialists attending the meeting.
- Identify suitable locations in North, Central and South Trinidad to establish Information Task Group Emergency Operations Centres (InfoEOC)
- Prepare a work schedule for Information Task Group Members upon activation of the ODPM Emergency Operations Centre (EOC).
2.1.5.1 The Chief Executive Officer, Government Information Services Limited shall take the following actions:

Issue a ‘Note to editors advising media houses and cable television providers, that arrangements be put in place to transmit round the clock information to the public on impact of an earthquake and likely impact of aftershocks. These include:

- **Collapsing buildings, walls, bridges, falling furniture or objects, shattering glass windows and mirrors.** Debris from collapsing structures is one of the principal dangers during an earthquake since the impact of large, heavy objects can be fatal to human beings. Earthquakes sometimes cause glass windows and mirrors to shatter and this is also quite dangerous. Earthquake aftershocks can result in the complete collapse of buildings that were damaged during an earthquake.

- **Falling electricity lines.** Earthquakes can cause electricity poles to fall and live wires to become exposed or to start fires.

- **Ruptured gas lines and spillage of flammable substances.** Earthquake generated fires can cause widespread destruction. Escaping gas from broken gas lines and the toppling of containers with flammable substances (e.g. kerosene, household chemicals, etc.) present a significant threat of explosions and fires, which can cause death and destruction of property. Additionally, water pipes are sometimes ruptured during an earthquake and this compounds the problem of controlling such fires.

- **Rock slides and/or landslides on mountains and hillsides.** During an earthquake, large rocks and portions of earth high up in the hills can become dislodged and rapidly roll or slide down into the valleys.

- **Floods caused by the collapse of dam walls.** Earthquakes can cause dam walls to crack and eventually collapse, sending raging waters into surrounding areas and causing severe flooding.

- **Tsunamis.** A tsunami is a large sea wave or series of waves that can be generated by an earthquake. Large tsunamis can completely devastate low-lying coastal areas.

- **Liquefaction.** When sediments with high water content are subjected to prolonged shaking, the pressure of the water held in pores in the sediment gradually increases eventually, the sediments lose all cohesive strength and begin to behave as if they were liquids. Building and other structures sink into the ground or overturn and buried tanks and other cavities rise to the surface. This is known as liquefaction. Liquefaction occurred during the earthquake of 1692 in Jamaica and was responsible for the destruction of the town of Port Royal. Over the past few decades, many parts of the Eastern Caribbean have become increasingly vulnerable to liquefaction because of the increased use of reclaimed land for urban development.

Arrange for a recorded message to the nation by the Prime Minister or a Press Release asking only workers in essential services to report to work and for the public to cooperate with the disaster management authority to evacuate specific areas, move to shelter, close schools and take precautionary measures.
2.1.5.2 Communications Units in Public Service Agencies to
- Activate an emergency team led by the Head or Manager of the Unit
- Prepare to report to Information Task Group Emergency Operations Centres (Info EOC) established in North, Central and South Trinidad.
- Test communications equipment
- Schedule staff to work at Info EOC’s and ODPM NEOC
- Fuel Information Task Force Members’ vehicles
- Arrange for transport of Information Task Group Members to EOC locations.

2.1.6 ON ISSUE OF THE EARTHQUAKE AND AFTERSHOCK WARNING

The Chief Executive Officer, Government Information Services Limited, after consultation with the CEO of the ODPM/Head of the NEOC, to call second Information Task Force Meeting to
- Confirm the state of readiness
- Pre-position as necessary Information Task Force staff & equipment
- Establish arrangements for the movement of essential staff
- Issue a coordinated information release to the media on public safety on preparedness and precautions information in accordance with pre-established procedures
- Record/ broadcast a message to the nation by the Prime Minister asking the public to cooperate with the disaster management authority upon issue of advisories to evacuate specific areas, move to shelters, close schools and for only workers in essential services to report to work.

2.1.7 ON ISSUE OF THE EARTHQUAKE AND AFTERSHOCK WARNING:

The Chief Executive Officer, Government Information Services Limited, after consultation with the CEO of the ODPM/Head of the NEOC, to
- Deploy Information Task Force Member to the NEOC.
- Pre-position as necessary Information Task Force staff & equipment for delivery of the Prime Minister’s recorded address to the nation.
- Establish arrangements for the movement of essential staff and for delivery of the Prime Minister’s address to the nation to Media Houses as and when it becomes necessary.

Ministry of National Security/Office of Disaster Preparedness & Management through the Information Task Force staff assigned to the ODPM NEOC to
- Issue information releases to media and public safety advisories on preparedness and precautions information in accordance with pre-established procedures.
- Determine the appropriate time to deliver to the media the recorded Prime Minister’s address to the nation.

Updated: - April 2011

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2.1.8  DURING THE EARTHQUAKE AND AFTERSHOCK:

7.1.8.1 ODPM to:

Monitor event from its NEOC. Information Task Force Staff at ODPM NEOC to issue timely coordinated information and press releases in accordance with pre-established procedures to:

- Media and public safety advisory on preparedness and precautions information in accordance with established procedures.
- CDERA
- Sub-Regional Focal Group countries (Grenada & Guyana). Refer to Appendix
- Trinidad & Tobago international missions & other relevant agencies (through Ministry of Foreign Affairs).

2.1.9 IMMEDIATE POST EARTHQUAKE AND AFTERSHOCK WARNING:

(1-3 hours after the all clear has been issued by the UWI Seismic Research Centre)

Inter-Ministerial Team members to

1. Dispatch critical resources as required
2. Undertake rapid (qualitative) Damage Assessment and Needs Analysis.
3. Provide feedback to ODPM EOC

ODPM NEOC

1. Prioritize and address needs in order of the preservation of life, shelter, potable water, and other needs.
2. Issue timely coordinated information releases in accordance with established procedures to
   - Media
   - CDERA
   - Sub-Regional Focal Group countries (Grenada & Guyana)
   - To Trinidad & Tobago international missions & other relevant agencies (through Ministry of Foreign Affairs)

CEO, ODPM to advise Minister on whether there is the need to make Declaration of Disaster based upon rapid DANA feedback (Ministries should begin implementing detailed DANA for completion within 48-60 hours of the all clear)

2.1.10 POST IMPACT OF EARTHQUAKE AND AFTERSHOCK:

(0-6 hours after all clear and onward)

- Meeting of Inter-Ministerial Team to assess situation and coordinate emergency response
- Begin implementing rehabilitation and recovery actions
- Coordinate public information on the state of emergency.

These meetings will continue daily until the emergency phase moves to the recovery phase.

Updated: - April 2011
In collaboration with the Inter-Ministerial Team, the Director, ODPM will:
1. Issue the stand down for the ODPM NEOC
2. Declare the event has moved from the emergency response phase to the recovery phase

CEO, ODPM to brief Minister of National Security, Permanent Secretary Ministry of National Security and/or the Prime Minister.

Information Task Force Staff at ODPM NEOC to issue coordinated information/releases in accordance with pre-established procedures to:
1. Media
2. CDERA
3. Sub-Regional Focal Group
4. (Ministry of Foreign Affairs to issue to T&T international missions & other relevant agencies)

2.2 STAND DOWN TO EARTHQUAKE AND AFTERSHOCK CONTINGENCY PLAN
This contingency plan is stood down when the CEO, Office of Disaster Preparedness & Management, in consultation with the Inter-Ministerial Team declares that the event has moved from the emergency response phase to the recovery phase.

2.3 REVIEW
Each sector is requested to undertake a review of its overall disaster management involvement in the event. Further a review of the emergency will be hosted by the ODPM for its Task Force within 6 months of the event to:
✓ To determine whether all the emergency needs have been met.
✓ Identify and request needed resources.
✓ Incorporate lessons learned from the experiences into the overall national disaster emergency management system.
✓ Improve planning, coordination, response, rehabilitation and recovery.
✓ Identify and develop training programmes required.
✓ Record the event experience for the benefit of Municipal Corporations.
✓ Identify and initiate mitigation works required.
✓ Record the event experience for the benefit of other Caribbean states.

2.4 MESSAGES
2.4.1 EARTHQUAKE AND AFTERSHOCK WARNING EMERGENCY ALERT MESSAGES:

Message No.:1

- When: On “Emergency Standby”.
- Frequency: At least once on “Earthquake Advisory”
- Suggested text: To be disseminated following the actual “Earthquake” advisory.
“Note to Editors:

The Seismic Research Centre has advised that an earthquake was experienced about 100 miles away from Trinidad and Tobago at (time and date)

The Chief Executive Officer, Government Information Services Limited has the responsibility to activate an Information Task Group in the event of a National Emergency and although the earthquake presents no direct threat to the country, media houses are advised to put in place arrangements to transmit emergency messages to the population should this become necessary.

Certain precautionary measures should be taken at this time.

These are:

i. Begin testing emergency electrical power generation equipment;
ii. Develop and maintain the best possible direct communications link with the ODPM by VHF, or other means.
iii. Implement plans to enable your media house to meet its broadcast warning responsibilities. (Schedule staff to work over the emergency period)
iv. Plan for broadcast even under a worst case scenario. (Equipment malfunction, personnel absences)
v. Make sure all editorial staff including all presenters; know how to handle every type of warning message.

2.4.2 INFORMATION TASK GROUP FOR EARTHQUAKES AND AFTERSHOCKS

Information Task Group Members include Communications Specialists/Officers of the following Ministries and Agencies:

1. Government Information Service Limited (Information Task Force activation)
2. T&T Fire Service (Survey and Investigation/Search and Rescue)
3. T&T Defence Force (Survey and Investigation/Search and Rescue)
4. T&T Police Service (Traffic Control and Law Enforcement)
5. Tobago House of Assembly (Tobago)
6. Ministry of Health (Medical and Public Health)
7. Telecommunications Authority of Trinidad and Tobago (Telecommunication)
8. Ministry of Education (Shelters)
9. Ministry of Community Development (shelters)
11. Ministry of Public Utilities (Public Utilities/Critical Facilities)
12. Port Authority of Trinidad and Tobago (Public Utilities/Critical Facilities)
13. The National Gas Company of Trinidad and Tobago (Public Utilities/Critical Facilities)
14. Water and Sewerage Authority (Public Utilities/Critical Facilities)
15. Ministry of Works and Transport (Heavy Equipment and Transport)
16. PTSC (Heavy Equipment and Transport)
17. Ministry of Energy and Energy Industries (Marine Pollution, Oil Spills and Hazardous Materials)
18. EMA (Marine Pollution, Oil Spills and Hazardous Materials)
19. Meteorological Service (Early Warnings and Evacuation)
20. Seismic Research Unit (Early Warnings and Evacuation)
21. Office of The Prime Minister (Early Warnings and Evacuation)
22. Ministry of Foreign Affairs (External Agencies)
23. Ministry of Social Development (Social Services/Voluntary Agencies)
24. University of West Indies Seismic Research Centre (Mitigation)

2.4.3 EARTHQUAKE MESSAGES

Note: All the following messages are to be converted to “ticker tape / scrolling marquee” copy for transmission via cable service providers. Maximum length for “ticker tape” transmissions is 16 words (1000 characters)

Message No.: 1

- **When** Broadcast: On “Earthquake Advisory”.
- **Frequency**: At least six hourly with every “Earthquake Advisory” issue.
- **Suggested** Text: To be broadcast following the actual “Earthquake Advisory” message.

“This is a message from the ODPM. The Seismic Research Centre has indicated that an earthquake measuring 6.5 on the Richter scale was felt in the Western Peninsula today at (time). Safety measures should be taken at this time. These are:

- Check for fires;
- Check Utilities - shut off if necessary;
- Check your house for serious damage - evacuate if there's threat of collapse;
- Check for injuries - administer First Aid;
- Collect water;
- Be prepared for more earthquake tremors or aftershocks;
- Turn on a transistor radio for emergency bulletins.
- Stay away from landslide-prone areas.
- Stay away from buildings that may have been damaged or weakened by the earthquake.
- Keep the streets clear for the passage of emergency and rescue vehicles.
- Clear up hazardous materials;
- Assist others;
- Stay away from landslide prone areas;

**DON’T**

Do not light a match or turn on a light switch. Use a flashlight!
- Do not touch fallen power lines;
- Do not use telephone except in extreme emergency;
- Do not go to the beach to watch for giant sea waves;
- Do not go sightseeing! Keep the streets clear for the passage of emergency and rescue vehicles;
- Do not attempt to move seriously injured persons unless they are in danger of further injury;
- Do not use your telephone, except for a medical or fire emergency. You could tie up the lines needed for emergency response. If the phone doesn't work send someone for help; however

Updated: - April 2011
It may be difficult for firefighters, police, army or other emergency personnel to reach you immediately but they will respond as soon as they can.

Should you be new or a visitor the area, ask what you should do or call the ODPM for further information. More information on precautions is available in your telephone directory”.

Message No.:2

1. When Broadcast: On “Earthquake aftershock advisory”.
2. Frequency: At least once hourly with every “Earthquake aftershock advisory” issued.
3. Suggested Text: To be broadcast immediately following the “Earthquake advisory” broadcast:

“This is a message from the ODPM. Latest reports indicate that Trinidad and Tobago will experience earthquake aftershocks over the next 24 hours. The following additional precautions should be taken:

- Turn on a transistor radio for emergency bulletins.
- Stay away from landslide-prone areas.
- Collect water;
- Stay away from buildings that may have been damaged or weakened by the earthquake.
- Keep the streets clear for the passage of emergency and rescue vehicles.
- Clear up hazardous materials;
- Assist others;
- Stay away from landslide prone areas;

We remind persons that during the earthquake aftershocks they should

- Try to stay calm and do not panic
- If inside, do not run outside of the building
- Get under a sturdy desk, table or bed, protect your head and eyes and hold onto the desk/table or stand in a strong doorway and be careful of swinging doors
- Stay away from glass, mirrors, windows and objects that might shatter
- Do not use elevators
- If on the street, move into the open away from buildings
- If driving, bring your car safely to a stop at the side of the road, away from electricity poles, lines, bridges and trees. Remain in the vehicle.

At this time the ODPM has activated its National Emergency Operations Centres in Trinidad and Tobago and its Task Force is

1. Confirming the state of readiness of all essential services
2. Evaluating the risk potential of vulnerable areas
3. Implementing standby emergency shelter arrangements
4. Pre-positioning emergency response staff and equipment
5. Establishment arrangements for the movement of essential staff

The ODPM will continue to keep the public advised of the situation. Should you need to please call ODPM or TEMA. (refer to contact listing for updated numbers)

Updated: - April 2011
Message No. 3:

1. When Broadcast: On confirmation of (initial) damage assessment
2. Frequency: To be decided at the time.
3. Suggested Text:

“This is a message from the ODPM. At this time......am/pm, the (initial) damage assessment indicates that (insert the Situation Report Summary).

At this time the emergency services including the ODPM and its Task Force continue to:

- Assess the situation and coordinate emergency response needs
- Implement emergency relief, rehabilitation and recovery.

The ODPM will continue to keep the public advised of the situation. Should you need to please call the ODPM or your Municipal Corporation. (refer to contact listing for updated numbers)

The public is advised to:

- Keep transportation routes clear for the emergency services and utility companies
- REPORT ALL DAMAGE TO THE FIRE SERVICES also:
  i. **Keep tuned to your radio or television** stations for advice and instructions from officials on
     1. Where to go to obtain necessary medical care in your area;
     2. Where to go for necessary emergency assistance for housing, clothing, food, etc.;
     3. Ways to help yourself and your community recover from the emergency.
  ii. **Use extreme caution** in entering or working in building that may have been damaged or weakened by the disaster; they may collapse without warning. Also, be aware that there may be gas leaks or electrical short circuits.
  iii. Do not take lanterns, naked lights, or lighted cigarettes into buildings that have been damaged by an earthquake; there may be leaking gas lines or flammable material present. **Use battery-powered flashlights, spotlights, etc.**
  iv. **Stay away from fallen or damaged electricity wires**, as these may still be dangerous. Notify T&TTEC, or the Police or the Fire Department.
  v. **Check for leaking gas** pipes in your home. Do this by smell, don’t use matches or candles. If you smell gas:
     1. Open all windows and doors;
     2. Turn off the main gas valve at the meter;
     3. Leave the house immediately;
     4. Notify the gas company of the Fire Service; and
     5. Do not re-enter the house until you are told it is safe to do so.
  vi. **If any of your electrical appliances are wet, first turn off the main power switch in your house**, then unplug the wet appliance, dry it out, reconnect it, and finally, turn on the main power switch. (Caution: Do not do any of these things while you are wet or standing in water.) If fuses blow when the electric power is restored, turn off the main power switch again and then inspect for short circuits in your home wiring, appliances and equipment.
  vii. **Stay away from disaster areas.** Sightseeing could interfere with first aid or rescue work, and may be dangerous as well.
viii. **Do not drive unless necessary**, but if you must, drive with caution. Watch for hazards to yourself and others, and report them to local police or fire department officials.

ix. **Report broken sewer or water mains to the WASA.**

The ODPM will keep the public advised further, as more information becomes available”.

**Message No. 4**

4. **When:** On “All Clear”  
5. **Frequency:** To be decided at the time  
6. **Suggested Text:**

“This is a message from the ODPM. This is the All Clear signal. Trinidad and Tobago is no longer threatened by the earthquake or aftershocks. Should you require any assistance you should report to or contact the nearest station.”
Other Messages

Earthquake and Aftershock Emergency Alert Messages:

5. **Shelters and Local Government Emergency Management Task Groups:**
   a) In case of evacuation, persons should carry with them to the nearest shelter, 3days supply of non perishable, ready to eat foods and a gallon of drinking water per person.
   b) Secure their homes, inform the local police, and leave for the nearest shelter in adequate time and during safe travelling conditions.
   c) The location of Shelters and Local Emergency Operations Centres that will be activated on issue of a Earthquake and Aftershock emergency announcement by the UWI Seismic Research Centre.

6. **The Public Utilities/ Critical Task Group:**
   a) Keep away from fallen electrical lines
   b) Similar appropriate early messages from other agencies under this group
   c) **The Traffic Control and Law Enforcement Task Group:**
   d) Police Officers will be on duty at key intersections, gas stations and supermarkets. In the event of emergency evacuation of Port of Spain follow the directions of the police officers on duty.
   e) Similar appropriate messages

7. **Heavy Equipment and Transport:**
   a) Heavy equipment contractors to be on standby at strategic locations throughout the country.
   b) Similar appropriate messages
POTENTIAL CRISIS SCENARIOS

A crisis would typically have one or more of the following characteristics:
- Significant impact on the staging of the Summit of the Americas
- Represents a widespread risk to the safety or well being of dignitaries and other personnel during the period of the Summit
- Result in extensive media and public scrutiny
- Represents a significant risk to the GoRTT reputation
- Represents an actual or perceived threat to the public
- Has the potential to escalate to an international crisis

ROLE OF THE ITG:
The role of the ITG in the instance of the following:
1. Security (Terrorism/Bombings)
2. Protest by the public
3. Food poisoning

SCENARIO 1 - Terrorism/Bomb threat at the venue
Purpose
To specify the Standard Operating Procedures for the Information Task Group in the event of a security threat such as terrorism/bomb threat.

Assumption
The Trinidad and Tobago Police Service will provide detailed information about the event.

Standard Operating Procedure
This plan will be activated by the ITG Director after consultation with the CEO ODPM, Director ODPM and the Inter-Ministerial Team for Disaster Management who will assess the situation and determine response.

Actions
On agreement that a statement is to be made, the ITG Director shall implement the response plan to ensure coordinated and timely public information on the event. Such information will include details on
1. What is happening?
2. What to do if you or others are in the immediate area of the blast(s) and have been seriously injured?
3. What to do if you are in the immediate area of the blast(s) but have not been injured or you have minor injuries?
4. What to do if you live in the surrounding area?
5. What kind of injuries might be caused by a bomb?
6. What is being done and how to get more information?
SAMPLE COMMUNICATION IN THE EVENT OF TERRORISM/BOMB THREAT AT THE VENUE

SCENARIO DESCRIPTION
A bomb has gone off at one of the venues, killing and injuring a number of persons

Message Template for the First Minutes for all Emergencies

The template could be used in the first minutes after a suspected incident when little is known.

1. This is an urgent message from the ODPM.
2. Officials [emergency, public health, etc.] believe there has been a serious incident [describe incident including time and location] in ______________ area.
3. At this time, we do not know the cause or other details about the incident.
4. Law enforcement officials and other security personnel are investigating and will provide updated information as soon as possible.
5. Stay informed and follow the instructions of officials so you can protect yourself, your family and your community.
6. Give specific information about when and how the next update will be given

When more information is known, additional messages could be added about what is happening, the actions people should take to protect themselves and others and where to go for more information.

SAMPLE FOLLOW UP COMMUNICATION

Sample Holding Statement
A bomb went off at XXX this (morning/afternoon/evening) at XXXX today.

XXXX number of persons were killed and xxx persons were seriously injured and are receiving treatment at the XXX Hospital.

The Government of Trinidad and Tobago deeply regrets this loss of life and is in the process of communicating with the families of the deceased. No names of the deceased and injured will be revealed until the families have been notified

The XXX hotel has received significant damage in the area of the XXX and an announcement will be made about the continuation of meetings which were scheduled for this venue shortly.

The source and perpetrators of the attack are still unknown but local, regional and international law enforcement have secured the venue.

A full investigation into the attack has already begun and more information will be provided once it is available.
Sample Q&As

Question:
Has any person or group claimed responsibility for this act of terrorism?

Answer:
We are not prepared to label this tragedy as an act of terrorism or otherwise at this time, as we do not yet have sufficient information as to who or what was responsible for the explosion and we will not speculate.

Question:
Who were the victims?

Answer:
We know at this time that there were (number) persons who lost their lives and (number) injured. We are taking steps to identify those persons correctly and ensure that the families of those who have been injured or who lost their lives are notified. When we are satisfied that this has been achieved, we will release further information on them to the concerned public.

Question:
Who do you think were the targets of these bombings?

Answer:
It is too early in our investigation to answer this question definitively and we would not want to speculate. The security team which includes regional and international experts is vigorously investigating and taking measures to ensure that no further incidents occur. Our primary concern now is with the injured and the families of those involved as well as the safety and security of all persons at the conference venues.

Question:
Are you sure that there are no other explosives at the venue?

Answer:
Our explosives experts have done a thorough check of the hotel and have reported that they are confident there are no other explosives in the hotel.

Question:
With all of the security measures in place for the Summit of the Americas how was it possible for a bomb to be placed in the hotel.

Answer:
This is the question that our security team is currently working towards answering. Until the investigation is complete, we ourselves do not know and will not speculate.
Additional information to be provided:

**What should you do if you are in the immediate area of the blast but have not been injured**

- Follow emergency responders’ and health officials’ directions.
- If you or others have life-threatening injuries, such as severe bleeding or burns, chest pains, or difficulty breathing, provide first aid and seek help from officials or others at the scene. Call 999 if no one is at the scene to help you.
- If you are indoors and your building is not damaged, stay there until officials tell you it is safe to leave. Stay indoors to avoid injury from debris.
- If you are in a vehicle, follow emergency workers’ directions, avoid the area, and continue to listen to the radio for up-to-date information.

**What to do if you live in the surrounding area (clarify surrounding area as needed)**

- If you live in the area surrounding the blast(s), stay away from the area of the blast and follow the officials’ instructions.
- While the physical injuries from this bomb may be limited to people in a small area, the intent is to cause widespread fear and uncertainty.
- Emergency responders and police officials are on the scene and are working to determine if there are any other threats in the area.
- To stay as safe as possible avoid public transportation until officials tell you otherwise.
- If you have loved ones who are not with you, and who are not in the area of the blast(s), call them and avoid driving if at all possible to keep the road open for emergency workers.
- To help protect your pets, confine or secure them by bringing them indoors.
- Go to xxxxxx for information from local officials.
- Stay informed by turning to the radio, television or Internet news for updated health and safety announcements.
SCENARIO 2- Protest action:

*Purpose*
To specify the Standard Operating Procedures for the Information Task Group in the event of a security threat such as Protest action at the venue.

*Assumption*
The Trinidad and Tobago Police Service will provide detailed information about the event

*Standard Operating Procedure*
This plan will be activated by the ITG Director after consultation with the CEO ODPM, Director ODPM and if required, the Inter-Ministerial Team for Disaster Management who will assess the situation and determine response.

*Actions*
On agreement that a statement is to be made, the ITG Director shall implement the response plan to ensure coordinated and timely public information on the event. Such information will include details on

1. What is happening? (Refer to Appendix 4)
2. Who are the casualties (release of names and personal details is a police responsibility)? (Refer to Appendix 4)
3. How is the situation being managed?
4. Other characteristics of the situation? (Refer to Appendix 4)
5. What is being done and how to get more information?

SAMPLE COMMUNICATION IN THE EVENT OF PROTEST ACTION AT THE VENUE

SCENARIO DESCRIPTION
A stand-off between security officials and members of the public has escalated into a shoving fight and persons have entered the venue, resulting in a breach of security.

Message Template for the First Minutes for all Emergencies

The template could be used in the first minutes after a suspected incident when little is known.

1. This is a message from the ODPM.
2. Officials [police officials/law enforcement officers] believe there has been a serious incident [describe incident including time and location] in ________________ area.
3. At this time, we do not know the cause or other details about the incident.
4. Law enforcement officials and other security personnel are investigating and will provide updated information as soon as possible.
5. Give specific information about when and how the next update will be given
SAMPLE FOLLOW UP COMMUNICATION

Sample Holding Statement
At XXX am/pm today, an incident occurred at the xxx hotel involving members of the public who were staging protest action XXXXXXX. An escalation of the issue saw some protestors forcibly trying to overstep the cordon created by security personnel which represented a major breech in security. Law enforcement officials were therefore called in to secure the area.

The Trinidad and Tobago Police Service is investigating the incident and will take the necessary steps to avoid future occurrences.

Sample Q&As
Question:
The Trinidad and Tobago Government has invested millions of dollars in security training and expertise to ensure that something like this does not happen to embarrass the country. What went wrong?
Answer:
Clearly what has happened here today is most regrettable Our Security team is investigating how this breach of security occurred that allowed these protestors to overstep the cordon. We will continue to ensure that all measures deemed necessary are put in place to allow the conference to take place in a safe environment as we have done to date. Our main focus at this time is ensuring the safety of all persons at our venues.

Question:
Were there any injuries?
Answer:
(Medical officer to provide specifics if possible) ... if not say: Our medical team is still assessing the injuries.

Question:
Will criminal charges be brought against the persons overstep the cordon?
Answer:
The Police have apprehended (number) persons and it is expected that charges will be brought against them since overstepping the cordon during this conference is a criminal offence.
SCENARIO 3 – Food Poisoning at the venue

Purpose
To specify the Standard Operating Procedures for the Information Task Group in the event of an emergency health threat such as large scale food poisoning at the venue.

Assumption
The Trinidad and Tobago Police Service will provide detailed information about the event.

Standard Operating Procedure
This plan will be activated by the ITG Director after consultation with the CEO ODPM, Director ODPM and if required, the Inter-Ministerial Team for Disaster Management who will assess the situation and determine response.

Actions
On agreement that a statement is to be made, the ITG Director shall implement the response plan to ensure coordinated and timely public information on the event. Such information will include details on
1. What is happening? (Refer to Appendix 4)
2. Who are the casualties (release of names and personal details is a police responsibility)? (Refer to Appendix 4)
3. What are the response and relief activities? (Refer to Appendix 4)
4. Other characteristics of the situation? (Refer to Appendix 4)
5. What is being done and how to get more information?

SAMPLE COMMUNICATION IN THE EVENT OF FOOD POISONING AT THE VENUE

SCENARIO DESCRIPTION
Widespread outbreak of food poisoning has occurred at one of the conference Hotels.

Message Template for the First Minutes for all Emergencies
The template could be used in the first minutes after a suspected incident when little is known.

1. This is an urgent message from the ODPM.
2. Officials [emergency, public health, etc.] believe there has been a serious incident [describe incident including time and location] in ______________ area.
3. At this time, we do not know the cause or other details about the incident.
4. Law enforcement officials and other security personnel are investigating and will provide updated information as soon as possible.
5. Give specific information about when and how the next update will be given

When more information is known, additional messages could be added about what is happening, the actions people should take to protect themselves and others and where to go for more information.

Updated: - April 2011
SAMPLE FOLLOW UP COMMUNICATION

Sample Holding Statement
The Ministry of Health and the Trinidad and Tobago Police Service are currently investigating what appears to be an outbreak of food poisoning at the XXXX.

It has not yet been determined how many persons have been affected and the source of the food poisoning is not confirmed.

The Hotel’s Management Team are working with the relevant authorities to conduct the investigation. Alternative arrangements are already in place to ensure that the highest food preparation and handling standards are being followed.

Sample Q&As
Question:
Have there been any deaths as a result of this food poisoning?
Answer:
Yes or No. We are working closely with health and medical officials to get a clear picture of what is happening as it directly relates to the situation. We have committed to giving our full cooperation as the relevant authorities carry out their investigations. As they update us and more information comes to hand, we will be in a better position to give details relating to this situation.

Question:
What is the suspected source of this food poisoning?
Answer:
A thorough investigation is underway to determine the cause of the reported illnesses.

Question:
What steps are you putting in place to ensure this does not happen again?
Answer:
Alternate arrangements have already been put in place to ensure that the highest food preparation and handling standards are being followed. We will also be stepping up our monitoring of these and other food preparation operations.
SCENARIO 4 – Bioterrorism Threat

A bioterrorism attack is the deliberate release of viruses, bacteria, or other germs (agents) used to cause illness or death in people, animals, or plants. Bioterrorism agents are separated into three categories—A, B, or C depending on how easily they can be spread and the severity of illness or death they cause.
- Category A agents are considered the highest risk and the highest priority.
- Category B agents are the second highest priority.
- Category C agents are the third highest priority and include emerging pathogens that could be engineered for mass spread in the future.

Category A agents include organisms and toxins that pose the highest risk to the public and national security for the following reasons:
1. They can be easily spread or transmitted from person to person
2. They result in high death rates and have the potential for major public health impact
3. They could cause extreme concern and social disruption
4. They require special action for public health preparedness

Purpose
To specify the Standard Operating Procedures for the Information Task Group in the event of an emergency health threat such as a bioterrorism attack.

Assumption
The Ministry of Health will provide detailed information about the event.

Standard Operating Procedure
This plan will be activated by the ITG Director after consultation with the CEO ODPM, Director ODPM and if required, the Inter-Ministerial Team for Disaster Management who will assess the situation and determine response.

Actions
On agreement that a statement is to be made, the ITG Director shall implement the response plan to ensure coordinated and timely public information on the event. Such information will include details on
1. What is happening?
2. What is the specific bioterrorism threat?
3. What are the symptoms?
4. What to do if you are experiencing symptoms and you live in xxx area
5. What to do if you think you might have been exposed
6. What to do if you are concerned
7. What is being done and how to get more information

Updated: - April 2011
SAMPLE COMMUNICATION IN THE EVENT OF BIOTERRORISM THREAT/DISEASE

SCENARIO DESCRIPTION
Notification of bioterrorism threat/disease.

Message Template for the First Minutes for all Emergencies

The template could be used in the first minutes after a suspected incident when little is known.

- This is an urgent health message from the ODPM. Please pay careful attention to this message to protect your health and that of others.
- Public health officials believe that the bacteria that cause (specific threat/disease) may have been deliberately released into the air in the xxx area.
- We have not confirmed the deliberate release of (specific threat/disease) and do not know the extent or source of the outbreak.
- (Based on specific threat/diseases provide short explanation of the threat/disease)
- Health, law enforcement officials and other security personnel, are working together. Updated announcements will be made as soon as officials know more.
- Ill persons should seek care immediately. Symptoms include (detail these and specify any particular concerns or signs that the public should expect or look out for).
- We have challenges ahead, and we are working to find out more about this outbreak. By staying informed and following instructions from health officials, you can protect yourself, your family, and the community against this public health threat.
- This message contains additional information that can help protect your health and the health of others.

When more information is known, additional messages could be added about what is happening, the actions people should take to protect themselves and others and where to go for more information.

Information should include:

- **Description of the particular threat or disease**, 
- **How it spreads, how it is not spread**, 
- **How to avoid spread of the disease** 
- **What are the symptoms of the disease both in the early stages and later on** 
- **How long after contact symptoms can appear** 
- **What to do if you are experiencing symptoms of pneumonic plague and you live in an infected or suspected infected area** 
- **What to do if you think you might have been exposed to the disease/threat** 
- **What to do if you are concerned about the disease/threat** 
- **What is being done and how to get more information**
CRISIS SCRIPT FOR STAFF OUTSIDE OF THE INFORMATION TASK GROUP

Sample Questions:
Q. Hi, this is (a media person, from a media house) I’ve heard that (an incident) took place, and that (the result was this), can you confirm that it’s true?

Q. Who can I speak to about (an incident) that took place in (a place)?

Q. Can I speak to your communications person please I’m a journalist?

Q. Do you know anything about (an incident) that took place in (a place)?... I’m trying to get some answers and I can’t get hold of anybody

If this happens, on receiving a call from the media do say:
All enquiries from the media are being handled by the National Emergency Operation Center, may I take your name and the organisation you’re calling from and I will try to redirect your call. (The call should then be transferred to a member of the department, and you should advise them of the nature of the call)

In the event that you cannot redirect the call:
I’m sorry but the line is engaged. Please may I take your contact details and an overview of the information you require and I will pass on the message. A member of the Information Task Group of the National Emergency Operation Center, will return your call shortly (The information should be logged and forwarded to the Information Task Group in writing)

If you are pressed for information:
I realise that you are keen to get information regarding this matter, however all enquiries from the media are being handled by the National Emergency Operation Center, Information Task Group. I’m happy to take all your details and an overview of the information you require. I assure you I will pass on the message and that a member of the Information Task Group of the National Emergency Operation Center will return your call as soon as possible

In the event of a face to face enquiry:
All enquiries from the media are being handled by the Information Task Group of the National Emergency Operation Center, may I take your name and the organisation and we can look at putting you in touch with them

In the event that a general statement or update is available this information will be shared:
e.g. There will be a press conference later today. May I take your contact details and when the time and location are confirmed someone will contact you with all the relevant information?

Note that a journalist may not identify him or herself immediately and simply ask to speak to the CEO of the ODPM or someone from a particular department. Therefore you should always try to establish who the person is and what their enquiry is about, before providing information to them.

Updated: - April 2011
Emergency Short Messaging System Procedures

The Office of Disaster Preparedness and Management (ODPM) have implemented an Emergency Short Message Service (ESMS) with the country’s two mobile service providers TSTT and Digicel. The aim of the service is to provide timely advisory warnings via mobile telephone to the population of Trinidad and Tobago in emergency situations or situations that warrant an immediate action from the public.

Emergency messaging will also assist in keeping citizens informed about what preparatory measures to take so that they may safeguard the lives of their families, and elements in their communities in the event of a disaster or emergency.

The ESMS will assist greatly in getting critical information to first responders, disaster victims and the population as a whole more quickly. It does not however, replace the traditional media, but add to the other forms of communication currently in use.

How it will work:
Once the ODPM releases an advisory, it will go first to members of government and the first response agencies. It is intended that the ESMS will cover effectively both Trinidad and Tobago.

If there is an emergency or disaster specific to either of the two islands, then the broadcast will facilitate only that specific territory.

1. Emergency message will originate from a designated person at the ODPM who will liaise with the TSTT designate.

2. This message can be sent by fax or email, and upon receipt by the TSTT designate, a call will be returned to the originator to:
   I. Authenticate the sender; and
   II. To ensure the message to be transmitted is correct in all its details.

3. TSTT will then begin its internal processing of the message and following this, a copy will be sent to the originator for final verification before public broadcast.

4. Once correct in all its details, the message will be transmitted to the general public.

There are a few aspects that we must note:

a. Emergency SMS as the name implies, will be used strictly to alert the general public about any emergency or threat.
b. The messages will be within the stipulated 160 characters typical of all SMS messages.
c. This service is 24/7
d. The service will be used nationally, meaning both Trinidad and Tobago

e. On receipt of a message, the general public should not respond to the text or call ODPM for verification.
Appendix 1
ITG Personnel Competencies

NEOC Public Information Manager criteria:
• Experience in media liaison, preferably during significant public events
• A sound understanding of working in a political environment
• Ability to work under pressure
• Good knowledge of electronic information applications e.g. websites

Information Co-ordinator criteria:
• Experience in media liaison, especially in news handling
• Good knowledge of electronic information applications e.g. websites, text messaging etc
• Excellent computer skills
• Good organisational ability
• A sound understanding of working in a political environment
• Ability to work under pressure

Webmaster criteria:
• Computer and web skills
• Good news sense
• Good organisational ability
• Ability to work under pressure

Reception/Administration criteria:
• Organisational ability
• Excellent communication skills (oral and written)
• Ability to work under pressure
## Appendix 2:
### Information Task Group Centre Requirements

A suggested list of equipment and resource requirements follows:

1. Incoming and outgoing phones
2. Phone lines for media use (for laptop computers)
3. Laptops
4. Stationery
5. Conference table and chairs
6. Incoming and outgoing facsimile machines
7. Multi-function photocopier, printer and scanner
8. Display boards and whiteboards
9. At least two televisions (TV) with video recorders and internet access
10. Generator
11. Small public address speaker system
12. Overhead and multi-media projector
13. Data show projector for media conferences
14. High current power outlets
15. Uninterrupted Power Supply (UPS) for computers
16. Background information, statistics and map of Trinidad and Tobago
17. Tables and chairs for all media personnel
18. Trinidad and Tobago Media Listing
19. Interagency Contact Details
20. Vehicles
## Appendix 3
Duty Roster

Date:
*Names / contact numbers*

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<tr>
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<th>Shift 1</th>
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<td>Public Information Manager</td>
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<td>Information Co-ordinator</td>
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<td>Webmaster</td>
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<tr>
<td>Reception/Administration (EOC)</td>
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Appendix 4

Media Information needs

When working with the media:

- **Identify an appropriate spokesperson**
- **Designate and publicise a media contact number**
- **Ensure that the person answering the phone knows who to direct media calls to**

The following detailed information should be provided as soon as possible:

**What happened?**
- Nature of incident or emergency
- Location
- Time
- What is likely to happen
- Areas and facilities evacuated
- Approximate number of evacuees
- Reason for evacuation e.g. flooding, gas cloud etc

**Casualties**
- How many killed or injured?
- Of those injured, how serious is their condition?
- How many escaped?
- How was escape hindered?
- Were any of the victims prominent persons?
- Where were they taken?
  General identification of casualties – age, sex, situation etc (release of names and personal details is a police responsibility)

**Property damage**
- What is the estimated value of property loss?
- What structures have been damaged?
- Did the damage include any particularly important property (e.g. historical buildings, art treasures, homes or prominent figures)?
- Is other property threatened?
- What measures have been undertaken or are being undertaken to protect property?
- Is the damage covered by insurance?
- Has this area been damaged by disasters before?

**Response and relief activities**
- Who discovered the emergency?
- Who summoned the alarm?
- How quickly were response units on the scene?
- What agencies responded?
- How many are engaged in the response?
- What acts of heroism occurred?
- How was the emergency kept from spreading?
- How are the displaced and homeless being cared for?
- What is expected of the public – what to do
  - What action’s been taken to protect public health and safety?

**Other characteristics of the emergency**
- Were there any blasts or explosions?
- Collapse of structures?
- Crimes or violence?
- Attempts at escape or self-rescue?
- What was the extent of the disaster?
- The duration?
- Number of spectators?
- Crowd problems?
- Were there other unusual happenings?
- What accompanying accidents have occurred?
- What were the resulting effects (e.g. anxiety, stress) on families and survivors?

**Causes**
- Were there any previous indications of danger?
- Could the disaster have been prevented? How?
- Will there be: lawsuits, coroner’s inquest, insurance company actions or criminal investigation?

**When talking to the media**
- Tell reporters the truth –never mislead
- Be courteous
- Don’t play favourites
- Never say anything you would not want to see printed or broadcast
- Stay on top of the interview by listening to the reporter’s questions
- Treat a reporter’s version of what has happened objectively and with caution
- Pause, think, ask for more time if you need it
- Respond only to questions you’ve been asked
- Stick to the core message as defined by the ITG
- Speak in your natural manner and tone
- Avoid jargon and slang
Appendix 5:
Media Analysis Worksheet

Date:

Media name:

Current release:
Daily broadcast times:

_________________________________________________

Coverage synopses:

Issues:

Inaccuracies:

Viewpoints:

Fixes:

Who replied to?

Updated: - April 2011
Appendix 6:
Media conference general guidelines and script

- It is the responsibility of the ITG Leader to set the tone for the news conference.
- Have a predetermined message for each news conference. If you do not have a message, you do not need a news conference.
- Provide correct spellings for any names with peculiar spellings. Ensure you state the person’s position in the NEOC structure, or the background of any scientific/technical spokespeople brought in.
- Set a time with the speakers prior to starting the conference. Stick to that time. Do not let any one person dominate the time during the news conference. Take charge and use the time as your authority.
- Make yourself available at the end of the news conference. This will build relationships and your trust and credibility with the members of the media attending your news conference.

Script
Welcome ladies and gentleman to today’s /this morning’s/ tonight’s news conference.

We will be presenting information on.............

With us today is.................

We will begin with some brief statements from the representatives of the command...... Then we will open the floor to questions. Because of the ongoing operations, we will be available for ....minutes today. We will try and take as many questions as we can within the time available.

Following the news conference, we will be available to help with any further enquiries.
# Appendix 7

## Media Enquiry log

<table>
<thead>
<tr>
<th>Person calling:</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td>Organisation:</td>
<td>Time of call:</td>
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<tr>
<td>Phone number:</td>
<td>Email</td>
</tr>
<tr>
<td>Fax:</td>
<td></td>
</tr>
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</table>

**Enquiry:**

---

**Deadline:**

**Person taking call:**

**Action taken**

---

**Reply made by:**

**Time:**

**Reply:**

---

Updated: - April 2011
Appendix 8
News release Template

PUBLIC ADVISORY
Subject
Date
time

Copy

ENDS

For more information, please contact:
Name
Title:
I
P:
M:
Email:

Updated: April 2011
### Appendix 9

**Rumour log**

<table>
<thead>
<tr>
<th>Person Calling:</th>
<th>Date:</th>
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<tr>
<td>Organisation:</td>
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<td>Phone number</td>
<td>Email</td>
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<tr>
<td>Fax:</td>
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</tbody>
</table>

**Rumour:**

___________________________________________________________________

**Deadline:**

**Person taking call:**

**Action taken:**

**Reply made by:**

**Time:**

**Reply:**

Updated: - April 2011
Appendix 10
Media Advisory

Office of Disaster Preparedness and Management
National Emergency Operations Centre

Media Advisory
The CEO ODPM/Director NEOC is to hold a media conference on national emergency response.

What:
Officials from the ODPM National Emergency Operations Centre will hold a media conference to discuss the response to the ................. disaster and answer questions about the response and recovery effort.

When: Time, day, date

Where:

Participants:

Background:
Summary of events. Verified information.

Contact: List contact numbers

ENDS
Appendix 11
Speaker preparation worksheet

Statement

Key message

Key message with supporting facts

Repeat key messages

Future action/conclusion

Updated: - April 2011
Appendix 12:
Field Escort and Communications Checklist

Note: The following protective clothing must be worn in the field

✓ Hardhat
✓ Goggles
✓ Gloves
✓ Appropriate protective footwear
✓ Life jacket
✓ Respiratory protection (dust masks)
✓ Wet weather gear
✓ Communications/Cell phone/ VHF Radio
Appendix 13
Sample Media Pass

MEDIA PASS

MEDIA PASS

MEDIA PASS
Appendix 14:
Preparing for a Crisis

Before it Happens
It is imperative that a full checklist of resources is done and regularly evaluated and approved by the Head of the EOC and Head of the Information Task Group or CEO Government Information Services Limited.

This must be signed off as seen below.
Person responsible for overseeing:....................................................................................................
Date last completed:................................................................................................................................

1. **Phone/Fax/E-mail List**: Prepare and disseminate an emergency list with phone numbers, cell phones, and e-mail addresses for ITG and EOC staff as well as all emergency numbers and media contacts. To be completed by the ODPM and GISL and updated quarterly or more frequently as needed by staff turnover and contact changes.

2. **Annual communication audit** and Strength Weakness Opportunity and Threat (SWOT) analysis.

3. **Media Training**: Identify and train organization spokespeople.
   - Head of EOC
   - Directors of Communications
   - Ministry of National Security
   - Media Relations Specialists
   - Media Coordinators
   - Hot line Operators
   - Director of Communications (back-up spokespeople)
   - Subject experts eg, Fire/Police/Defence Force/Health spokespersons

4. **Media Tips**: Make sure spokespeople are familiar with Media Policies and Procedures and Media do’s and don’ts.

5. **Crisis Management Checklist**: Update the Crisis Communication Checklist for the EOC and ITG to have with them at work and at home, including crisis procedures, policies regarding media inquiries, communication priorities and the best means to reach the head of the EOC. Ensure that all staff of the EOC including ITG are familiar with the document.

6. **Key Audience and Media List**: Keep contact information for key audiences updated so that they can be easily contacted in a crisis. Make sure staff of the EOC know how to access the information for emergency Personnel* ie for police, fire, hospitals, the health department, utilities and paramedics.
   - Media
   - Public Officials
   - Emergency Agencies
   - Public Utilities
   - Health

Updated: - April 2011
7. **Key Messages***: Spokespeople should be familiar with organization’s key messages. At the time of crisis, relevant messages will be created by the ITG.

8. **Pre-approved Statements*** – Responses for common media inquiries should be created and approved by the Director of Communications.

9. **Off Site Alternatives**: Determine a location to convene and/or from which to stage communications if the crisis situation prevents EOC staff from getting to or using the Centre.

11. **Equipment**: Identify resources necessary prior to a crisis including extra cell phones, computers, etc. Determine how that equipment would be procured, set up and managed and who would be responsible for operation. Determine efficient, effective and transparent method for purchasing items and equipment.

12. **Drill Session** – At least quarterly, review and practice crisis communications plan.

* Items should be reviewed and updated as needed, but at least on an annual basis.
Appendix 15
Media Policies and Procedures

The following media policy and procedures serve as a guideline for the EOC and should be applied within the framework of the specific crisis. These are general principles and therefore can be amended to suit the specific environment based on the appropriate level of analysis and assessment. Deviations must however be authorized by the leader of the Head of the EOC and Executive Director Government Communications or designate.

1. Location of Media Centre
Select an appropriate room at the media centre or central location to be used as a media centre. It should be some distance from the crisis communication team, spokesperson and emergency operations center (EOC) to ensure that media are not in the middle of the action if they happen to take the wrong turn or have to pass by those offices or areas on the way to the restrooms. However, if there is a visual (a fire or rescue operation) do not make the media centre in such a remote site that they cannot see what is going on because they may not show up and if they do you will lose their confidence and it may appear that you are hiding something. Locations for interviews and press briefings will be decided by the Information Task Group in collaboration with the CEO ODPM and/or the Director NEOC.

2. Do not change the rules
Do not change the rules that you already have established for the media in the Media Handbooks. If the media are required to be escorted then during a crisis they should be required to be escorted. These things should be considered and preparations made to ensure there is a team of persons responsible for escorting the media during a crisis. If they are not required to be escorted then do not require them to be in a crisis unless there are special circumstances that would require them to be escorted such as a safety hazard. They should be advised of this up front. Any change in the way the media is dealt with during a crisis may change the views of the reporter. It is important that they feel that you are not trying to hide anything.

3. Interviews
Reporters may ask to speak to officials who are involved with or have been affected by the crisis. It is best to restrict all interviews to the primary spokesperson, backup spokesperson or technical expert. Controlling the interview process is key to managing the crisis. (See Do’s and Don’ts)

However, remember that reporters have the right to interview anyone they want to and if they do not get the answers they want from you they will get them somewhere. They are all after the scoop. If the possibility is there to provide them with what they want, consider it very carefully. All media should be treated equally. What is given to one (such as access to an area affected by the crisis) should be available to all media.

3.1 Practicing for the Interview
A crisis situation can be very difficult when dealing with the media. Therefore, rehearsals are necessary. It is important, at the onset of the crisis, that the spokesperson, backup and advisors spend some time rehearsing prepared statements and answers to possible "tough" questions that may be asked by reporters. If possible, similar rehearsals should be conducted prior to each media interview, briefing or news conference. It is also important to anticipate and practice new questions as the story evolves.
Do not volunteer information unless it is a point the company wants to make and the question has not been asked.

Do not talk off the record.

4. Prepared Statements
   i. If you don't communicate immediately, you lose your advantage of control. Your first news release should include at a minimum the who, what, when and where of the situation. You must give the facts that have been gathered from reliable sources and confirmed. *Do not speculate.*
   ii. If you do nothing more than show concern for the guests, public and employees in your first press interaction, you are already on the right track. The corollary of expressing concern and generating good will goes a long way.
   iii. You must have a prepared statement on hand that can be used to make an initial general response to the media when knowledge about the crisis first becomes known on a widespread basis or by reporters. As the crisis progresses and new information and facts become available, develop prepared statements to be made by the spokesperson at the onset of any media interview, briefing or news conference.
   iv. These prepared statements also can be read over the telephone to reporters who call to request information but are not represented at news conferences or briefings. The statement can also be sent by FAX or e-mail upon request.

5. Key Audiences
   When you are working on a crisis consider what the most effective method of communication would be for each group. Ensure that you communicate with each group that is part of your audience.

6. Contact Log
   A log should be established to record all telephone calls from the media or other parties inquiring about the crisis. This will help to ensure that the many call backs required are not overlooked. It will also assist in the post-crisis analysis.
   The contact log should contain the following information:
   - Date
   - Name of caller
   - Questions(s) asked
   - Telephone number
   - Person responsible for response
   - Additional follow-up needs

Updated: - April 2011
Appendix 16
Media checklist do’s and don’ts

The Do’s
When preparing to give a speech,
1. Use a full script with LARGE TYPE for easy reading.
2. Leave wide margin for notes to yourself.
3. Leave pages unstapled for easier handling at podium.
4. Highlight and mark your script to guide your delivery.
5. Time your presentation to fit the program schedule of the group you will address.
6. Practice: Read it aloud using a mirror and tape recorder until it sounds like you are talking, not reading.
7. Be sure you have the facts about your audience—size, contact person’s name, facility, etc.
8. Based on your audience and your presentation, determine what, if any, equipment you will use.
   If you are not familiar with the equipment, contact the Communications Department to arrange a briefing on how to use slide projectors, video players, or overhead equipment.
9. Be at least 15 minutes early.
10. Check equipment in advance if possible.
11. Be sure presentation slides are in correct order and clearly focused.
12. Be sure slide advance mechanism is convenient to you where you are speaking, or arrange for someone else to advance the slides.
13. Check the lighting in the room to be sure the slides will be visible to the audience.
14. Check microphone (whether it is free standing or lavaliere) before beginning: "Can you hear me?"
15. Check lighting to podium to be sure you can read.
16. When using overhead transparencies, be sure the type of room and size of crowd are appropriate for the use of overhead equipment and be sure the words/graphics are large enough for people to read.
17. Check to be sure you are situated correctly in the room with the overhead projector, screen, microphone and audience.

When you are speaking,
1. Stand erect and direct voice toward audience.
2. Speak loudly, slowly and distinctly.
3. Establish eye contact (or appear to do so) with audience from time to time.
4. Stay within the allotted presentation time.
5. When you are answering questions, remain friendly, cool-headed and confident.
6. Answer only the questions asked and do so as succinctly and clearly as possible.
7. Remember that you do not always have to know everything. You can say "I will have to check that out for you--please see me after the meeting.
8. Avoid allowing one person to dominate the questions by moving on: "Thank you for your interest. I'll be glad to talk to you about your concerns after the meeting. Right now let's see if anyone else has questions for the group.
9. When you are finished with your presentation, remain long enough to give individuals an opportunity to talk with you.
10. See to it that arrangements are made for distributing information materials to the group, if requested/appropriate.

Updated: - April 2011
The Don'ts:

When preparing to give a speech,
1. Assume that you can "wing it"-- almost no one can.
2. Decide you are better "off the cuff"--almost no one is.
3. Use type that is too small to read with a dim light and margins too narrow for notes.
4. Leave too little time to practice adequately.
5. Be late.
6. Forget the group's contact person's name.
7. Fail to check your equipment.
8. Mumble your remarks to the podium.
9. Speak too loudly into the microphone.
10. Allow yourself to wander away from your prepared text.
11. Tell an unprepared anecdote or joke, or make "top of mind" remarks.
12. Speak longer than time allotted.

When you are answering questions,
1. Become defensive or emotional.
2. Assume that tough questions are personal.
3. Answer more than the question itself.
4. Allow one person to dominate the question period.

Tips and Guidelines

How To prepare for Broadcast Interviews
1. Prepare "talking paper" on primary points you want to make.
2. Anticipate questions--prepare responses.
3. Practice answering questions.
4. Cover controversial areas ahead of time.
5. Know who will be interviewing you, if possible.
6. Determine how much time is available.
7. Audiences often remember impressions, not facts.

Do's and Don'ts during the Interview process
1. Do build bridges.
2. Do use specifics.
3. Do use analogies.
4. Do use contrasts, comparisons.
5. Do be enthusiastic/ animated.
6. Do be your casual likable self.
7. Do be a listener.
8. Do be cool.
9. Do be correct.
10. Do be anecdotal.
If you do not have the answer or cannot answer, do admit it and move on to another topic.
1. Do not fall for that "A or B" dilemma.
2. Do not accept "what if" questions.
3. Do not accept "laundry list" questions.
4. Do not go off the record.
5. Do not think you have to answer every question.
6. Do not speak for someone else -- beware of the absent-party trap.

How to Handle Yourself During A TV Talk Show Interview
1. Talk "over" lavaliere mike.
2. Audio check -- use regular voice.
3. If makeup is offered, use it.
4. Sit far back in the chair, back erect...but lean forward to appear enthusiastic and force you to use hands.
5. Remember... TV will frame your face -- be calm, use high hand gestures, if possible.
6. Keep eyes on interviewer -- not on camera.
7. Smile, be friendly.

Tips on Appearance
1. Avoid wearing pronounced strips, checks or small patterns.
2. Grey, brown, blue or mixed coloured suits/dressed are best.
3. Grey, light-blue, off-white or pastel shirts or blouses are best.
4. Avoid having hair cut right before interview.

How To Respond During A Newspaper Interview
1. Obtain advanced knowledge of interview topics.
2. Make sure you are prepared in detail; print reporters are often more knowledgeable than broadcast reporters and may ask more detailed questions.
3. Begin the interview by making your point in statement by making your major points in statement form.
4. Try to maintain control of the interview.
5. Do not let reporter wear you down.
6. Set a time limit in advance.
7. Do not get so relaxed that you say something you wish you hadn't.
8. Avoid jargon or professional expressions.
9. Reporter may repeat self in different ways to gain information you may not want to give.
10. Do not answer inappropriate questions; simply say it is "not an appropriate topic for you to address at this time," or "it is proprietary" for example.
11. Be prepared for interruptions with questions...it is legitimate for reporters to do that.
12. Do not speak "off the record."
13. Remember, the interview lasts as long as a reporter is there.

After The Interview
1. You can ask to check technical points, but do not ask to see advance copy of the story.
2. Never try to go over reporter's head to stop a story.
3. Do not send gifts to reporters -- it is considered unethical for them to accept them.
Appendix 17
Post Crisis Review

1. Secure Loose Ends: Appropriate communications should be made outlining the resolution of the crisis to appropriate audiences. If changed, voice mail and web site should be updated. All media contacts should be double checked for completed interaction, and then new names added to the organization’s media list.

2. Recognition: The ITG will work with staff and GISL to determine the best and most appropriate means for recognizing the “heroes” involved in the crisis situation.

4. Crisis Communications Review: Re-convene Crisis Communications Team to evaluate response, actions, what did not work, what needs to be improved/revised for the future, etc.

5. Media Coverage Assessment: Review coverage. Check for message consistency and saliency. Are there issues that might need further clarification.

6. File and Update: File notes, clips, talking points, communication, etc. into a folder. Revise the crisis communications plan if necessary
# Appendix 1

## Senior Communications Personnel Contact Listing

Last updated –

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<thead>
<tr>
<th>MINISTRY</th>
<th>NAME</th>
<th>OFFICE</th>
<th>MOBILE</th>
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<tr>
<td>OFFICE OF THE PRIME MINISTER</td>
<td>Paige de Leon</td>
<td></td>
<td>468-2011</td>
<td><a href="mailto:opmtt.15stclairave@gmail.com">opmtt.15stclairave@gmail.com</a></td>
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<tr>
<td>ATTORNEY GENERAL</td>
<td>Ceola Belix</td>
<td></td>
<td></td>
<td><a href="mailto:communications@ag.gov.tt">communications@ag.gov.tt</a></td>
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<tr>
<td>NATIONAL SECURITY</td>
<td>Elton Wickham</td>
<td></td>
<td></td>
<td><a href="mailto:ewickham@mns.gov.tt">ewickham@mns.gov.tt</a></td>
</tr>
<tr>
<td>FINANCE</td>
<td>Beverly Foster</td>
<td></td>
<td>681-4761</td>
<td><a href="mailto:fosterb@gov.tt">fosterb@gov.tt</a></td>
</tr>
<tr>
<td>LOCAL GOVERNMENT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPORT AND YOUTH AFFAIRS</td>
<td>Natasha Nunez</td>
<td></td>
<td>740-5688</td>
<td><a href="mailto:nnunez@msya.gov.tt">nnunez@msya.gov.tt</a></td>
</tr>
<tr>
<td>ENERGY AND ENERGY AFFAIRS</td>
<td>Sharon Sargeant</td>
<td></td>
<td></td>
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<tr>
<td>PEOPLE AND SOCIAL DEVELOPMENT</td>
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</tr>
<tr>
<td>TRADE AND INDUSTRY</td>
<td>Tanya Carr</td>
<td></td>
<td>683-9569</td>
<td><a href="mailto:tanya.carr@gmail.com">tanya.carr@gmail.com</a></td>
</tr>
<tr>
<td>HEALTH</td>
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<td></td>
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</tr>
<tr>
<td>WORKS AND TRANSPORT</td>
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<tr>
<td>TOURISM</td>
<td>Sherma Mitchell</td>
<td></td>
<td>689-5198</td>
<td><a href="mailto:smitchelltnt@yahoo.com">smitchelltnt@yahoo.com</a></td>
</tr>
<tr>
<td>LEGAL AFFAIRS</td>
<td>Anil Goorahoo</td>
<td></td>
<td></td>
<td><a href="mailto:goorahooa@gov.tt">goorahooa@gov.tt</a></td>
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<tr>
<td>LABOUR</td>
<td>Vernetta Andrews</td>
<td></td>
<td></td>
<td><a href="mailto:vernettaavp@gmail.com">vernettaavp@gmail.com</a></td>
</tr>
<tr>
<td>PLANNING, Econ. Soc Rest. Gen. Affairs</td>
<td>Vernetta Calvin Smith</td>
<td></td>
<td>481-0718</td>
<td><a href="mailto:vernetta.calvin-smith@phe.gov.tt">vernetta.calvin-smith@phe.gov.tt</a></td>
</tr>
<tr>
<td>SCIENCE, TECHNOLOGY AND TERTIARY EDUCATION</td>
<td>Karen Clarke-Rowley</td>
<td></td>
<td>315-8203</td>
<td><a href="mailto:kac1552@yahoo.com">kac1552@yahoo.com</a></td>
</tr>
<tr>
<td>COMMUNITY DEVELOPMENT</td>
<td>Aleem Khan</td>
<td></td>
<td>798-1108</td>
<td><a href="mailto:akhan@aleemkhan.com">akhan@aleemkhan.com</a></td>
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<td>PUBLIC ADMINISTRATION</td>
<td>Natasha Ramnauth</td>
<td></td>
<td>739-1405</td>
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<td>Simone Farmer</td>
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<td>FOOD PRODUCTION</td>
<td>Yolande Agard-Simmons</td>
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<td>499-0770</td>
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<td>FOREIGN AFFAIRS</td>
<td>Lisa Daniel Charles</td>
<td></td>
<td>499-7823</td>
<td><a href="mailto:charlesdl@foreign.gov.tt">charlesdl@foreign.gov.tt</a></td>
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<tr>
<td>EDUCATION</td>
<td>Yolanda Morales-Carvallo</td>
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<td><a href="mailto:mcarvalhoy.moe@gmail.com">mcarvalhoy.moe@gmail.com</a></td>
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<tr>
<td>JUSTICE</td>
<td>Rebecca Robinson</td>
<td></td>
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<td><a href="mailto:rrobinson@gov.tt">rrobinson@gov.tt</a></td>
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<td>THE ARTS AND MULTICULTURALISM</td>
<td>Rae Ann Harper-Walters</td>
<td></td>
<td>623-2087</td>
<td><a href="mailto:harper-waltersr@gov.tt">harper-waltersr@gov.tt</a></td>
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<tr>
<td>TOBAGO DEVELOPMENT</td>
<td>Adeola James</td>
<td></td>
<td>747-6534</td>
<td><a href="mailto:adeolaj@hotmail.com">adeolaj@hotmail.com</a></td>
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Updated: - April 2011
### Appendix 19  Ministers, Permanent Secretaries and Deputy Permanent Secretaries - Last updated – June 2011

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<thead>
<tr>
<th>Ministry</th>
<th>Minister</th>
<th>Permanent Secretaries and Dep. Permanent Secretaries</th>
<th>Address</th>
<th>PBX and Fax Nos.</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Office of the Prime Minister</strong></td>
<td>The Honourable Kamla Persad-Bissessar Prime Minister</td>
<td>Mr. Reynold Cooper Permanent Secretary</td>
<td>13-15 St. Clair Avenue St Clair</td>
<td>PBX: 622-1625; FAX: 622-1132</td>
<td><a href="mailto:omtt.whitehall@gmail.com">omtt.whitehall@gmail.com</a></td>
</tr>
<tr>
<td>The Honourable Rodger Samuel Minister of State in the OPM</td>
<td>Ms. Rosemarie Johnson Permanent Secretary (Ag)</td>
<td></td>
<td></td>
<td>PBX: 624-4190; FAX: 625-3833</td>
<td></td>
</tr>
<tr>
<td>The Honourable Collin Partap Minister of State in OPM</td>
<td></td>
<td></td>
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<tr>
<td><strong>Ministry of the Arts and Multiculturalism</strong></td>
<td>The Honourable Winston Peters Minister</td>
<td>Mr. Vel Lewis Permanent Secretary (Ag)</td>
<td>51-55 Frederick Street Port of Spain</td>
<td>PBX: 623-5796; FAX: 625-1667</td>
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<tr>
<td>The Honourable Nela Khan Parliamentary Secretary</td>
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<td><strong>Ministry of the Attorney General</strong></td>
<td>Senator The Honourable Anand Ramlogan</td>
<td>Mr. Simeon Yearwood Permanent Secretary</td>
<td>Cabildo Chambers, Cor St Vincent &amp; Sackville Sts Port of Spain</td>
<td>PBX: 623-1449; 623-7010; 625-5505; 625-8910; FAX: 625-6530</td>
<td><a href="mailto:communications@ag.gov.tt">communications@ag.gov.tt</a></td>
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<tr>
<td><strong>Ministry of Community Development</strong></td>
<td>The Honourable Nizam Baksh Minister</td>
<td>Ms. Margaret Farray Permanent Secretary</td>
<td>ALGICO Building Jerningham Avenue, Belmont</td>
<td>PBX: 623-6621; FAX: 627-5954</td>
<td><a href="mailto:communications.manager@cdcga.gov.tt">communications.manager@cdcga.gov.tt</a></td>
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<tr>
<td><strong>Ministry of Education</strong></td>
<td>Dr The Honourable Tim Gopeesingh Minister</td>
<td>Mr. Maurice Suite Permanent Secretary</td>
<td>18 Alexandra Street, St Clair</td>
<td>PBX: 622-3115; 622-2181/5; FAX: 628-0145</td>
<td><a href="mailto:suitem@gov.tt">suitem@gov.tt</a></td>
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<tr>
<td>The Honourable Clifton De Coteau Minister of State in the Ministry</td>
<td>Ms. Kathleen Thomas Deputy Permanent Secretary (Ag.)</td>
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<tr>
<td><strong>Ministry of Energy and Energy Affairs</strong></td>
<td>The Honourable Carolyn Seepersad-Bachan</td>
<td>Ms. Myrna Thompson Permanent Secretary</td>
<td>Level 26, Tower C, International Waterfront Centre, #1 Wrightson Road, POS</td>
<td><a href="mailto:dcameron@energy.gov.tt">dcameron@energy.gov.tt</a></td>
</tr>
<tr>
<td></td>
<td>Minister</td>
<td>Mr. Richard Oliver Permanent Secretary</td>
<td>PBX: FAX: 627-4853</td>
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<tr>
<td><strong>The Honourable Kevin Ramnarine</strong></td>
<td>Parliamentary Secretary</td>
<td>PBX: FAX: 627-4853</td>
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<tr>
<td><strong>Ministry of Finance</strong></td>
<td>The Honourable Winston Dookeran</td>
<td>Ms. Alison Lewis Permanent Secretary</td>
<td>Level 8 Eric Williams Finance Bldg Independence Square POS</td>
<td><a href="mailto:comm.finance@gov.tt">comm.finance@gov.tt</a></td>
</tr>
<tr>
<td></td>
<td>Minister</td>
<td>Ms. Marlene Juman Permanent Secretary</td>
<td>Level 11 Eric Williams Finance Bldg Independence Square POS</td>
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<tr>
<td></td>
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<td>Mr. Michael Mendez Permanent Secretary</td>
<td>Level 16 Eric Williams Finance Bldg Independence Square POS</td>
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<td>Ms Barbara Raymond Permanent Secretary</td>
<td>Level 16 Eric Williams Finance Bldg Independence Square POS</td>
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<tr>
<td><strong>Ministry of Food Production, Land and Marine Affairs</strong></td>
<td>Dr The Honourable Vasant Bharath</td>
<td>Ms. Edwina Leacock Permanent Secretary</td>
<td>St. Clair Circle, St Clair</td>
<td><a href="mailto:ps@malmr.gov.tt">ps@malmr.gov.tt</a></td>
</tr>
<tr>
<td></td>
<td>Minister</td>
<td>Mrs. Stephanie Elder Alexander Permanent Secretary</td>
<td>PBX: 622-1221/5 FAX: 622-8202</td>
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<tr>
<td><strong>Ministry of Foreign Affairs</strong></td>
<td>Dr The Honourable Surujrattan Rambachan</td>
<td>Ms Margaret Parillon Permanent Secretary</td>
<td>Levels 10-14, Tower C International Waterfront Centre, #1 Wrightson Road, POS</td>
<td><a href="mailto:permsec@foreign.gov.tt">permsec@foreign.gov.tt</a></td>
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<tr>
<td></td>
<td>Minister</td>
<td>Mrs. Joan Mendez Permanent Secretary</td>
<td>PBX: 623-6894 FAX: 623-6761</td>
<td><a href="mailto:communications@foreign.gov.tt">communications@foreign.gov.tt</a></td>
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<tr>
<td><strong>Ministry of Health</strong></td>
<td>Senator The Honourable Therese Baptiste-Cornelis</td>
<td>Mrs. Sandra Jones Permanent Secretary</td>
<td>Cor Park and Edwards Streets, Port of Spain</td>
<td><a href="mailto:health@gov.tt">health@gov.tt</a></td>
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<tr>
<td></td>
<td>Minister</td>
<td>Ms Cherryl Ann Hay Permanent Secretary</td>
<td>PBX: 627-0017 FAX: 623-9528</td>
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<td>Mr. Waltrude Diaz Permanent Secretary</td>
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<td>Mr. Waltrude Diaz Permanent Secretary (Ag.)</td>
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Updated: - April 2011
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<th>PBX and Fax Nos.</th>
<th>Email Address</th>
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<tr>
<td><strong>Ministry of the People and Social Development</strong></td>
<td>The Honourable Glenn Ramadharsingh</td>
<td>Ms. Antonia Popplewell Permanent Secretary</td>
<td>ANSA McAL Building 69 Independence Square, Port of Spain</td>
<td>PBX: 623-9385; 624-0816</td>
<td><a href="mailto:socialdeliveryservices@gov.tt">socialdeliveryservices@gov.tt</a></td>
</tr>
<tr>
<td>Dr The Honourable Lincoln Douglas</td>
<td>Minister of State in the Ministry</td>
<td>Mrs. Jacinta Bailey - Sobers Deputy Permanent Secretary (Ag.)</td>
<td>ANSA McAL Building 69 Independence Square, Port of Spain</td>
<td>PBX: 623-6939; 625-9227</td>
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<tr>
<td></td>
<td>Mr. Terrance Jurawan Deputy Permanent Secretary</td>
<td></td>
<td>Nahous Court Building Cor. Duke and St Vincent</td>
<td>PBX: 624-8328</td>
<td></td>
</tr>
<tr>
<td><strong>Ministry of Planning, Economic and Social Restructuring and Gender Affairs</strong></td>
<td>Senator Dr. The Honourable Mary King</td>
<td>Ms Juliana Boodram Permanent Secretary (Ag.)</td>
<td>Level 14 Eric Williams Finance Building Independence Square, POS</td>
<td>PBX: 627-9700; FAX: 624-1429</td>
<td><a href="mailto:juliana.boodram@phe.gov.tt">juliana.boodram@phe.gov.tt</a></td>
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<tr>
<td>The Honourable Ramona Ramdial Parliamentary Secretary</td>
<td>Mrs Sheryl Ann Haynes Dep Permanent Secretary (Ag)</td>
<td></td>
<td>Level 14 Eric Williams Finance Building Independence Square, POS</td>
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<tr>
<td><strong>Ministry of Public Administration</strong></td>
<td>Senator The Honourable Rudrawatee Nan Ramgoolam</td>
<td>Ms Gillian Macintyre Permanent Secretary</td>
<td>Level 7 National Library Building, Cor Hart &amp; Abercromby Sts., POS</td>
<td>PBX: 623-8578; 625-6724; 623-6027</td>
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<tr>
<td></td>
<td>Mr. Richard Madray Deputy Permanent Secretaty (Ag.)</td>
<td></td>
<td>Level 6 National Library Building Cor Hart &amp; Abercromby Sts., POS</td>
<td>PBX: 623-8578; Fax: 624-9482</td>
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<tr>
<td><strong>Ministry of Public Utilities</strong></td>
<td>Senator The Honourable Emmanuel George</td>
<td>Mrs. Jacqueline Ganteaume-Farrell Permanent Secretary</td>
<td>#2 Elizabeth Street, St. Clair</td>
<td>PBX: 628-9500; FAX: 628-6067</td>
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<td>Minister</td>
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<td>Mr. Victor Jones Dep Permanent Secretary (Ag)</td>
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<tr>
<td><strong>Ministry of Science Technology and Tertiary Education</strong></td>
<td>Senator The Honourable Fazal Karim-</td>
<td>Ms. Angela Sinaswee- Gervais Permanent Secretary</td>
<td>Cor Agra and Patna Streets, St James</td>
<td>PBX: 623-9922/9214; 622-1676; 622-3775</td>
<td><a href="mailto:richardsonmag@gov.tt">richardsonmag@gov.tt</a></td>
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<tr>
<td></td>
<td>Minister</td>
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<tr>
<td><strong>Ministry of Sport and Youth Affairs</strong></td>
<td>The Honourable Anil Roberts</td>
<td>Ms. Jennifer Jones Permanent Secretary (Ag.)</td>
<td>12 Abercromby Street Port of Spain</td>
<td>PBX: 625-5622/4; 8875; FAX: 623-5006</td>
<td><a href="mailto:tashez@mysa.gov.tt">tashez@mysa.gov.tt</a></td>
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<td>Mr. Ashwin Creed Deputy Permanent Secretary</td>
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<tr>
<td><strong>Ministry of Tourism</strong></td>
<td>Dr. The Honourable Rupert Griffith Minister</td>
<td>Mrs. Melba Dedier, Permanent Secretary</td>
<td>Clarence House 127-129 Duke Sts, Port of Spain</td>
<td>PBX: 624-1403; 623-0833 624-4173; 624-797 FAX: 625-3894</td>
<td><a href="mailto:mintourism@tourism.gov.tt">mintourism@tourism.gov.tt</a></td>
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<td></td>
<td>Dr. The Honourable Delmon Baker</td>
<td>Mr. Raye Sandy, Deputy Permanent Secretary</td>
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<tr>
<td><strong>Ministry of Trade and Industry</strong></td>
<td>The Honourable Stephen Cadiz Minister</td>
<td>Mr. Carl Francis, Permanent Secretary</td>
<td>Level 17, Nicholas Tower Independence Square, POS</td>
<td>PBX: 623-2931/4 FAX: 627-8488</td>
<td><a href="mailto:info@trading.gov.tt">info@trading.gov.tt</a></td>
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<td><strong>Ministry of Tobago Development</strong></td>
<td>The Honourable Vernelia Alleyne-Toppin</td>
<td>Mrs. Hermia Tyson-Cuffie, Deputy Permanent Secretary</td>
<td>CAST Building Jerningham Street Scarborough, Tobago</td>
<td>PBX: 635-1828</td>
<td><a href="mailto:zpsccast@gmail.com">zpsccast@gmail.com</a></td>
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<td><strong>Ministry of Works and Transport</strong></td>
<td>The Honourable Austin Jack Warner Minister</td>
<td>Ms. Cheryl Blackman, Permanent Secretary</td>
<td>Level 6 Head Office Building, Cor Richmond &amp; London Sts, POS</td>
<td>PBX: 625-1225; 1306; 1231 FAX: 627-9886</td>
<td><a href="mailto:mowt@gov.tt">mowt@gov.tt</a></td>
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<tr>
<td><strong>The Honourable Stacy Roopnarine</strong></td>
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<tr>
<td><strong>Tobago House of Assembly</strong></td>
<td>The Honourable Orville London, Chief Secretary</td>
<td>Dr. Ellis Burris, Chief Administrator</td>
<td>Administrative Complex Calder Hall Scarborough, Tobago</td>
<td>PBX: 639-3421 Fax: 639-5374</td>
<td><a href="mailto:chiefadmin@tha.gov.tt">chiefadmin@tha.gov.tt</a></td>
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<tr>
<td><strong>Personnel Department</strong></td>
<td></td>
<td>Mrs. Stephanie Lewis, Chief Personnel Officer</td>
<td>76-78 St. Vincent Street, Port of Spain</td>
<td>PBX: 623-1621-5 FAX: 625-0982</td>
<td><a href="mailto:cpo@gov.tt">cpo@gov.tt</a></td>
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<td>Earl Blugh, Deputy Chief Personnel Officer</td>
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<td>Beresford Riley, Deputy Chief Personnel Officer</td>
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<td><strong>Service Commissions’ Department</strong></td>
<td>Gloria Edwards Joseph, Director Personnel Administration</td>
<td>Ms. Dawn Harding, Deputy Director Personnel Administration</td>
<td>52-58 Woodford Street, Port of Spain</td>
<td>PBX: 623-2991-6 Fax: 623-5972</td>
<td><a href="mailto:scd006@tsst.net.tt">scd006@tsst.net.tt</a></td>
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<td>Ms. Veronica Creed, Dep DPA</td>
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Updated: - April 2011

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## Appendix 20  Media Listing – Last updated – May 15 2011

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<tr>
<th>MEDIA - RADIO</th>
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<tr>
<td>103FM Stereo</td>
<td>628-9223/9224/9903</td>
<td>628-0660</td>
<td><a href="mailto:103fm@tstt.net.tt">103fm@tstt.net.tt</a></td>
<td>Hemant Faith</td>
<td>Head of News</td>
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<tr>
<td></td>
<td></td>
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<td></td>
<td>Anna Lisa Paul</td>
<td>News Editor</td>
</tr>
<tr>
<td>Citadel I 95.5FM</td>
<td>628-4955/622-2686</td>
<td>628-0251</td>
<td><a href="mailto:citadel@tstt.net.tt">citadel@tstt.net.tt</a>, <a href="mailto:news@955fm.com">news@955fm.com</a></td>
<td>Dale Enoch</td>
<td>Head of News</td>
</tr>
<tr>
<td>96.7FM RED</td>
<td>Ext. 229, 232</td>
<td></td>
<td></td>
<td>Don Lee</td>
<td>Sports Editor</td>
</tr>
<tr>
<td>5 Rosalino St Woodbrook</td>
<td>685-4065</td>
<td></td>
<td></td>
<td>Marlan Hopkinson</td>
<td>Assignment Editor</td>
</tr>
<tr>
<td>CL Communications Ebony 104FM</td>
<td>622-4124</td>
<td>622-6693</td>
<td><a href="mailto:ebony104@tstt.net.tt">ebony104@tstt.net.tt</a>, <a href="mailto:news@clcommunications.com">news@clcommunications.com</a></td>
<td>Vanni Singh</td>
<td>Head of News</td>
</tr>
<tr>
<td>Radio 97FM</td>
<td></td>
<td></td>
<td></td>
<td>Adrian Don Mora</td>
<td>Sports Editor</td>
</tr>
<tr>
<td>Radio 90.5FM</td>
<td>683-5684 Ms. Donawa</td>
<td>662-4309</td>
<td><a href="mailto:radio90fm@homeviewtnt.com">radio90fm@homeviewtnt.com</a></td>
<td>Kiran Mahareaj</td>
<td>General Manager</td>
</tr>
<tr>
<td></td>
<td>645-8083</td>
<td></td>
<td></td>
<td>Anthony Maharaj</td>
<td>Presenter</td>
</tr>
<tr>
<td>Radio 103.5 (Heartbeat)</td>
<td>645-1215 to 7</td>
<td>662-4313</td>
<td><a href="mailto:heartbeatradio@tstt.net.tt">heartbeatradio@tstt.net.tt</a></td>
<td>Patrice Blake</td>
<td>Head of News</td>
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<td>Gavin Sobers</td>
<td>Assignment Editor</td>
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<tr>
<td>Hott 93</td>
<td>625-8426/623/3965</td>
<td>624-3234</td>
<td><a href="mailto:hott93@tstt.net.tt">hott93@tstt.net.tt</a>, <a href="mailto:warrenpereira@gmail.com">warrenpereira@gmail.com</a></td>
<td>Marcus Daniel</td>
<td>Sports Editor</td>
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<td></td>
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<td>Tamika Harry</td>
<td>Reporter</td>
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<tr>
<td>Life Radio 99.5FM</td>
<td>653-0237</td>
<td>744-3928</td>
<td>News Simulcast with I 95.5FM</td>
<td>Simon Parkinson</td>
<td>News Editor</td>
</tr>
<tr>
<td>6A Naparima Rd Cocoeye San Fernando</td>
<td></td>
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<td>Marcus Daniel</td>
<td>Sports Editor</td>
</tr>
<tr>
<td>Radio Tambrin 92.7FM</td>
<td>639-2987/3392/3437</td>
<td>660-7351</td>
<td><a href="mailto:tambrin@tstt.net.tt">tambrin@tstt.net.tt</a></td>
<td>Simon Parkinson</td>
<td>News Editor</td>
</tr>
<tr>
<td>3 Picton St. Scarborough</td>
<td>639-5545</td>
<td></td>
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<td>Marcus Daniel</td>
<td>Sports Editor</td>
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| Radio Vision Ltd Power 102FM  
94.1FM Rhythm City  
88-90 Abercomby St, POS | 627-6937 Ext 229, 232  
627-9524 | 628-3108  
627-9320 | 102@cblenett.net  
power102fm.com  
newspower@carib-link.net | Clevon Raphael  
Head of News |  
Sharon Williams  
Assign. Editor |  
Ray Davis  
Sports Editor |  
Alexander Seales  
Reporter |  
Felicia Valenzuela  
Reporter |
| --- | --- | --- | --- | --- | --- |
| Radio Isaac 98.1FM  
115a Woodford Street Newtown,  
Port of Spain | 628-0904/9681  
628-5454 | 628-3108 | fbnisaac@tstt.net.tt | Head of News |  
h.murray@issac981.com  
Kern Tyson  
Sports Editor |  
k.lett@isaac981.com  
Anthony Williams  
Presenter |
| T & T Radio Network  
96.1FM, 107.7FM  
153 Tragarete Rd, POS | 628-6013/6036  
628-6044  
628-9696 | 622-9387 | wefm@tstt.net.tt  
news@96wefm.com | Head of News |  
h.murray@issac981.com  
Kern Tyson  
Sports Editor |  
k.lett@isaac981.com  
Anthony Williams  
Presenter |
| Trini Bashment Soca City 91.9FM  
56A Maraval Rd, POS | 628-3460 OR  
628-4531 | 622-6152 | trinibashment919@yahoo.com | Shaundel George  
Head of News |  
Iwer George  
Managing Director |  
Venessa Thomas  
News Editor |  
Delicia Patterson  
Presenter |
| Trinidad Broadcasting Co Ltd  
Sangeet 106FM, 106.5 FM, Vibe  
105FM, 95.1FM & 7.30AM  
22-24 St. Vincent Street, POS | 623-9202/625-5378  
Ext 5430  
623-9202/625-5378  
Ext 5430  
623-7865 | 623-9792 | tbcnews@ttol.co.tt | Arthur Greene  
News Editor |  
Jimmy Maynard  
News Editor |  
Lio Dickson  
News Editor |  
Eddie Arneaud  
Sport Editor |

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<tr>
<th><strong>WACK 90.1FM</strong></th>
<th>129 C Coffee Street San F’do</th>
<th>652-9774</th>
<th>657-1888/1881</th>
<th><a href="mailto:wack90.1fm@tsst.net.tt">wack90.1fm@tsst.net.tt</a></th>
<th>Cowen Borneo</th>
<th>Head of News</th>
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<tr>
<td><strong>WMJX 100.5FM</strong></td>
<td>9 Long Circular Road, St James</td>
<td>628-9516/628-3760</td>
<td>622-2756</td>
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<td>2-12 Hilda Lazarrie Terrace Les Effort East, San F’do</td>
<td>657-6554/657-5153</td>
<td>652-3082</td>
<td>467-5854</td>
<td><a href="mailto:reshma_ragoo@yahoo.com">reshma_ragoo@yahoo.com</a></td>
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<td>622-5245</td>
<td>628-8491</td>
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<td>663-8961</td>
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<td>628-4955/622-2686</td>
<td>628-0251</td>
<td><a href="mailto:daleenoch@yahoo.com">daleenoch@yahoo.com</a></td>
<td>Dale Enoch</td>
<td>Producer/Host</td>
</tr>
<tr>
<td>Talk City 91.1 (M-F, AM), live with First Up</td>
<td>622-4141</td>
<td>622-0344</td>
<td><a href="mailto:rroopchandsingh@cnmg.tt">rroopchandsingh@cnmg.tt</a></td>
<td>Ria Roopchandsingh</td>
<td>Producer</td>
</tr>
<tr>
<td>Talk City 91.1 (M-F. PM), Counterpoint</td>
<td>622-4141</td>
<td>622-0344</td>
<td><a href="mailto:rroopchandsingh@cnmg.tt">rroopchandsingh@cnmg.tt</a></td>
<td>Ria Roopchandsingh</td>
<td>Producer</td>
</tr>
<tr>
<td>102 (M-F, AM), Bold &amp; Boldface</td>
<td>627-6937</td>
<td>628-3108</td>
<td><a href="mailto:melissa@power102fm.com">melissa@power102fm.com</a></td>
<td>Sharon Pitt</td>
<td>Producer</td>
</tr>
<tr>
<td>102 (M-F, PM), Power Drive</td>
<td>627-6937</td>
<td>628-3108</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trinibashment 91.9 (M-F, AM) Maximum Hardcore</td>
<td>628-4531</td>
<td>628-6152</td>
<td><a href="mailto:trinibashment919@yahoo.com">trinibashment919@yahoo.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>104.7 (M-F, AM) &amp; Sundays with Umballa</td>
<td>628-9595/4073,800-1047</td>
<td>628-8933</td>
<td><a href="mailto:morefm104.7@yahoo.com">morefm104.7@yahoo.com</a>, <a href="mailto:more104.7advertising@gmail.com">more104.7advertising@gmail.com</a></td>
<td>Anisa Figero-Browne</td>
<td>Sales</td>
</tr>
<tr>
<td>Heritage Radio 101.7 (M-F, AM&amp; FM)</td>
<td>467-5854</td>
<td>653-9248</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Radio Tambrin 92.7 (M-F, AM)</td>
<td>639-2987/3392</td>
<td>660-7351, 639-5545</td>
<td><a href="mailto:tambrin@tstt.net.tt">tambrin@tstt.net.tt</a></td>
<td>Ms James</td>
<td>Producer</td>
</tr>
<tr>
<td>106.1 (M-F, AM), The Morning Panchite</td>
<td>623-9202/625-5378</td>
<td>623-9792</td>
<td><a href="mailto:tbcnews@ttolco.tt">tbcnews@ttolco.tt</a>, <a href="mailto:nadaleen.singh@guardian.co.tt">nadaleen.singh@guardian.co.tt</a></td>
<td>Nadeleen Singh</td>
<td>Producer</td>
</tr>
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<table>
<thead>
<tr>
<th>TALKSHOWS - TELEVISION</th>
<th>TELEPHONE NOS.</th>
<th>FAX NO</th>
<th>E-MAIL ADDRESS</th>
<th>NAMES</th>
<th>POSITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNC3 Early Morning Show</td>
<td>623-8870/9/623-7543</td>
<td>627-1109</td>
<td><a href="mailto:bernardjanelle@gmail.com">bernardjanelle@gmail.com</a></td>
<td>Janelle Bernard</td>
<td>Producer</td>
</tr>
<tr>
<td>with Paolo Kernahan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TV6 Morning Edition</td>
<td>623-1711/8</td>
<td>627-2721</td>
<td><a href="mailto:pmanradge@trinidadexpress.com">pmanradge@trinidadexpress.com</a></td>
<td>Patrice Manradge</td>
<td>Producer</td>
</tr>
<tr>
<td>CNMG</td>
<td>716-5251, 622-4141</td>
<td>622-0344</td>
<td><a href="mailto:kadeja_m@yahoo.com">kadeja_m@yahoo.com</a></td>
<td>Kadeja Munroe</td>
<td>Producer</td>
</tr>
<tr>
<td>WInTV</td>
<td>672-6429/329-9213</td>
<td>665-6839</td>
<td><a href="mailto:roshansookram@live.co.uk">roshansookram@live.co.uk</a></td>
<td>Roshan Sookram</td>
<td>Presenter</td>
</tr>
</tbody>
</table>

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## Appendix 21

**MAJOR CABLE AND TELECOMMUNICATIONS PROVIDERS**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Address</th>
<th>Tel</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Columbus Communications Trinidad Limited</strong></td>
<td>Level 1 Nicholas Tower Independence Square POS</td>
<td>223-FLOW (3569)</td>
<td></td>
</tr>
<tr>
<td><strong>DirecTV Trinidad Limited</strong></td>
<td>Lot #1 Munroe Road Cunupia</td>
<td>672-7134</td>
<td></td>
</tr>
<tr>
<td><strong>Green Dot Limited</strong></td>
<td>45 Cornelio Street, Woodbrook</td>
<td>628-4388</td>
<td>628-5197</td>
</tr>
<tr>
<td><strong>Digicel Trinidad and Tobago Limited</strong></td>
<td>Ansa Centre</td>
<td>622-7676</td>
<td></td>
</tr>
<tr>
<td><strong>Telecommunications Services of Trinidad and Tobago Limited</strong></td>
<td>#1 Edward Street Port of Spain</td>
<td>625-4431</td>
<td></td>
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## Appendix 22
### Members of Parliament

<table>
<thead>
<tr>
<th>Name</th>
<th>Constituency</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td>Hon. Wade Mark, MP</td>
<td>Speaker of the House</td>
<td></td>
</tr>
<tr>
<td>Hon. Dr. Roodal Moonilal, MP</td>
<td>Member for Oropouche East</td>
<td></td>
</tr>
<tr>
<td>Hon. Kamla Persad-Bissessar, MP and Prime Minister</td>
<td>Member for Siparia</td>
<td></td>
</tr>
<tr>
<td>Hon. Austin Jack Warner, MP</td>
<td>Member for Chaguanas West</td>
<td></td>
</tr>
<tr>
<td>Hon. Winston Dookeran, MP</td>
<td>Member for Tunapuna</td>
<td></td>
</tr>
<tr>
<td>Hon. Errol McLeod, MP</td>
<td>Member for Pointe-a-Pierre</td>
<td></td>
</tr>
<tr>
<td>Hon. Chandresh Sharma, MP</td>
<td>Member for Fyzabad</td>
<td></td>
</tr>
<tr>
<td>Mrs. Vernella Alleyne-Toppin, MP</td>
<td>Member for Tobago East</td>
<td></td>
</tr>
<tr>
<td>Hon. Dr. Tim Gopeesingh, MP</td>
<td>Member for Caroni East</td>
<td></td>
</tr>
<tr>
<td>Hon. Winston Peters, MP</td>
<td>Member for Mayaro</td>
<td></td>
</tr>
<tr>
<td>Hon. Dr. Surujrattan Rambachan, MP</td>
<td>Member for Tabaquete</td>
<td></td>
</tr>
<tr>
<td>Hon. Carolyn See persad-Bachan, MP</td>
<td>Member for San Fernando West</td>
<td></td>
</tr>
<tr>
<td>Hon. Herbert Volney, MP</td>
<td>Member for St. Joseph</td>
<td></td>
</tr>
<tr>
<td>Dr. Fuad Khan, MP</td>
<td>Member for Baratara/San Juan</td>
<td></td>
</tr>
<tr>
<td>Hon. Anil Roberts, MP</td>
<td>Member for D’abdie/O’Meara</td>
<td></td>
</tr>
<tr>
<td>Hon. Stephen Cadiz, MP</td>
<td>Member for Chaguanas East</td>
<td></td>
</tr>
<tr>
<td>Hon. Nizam Baksh, MP</td>
<td>Member for Naparima</td>
<td></td>
</tr>
<tr>
<td>Hon. Dr. Rupert Griffith, MP</td>
<td>Member for Toco/Sangre Grande</td>
<td></td>
</tr>
<tr>
<td>Hon. Dr. Glenn Ramadharsingh, MP</td>
<td>Member for Caroni Central</td>
<td></td>
</tr>
<tr>
<td>Hon. Prakash Ramadhar, MP</td>
<td>Member for St. Augustine</td>
<td></td>
</tr>
<tr>
<td>Hon. Clifton De Coteau, MP</td>
<td>Member for Moruga/Tableland</td>
<td></td>
</tr>
<tr>
<td>Hon. Rudranath Indarsingh, MP</td>
<td>Member for Couva South</td>
<td></td>
</tr>
<tr>
<td>Hon. Dr. Delmon Baker, MP</td>
<td>Member for Tobago West</td>
<td></td>
</tr>
<tr>
<td>Hon. Collin Partap, MP</td>
<td>Member for Cumoto/Manzanilla</td>
<td></td>
</tr>
<tr>
<td>Hon. Lincoln Douglas, MP</td>
<td>Member for Lopinot/Bon Air West</td>
<td></td>
</tr>
<tr>
<td>Hon. Rodger Samuel, MP</td>
<td>Member for Arima</td>
<td></td>
</tr>
<tr>
<td>Miss Romona Ramdial, MP</td>
<td>Member for Couva North</td>
<td></td>
</tr>
<tr>
<td>Miss Stacy Roopnarine, MP</td>
<td>Member for Oropouche West</td>
<td></td>
</tr>
<tr>
<td>Mr. Jairam Seemungal, MP</td>
<td>Member for La Horquetta/Talparo</td>
<td></td>
</tr>
<tr>
<td>Miss Nela Khan, MP</td>
<td>Member for Princess Town</td>
<td></td>
</tr>
<tr>
<td>Ms. Marlene McDonald, MP</td>
<td>Member for Port of Spain South</td>
<td></td>
</tr>
<tr>
<td>Hon. Dr. Keith Rowley, MP and Leader of the Opposition</td>
<td>Member for Diego Martin West</td>
<td></td>
</tr>
<tr>
<td>Ms. Donna Cox, MP</td>
<td>Member for Laventille East/Morvant</td>
<td></td>
</tr>
<tr>
<td>Mr. NiLeung Hypolite, MP</td>
<td>Member for Laventille West</td>
<td></td>
</tr>
<tr>
<td>Mrs. Patricia McIntosh, MP</td>
<td>Member for Port of Spain North/St. Ann’s West</td>
<td></td>
</tr>
<tr>
<td>Mr. Colm Imbert, MP</td>
<td>Member for Diego Martin North\East</td>
<td></td>
</tr>
<tr>
<td>Mr. Fitzgerald Jeffrey, MP</td>
<td>Member for La Brea</td>
<td></td>
</tr>
<tr>
<td>Dr. Amery Browne, MP</td>
<td>Member for Diego Martin Central</td>
<td></td>
</tr>
<tr>
<td>Mr. Patrick Manning, MP</td>
<td>Member for San Fernando East</td>
<td></td>
</tr>
<tr>
<td>Ms. Joanne Thomas, MP</td>
<td>Member for St. Ann’s East</td>
<td></td>
</tr>
<tr>
<td>Miss Alicia Hospedales, MP</td>
<td>Member for Arouca/Maloney</td>
<td></td>
</tr>
<tr>
<td>Mrs. Paula Gopee-Scoon, MP</td>
<td>Member for Point Fortin</td>
<td></td>
</tr>
</tbody>
</table>
This Manual was prepared by the Trinidad & Tobago Publishers & Broadcasters Association (TTPBA) in association with the Office of Disaster Preparedness & Management (ODPM). It is intended to be a guide only and has been prepared with the co-operation of the ODPM. Use of the guidelines contained herein does not assure the absence of injury or loss. The Trinidad & Tobago Publishers & Broadcasters Association does not hold itself responsible for accidents, injury or loss of life that may occur in the event of anyone following the guidelines contained in this manual.

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- Treating and storing water
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None of the information contained in this manual is new. It has all been said before by the ODPM, the Red Cross Society and relief organizations from all around the world. Most of this is just plain common sense. The purpose of the manual is to put the information together in an easy to use format for broadcasters. It is left to each broadcaster to determine how to use the manual but public service announcements and listener/viewer education outside of an emergency suggest themselves for consideration.

To be effective every broadcaster should have an operations plan for a disaster: who will man the studio during a hurricane, who will determine message content and frequency, what will happen if...

THE NATIONAL COMMUNICATIONS PLAN FOR DISASTERS

This plan has not yet been finalised by the ODPM. Each Emergency Manual holder will be sent the plan for insertion in the manual when the plan becomes available from the ODPM.
The broadcast media are a part of the system for dealing with national disasters/emergencies and therefore have a significant responsibility to the public. There is also a provision in the Telecom Act and broadcast licences that speaks to this responsibility. To discharge this responsibility you must have a station plan for emergencies. Who will be on air, who will write and approve the on-air messages, who will be in the News Room, how often will staff be rotated and what if...?

BEFORE THE EMERGENCY:
When there is notice of an approaching emergency the broadcaster must start advising the public and do so at more frequent intervals as the probable emergency gets closer. The frequency of the message and its content is left to the broadcaster, which places on the broadcaster the responsibility “to get it right”!

The on-air announcements must give the public information that they can use. The broadcaster cannot just say a hurricane is coming. He must say when, where, what to do, where to go, who to call. The broadcaster has a responsibility to have this information on hand.

There is a section in this manual for each of the likely emergencies and it is here that the broadcaster will find information that will allow him to communicate useful information to the public.

SOURCES OF INFORMATION:
In a rush to score points over other broadcasters and be ‘first’ there is a real risk that unconfirmed stories and just plain rumour might be broadcast. Incorrect information can do real harm and you may be held legally responsible for the information you transmit. There are some obvious sources of information that you should be able to trust: the ODPM, the Met Office, THA, Police, etc. but there are many other sources of information that you can use: the Internet weather channels (make sure you really understand the information before using it), your personal contacts, field reports from your news team, the T&T Amateur Radio reports, etc. Please ensure that the ‘other’ international sources used are reputable. On the advice of the ODPM, the following sites are suggested with regard to hurricanes:


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There are times when the public good may be served by running a story that you have been unable to verify but because of the risk to life of not running it you go ahead with the story. The ODPM has advised that the procedure should be that the broadcasters first call the ODPM with the information. Give them five minutes during which they will attempt to verify the story and get back to you. If the ODPM is unable to verify the information you should always advise the public that the story has not been verified but you feel you must run it because of public safety. It is obvious that as soon as you have the story confirmed or denied the public must be informed.

A public equipped with mobile phones can be a most valuable source of information if the cellular telephone network is still operational. But, and it’s a big but, how do you know who to believe? On air, you can ask for anyone at the emergency site to call the station and tell what is happening. Give them the number to call on air. Now, if you get multiple calls telling you that the Caroni Bridge has been washed away you have the verification you need. Another way is to ask persons on the site to send you a picture of the emergency/disaster using their cell phone camera. This also gives the television stations on air material. Obviously you will have to give a web address on air and the sender must have a cell phone Internet connection. Again, the ODPM advises that this be done with caution. The broadcaster should call the ODPM for verification of the information gathered from the public. This will also allow the ODPM to follow up on that particular situation.

SHARING INFORMATION:
Broadcasters should share information and allow rebroadcast of information once proper credit is given to the originator of the story. This is not the time to score points. Every broadcaster must however remember that he is responsible for what he puts on air and it is no excuse to say that “I got the information from another broadcaster”.

DURING THE EMERGENCY:
The broadcaster needs to advise the public of what is happening: where, what, how long will it last etc. There will be different DO’s and Don’ts for each class of disaster as it is happening. It is these DO’s and Don’ts that the broadcaster must explain to the public. The DO’s and DON’Ts for each class of disaster can be found in this manual.

AFTER THE EMERGENCY:
The broadcaster must inform the public that the disaster is over and warn the public of the dangers that might result from the disaster. These dangers might include contaminated water, live electrical cables, mudslides, etc. There will probably be a period of chaos after a major disaster before the emergency services can start to provide help. It is the broadcaster’s job to keep the affected publics aware and to let them know what help is on the way and when. The broadcaster is the link between the emergency services and the public. It is the broadcaster who will determine the content and frequency of his messages unless his station comes under the control of the authorities, which is unlikely to happen if he is acting responsibly. There is no formula for message content and frequency but obviously the damage/risk will help determine what is necessary after each emergency. Messages from the ODPM should be read as received. The broadcaster is, however, free to add to or explain the message.
Very obviously the office of the ODPM has a right to expect broadcasters to take instructions from them before, during and after an emergency. This is not to mean that the ODPM has control of the broadcast media.

ON AIR CONTENT/STYLE:
This is serious business and the on air broadcast must reflect this. The presenter should inspire calm and the audience must be left with the impression that there are people who know what is happening and what to do. To make sure that this happens, presenters should rehearse their presentations to ensure the right tone of voice, facial expressions and an understanding of the message content. Station management might do well to consider which presenters are likely to do a good job and who will construct and okay the on air message. This should become a part of the station’s standard operating procedure. See Operations Manual Checklist at back of Manual.

MESSAGE CONTENT:
The KISS principle should be followed: Keep It Simple Stupid! No talk of the ITCZ and so many millibars of pressure. Talk to people in language they understand. And don’t blindly follow the language of the Met Office. The broadcaster must ask the source of his information to interpret technical jargon so that he can put it into language the public understand. It is better to tell your audience that this is one monster of a hurricane instead of saying “winds at the centre are reaching 200 miles an hour”.

The information that the broadcaster transmits must be information that the audience can use to protect life and property. The critical information for each disaster is given in this manual.

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It is important to understand the difference between the terms ‘HURRICANE WATCH’ and ‘HURRICANE WARNING’. When media use these terms they must explain to the public what they mean.

TROPICAL STORM/HURRICANE WATCH: tropical storm/hurricane conditions are possible in the area of the watch (specify the area) within 36 hours.

TROPICAL STORM/HURRICANE WARNING: tropical storm/hurricane conditions are expected in the area of the warning (specify the area) within 24 hours.

DEFINITIONS:
- **Tropical Storm** - Organized thunderstorms with a cyclonic wind circulation between 35 and 64 knots.
- **Hurricane** - A severe tropical cyclone having circulating winds in excess of 64 knots.

**BEFORE (Preparing for a hurricane)**
- Listen to the radio and watch television for information.
- If you live in a poorly constructed house in the path of the hurricane consider moving to a shelter or to a friend’s house (see section on what you need to take to a shelter).
- Board up all your windows. If you cannot board up your windows put 2” or 3” tape across them to prevent broken glass from flying.
- Wrap all your electronic equipment in plastic or plastic garbage bags to prevent water damage.
- Bring into your house or tie down loose household objects, anything that can become a flying hazard in high wind, e.g. outdoor furniture.
- Install flood barriers if your area is prone to flooding (see section on flooding).
- Make sure you have a working portable radio with sufficient batteries to last two weeks.
- Charge your cell phone battery and if you have a responsibility to the public make sure you have a spare charged battery.
- Have at least one flashlight or battery powered lantern with sufficient batteries to last two weeks. The old-fashioned hurricane lanterns that run on kerosene are still available and are safe and economical.
• For household repairs you should have a
  o hammer
  o saw
  o cutlass
  o a pair of big pliers
  o plastic sheeting for roof repairs
  o supply of nails
  o supply of roofing nails
  o roll of wire
  o roll of 3” tape for use on glass windows

• Food that does not need cooking or refrigeration. (See food section of manual).
• Drinking water for at least two weeks (see section on water storage and treatment)
• Waterproof container for all your valuable documents: ID card, credit card, insurance policies, land and house deeds, birth certificates, etc. An empty biscuit tin with a tight lid will do or a waterproof plastic bucket. Wrap all your documents in a plastic bag, tie the top of the bag and then put in the container. Store container carefully.
• First Aid/Hygiene Kit (see section of manual on first aid kit contents)
• Household bleach for treating water. Do not use colourfast bleach or bleach with additives. Use only ordinary household bleach (see section on treating water)
• Get cash. The ATM will not work without electricity
• Fill up your car’s gas tank.
• Release all animals. Bring pets indoors.
• Matches – wrap several boxes of matches in a waterproof bag.
• Secure water tank covers. If the tank has a simple drop on cover put some bricks or stones around the cover edge or tie down the tank cover.
• Turn off your cooking gas at the tank.
• Fasten shut all doors and windows. If necessary nail them shut.
• Have a family meeting to ensure that everyone knows the plan and what is expected of each member.
• Put appliances up on blocks to prevent flooding.
• Watch for Storm Surges especially if you live near the coast. Follow procedure on Storm Surges on Page 16 of this Manual.

DO NOT USE YOUR PHONE UNLESS YOU MUST. TOO MANY CALLS WILL CAUSE THE TELEPHONE SYSTEM TO OVERLOAD MAKING EMERGENCY CALLS IMPOSSIBLE.

DURING A HURRICANE
• Listen to the radio
• Stay inside and away from windows and glass doors. Find a safe place in your home on the lower level. Maybe the bathroom.
• Stay calm.
• If flooding threatens your home turn off the main electricity breaker. Do not stand in water when doing this!
• If you lose power turn off or unplug all appliances. If there is lightning do not use a landline telephone and do not take a shower during the thunderstorm.

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• Do not go outdoors. Flying roofing sheets and other objects can kill you! Beware the eye of the storm; it is a false calm.
• Do not use your telephone for frivolous calls.

AFTER A HURRICANE
• Listen to your radio.
• Remain indoors until an official all-clear has been given. Do not go outside to inspect damage until the official all clear.
• Take care of the injured and check for missing persons.
• Keep children inside.
• Check house for damage. If necessary do temporary repairs.
• Do not touch fallen wires of any kind.
• Do not touch trees in contact with electrical wires.
• Do not go near water with fallen wires nearby.
• Do not go site seeing.
• Help your neighbour.
• Purify pipe water unless you are told it’s safe. (See section of manual on water treatment.)
• Do not turn on your electricity if any of the following conditions exist:
  o The electrical mains in the street are down or damaged
  o The electrical wiring in your house is damaged
  o The house is flooded or the floor is wet
  o The street is flooded
• Never switch on your electricity breaker while standing on bare feet. Put on rubber shoes and make sure the floor is dry.
• Use your flashlight/lantern as little as possible. You cannot be sure of when help will arrive.
• When electricity is restored check refrigerator for food spoilage (see section of manual on food storage).
• When electricity is restored do not switch on appliances/water pumps etc. that have been flooded. Get them checked by a technician or at the very least let them dry out and then spray the electrics with CRC.
• Take photographs of the damage to your property to be used for insurance purposes.
STORM SURGES

As a hurricane approaches land, several factors combine to cause a rise in the sea level. This is called a storm surge. The actual formation begins over the deep ocean. The conditions around the hurricane’s eye cause a rise of sea surface one or two feet higher than the surrounding ocean’s surface. This forms a dome of water as much as 50 miles across. As the storm moves into shallow coastal water, decreasing water depths transforms the dome into a surge that can rise 20 feet or more above sea level. The result is an extremely effective battering wave capable of smashing structures to rubble, eroding long stretches of beach and undermining poorly anchored buildings. Very high storm surges result from a combination of strong winds, high tides and a gently sloping ocean floor. Bays and inlets are particularly vulnerable. Another critical situation may occur at the mouth of a coastal river when the flood crest due to rainfall occurs at the same time as the storm surge and produces even higher water levels.

BEFORE A STORM SURGE

- Find out if your home is in the danger area. Know your distance from the coast and your height above sea level. Evacuation orders may be based on these numbers.
- Make evacuation plans. Evacuate when advised to do so.
- Know the location of your designated shelters.

DURING A STORM SURGE

- Stay away from beaches and low-lying coastal areas. Although the sight may be spectacular, if you can see the wave you may be too close to escape it.
- Listen to your radio for information from your local emergency management agency.
- Do not return to your home unless authorities advise that it is safe to do so.

AFTER

- Stay tuned to your radio for the latest information from your local emergency organization.
- Help injured or trapped persons. Do not move seriously injured persons unless they are in immediate danger of further injury.
- Stay out of damaged buildings.

Updated: - April 2011
• Enter home with caution. Do not use electrical devices until electrical system is checked. Do not use open flames. Check for gas leaks.
• Test drinking water and food supplies. Food that has come into contact with floodwaters may be contaminated and should be thrown out.
• Take photographs of your property, if damaged, for insurance purposes.

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FLOODING

Many areas of Trinidad have a history of flooding. If you live in such an area you need to be very alert to the risk of flooding, more so in the rainy season.

CAUSES:
- Intense rainfall from thunderstorms
- Prolonged rainfall
- Poor drainage
- Clogged drains
- High tides that coincide with river flooding in low lying areas

BEFORE FLOODING: Have the following supplies ready at a safe place:
- Drinking water (see section of manual on this topic)
- Food
- First Aid/Hygiene Kit (see section of manual on this topic)
- Flashlight and extra batteries
- Portable radio and extra batteries
- A fully charged cellular phone if you own one
- Shovel
- Saw
- Hammer
- Wooden planks
- Nails
- Sand bags
- Plastic sheeting

Updated: - April 2011
• Have a plan using plastic sheeting and sandbags to seal doorways to prevent water entering your home. Plastic sheeting and sandbags are available at most hardware stores.

**ALSO:**
- Move vehicles to high ground
- Move important documents to upper floor and/or put in water tight container
- Tie down containers with inflammable or combustible material.

**DURING THE FLOODING:**
- Listen to a portable radio
- Move belongings to an upper floor or to safe ground if time permits
- Move appliances off floor level
- Turn off electricity and gas. Turn off gas at the tank and electricity at the mains switch.
- Avoid areas that you know flood easily.
- Release animals and poultry.
- Keep children indoors and upstairs.
- If your car stalls or becomes stuck abandon it and climb to higher ground or on to the vehicle’s roof.
- If there is a thunderstorm take precautions against lightning (see section of manual on lightning).
- Do not move at night unless absolutely necessary.
- Do not go into fast moving water that is more than a few inches deep.

**AFTER THE FLOODING:**
- Check on your neighbours.
- Inspect building for damage. There can be danger from collapsing buildings.
- Stay away from all fallen wires.
- Stay away from water with fallen wires in it or nearby.
- Do not turn on your electricity if the water has come even close to plug height.
- Do not turn on electricity while there is water in your house.
- Do not turn on electricity standing barefoot on a wet floor.
- Do not turn on appliances that have been in the floodwater. Let them dry out completely and spray motors, switches, and connectors, with CRC. Appliances can take several days to dry out. Switch on with great care.
- Do not use food that has come in contact with floodwater.
- Do not drink, cook with or bathe in floodwater.
- Remember damaged sewer systems, septic tanks and latrines are very, very serious health hazards.
- Take photographs of your property, if damaged, for insurance purposes.
HOW TO INSPECT FOR GAS, ELECTRICITY, WATER AND SEWERAGE PROBLEMS IN YOUR HOME

GAS: If you smell gas or hear blowing and hissing noises open a window and door and turn off the gas at the tank. Do not turn off lights or appliances. Get out of the building fast and stay out. After about an hour of allowing the gas to dissipate through open doors and windows, if you still smell gas, call the Fire Services – 991. Do not re-enter the building until it has been checked by a professional.

ELECTRICAL SYSTEMS: If you smell burning, see sparks or broken and frayed wires switch off the electricity at the mains panel. Make sure you are wearing dry rubber soled shoes and you are not standing in water. Proceed with extreme care.

SEWERAGE AND WATER LINE DAMAGE: If the water lines are damaged do not drink water from the tap, use your emergency water supply. Damaged water lines can lead to contaminated water. To check for damaged sewer lines try flushing your toilet. If it backs up the line is not good.
THUNDERSTORMS/ LIGHTNING

BEFORE:

- Pay attention to weather forecasts
- Learn the thunderstorm danger signs. Dark towering clouds. Distant lightning and thunder.
- Make sure emergency supplies – food, water and first aid kit are prepared. Thunderstorms often result in flooding.
- Listen to the radio for weather information.
- Make sure family members know what to do.
- Make sure you have emergency telephone numbers at hand.

DURING A THUNDERSTORM/LIGHTNING:

If caught indoors

- Secure outdoor objects such as lawn furniture that could blow away or cause damage or injury. Take light objects inside. Close windows securely and brace outside doors.
- Listen to a battery-operated radio or television for the latest storm information.
- Do not handle any electrical equipment or telephones because lightning could follow the wire. Television sets are particularly dangerous at this time.
- Avoid bathtubs, water faucets and sinks because metal pipes can transmit electricity. Not all water pipes in Trinidad & Tobago are PVC.

If caught outdoors:

- Attempt to get into a building or car. If no structure is available, get to an open space and squat low to the ground as quickly as possible.
- Do not lie on the ground.
- Crouch with hands on knees.
- Avoid tall structures such as towers, tall trees, fences, telephone lines, or power lines.
- Stay away from natural lightning rods such as golf clubs, tractors, fishing rods, bicycles, or camping equipment.
- Stay away from rivers, lakes, or other bodies of water.

Updated: - April 2011
• If you are isolated in a level field and you feel your hair stand on end (which indicates that lightning is about to strike), bend forward, putting your hands on your knees. A position with feet together and crouching while removing all metal objects is recommended. Do not lie flat on the ground.

If in the woods during thunderstorm/lightning:
• Find an area protected by a low clump of trees – never stand underneath a single large tree in the open.
• It is a myth that lightning never strikes twice in the same place. In fact, lightning will strike several times in the same place in the course of one discharge.
• Be aware of the potential for flooding in low-lying areas.

If caught in a car:
• Pull safely onto the shoulder of the road, away from any trees that could fall on the vehicle. Stay in the car and turn on the emergency flashers until the heavy rains subside. Avoid flooded roadways.
• Drive only if necessary. Debris and washed-out roads may make driving dangerous.

What to do when lightning strikes a person:
• Check for injuries. A person who has been struck by lightning does not carry an electrical charge that can shock other people.
• If the victim is burned, provide first aid and call emergency medical assistance immediately. Look for burns where lightning entered and exited the body.
• If the strike caused the victim’s heart and breathing to stop, give cardiopulmonary resuscitation (CPR) until medical professionals arrive and take over. (Administer CPR only if trained to do so.)

Remember to help your neighbours who may require special assistance – infants, elderly people, and people with disabilities. Report downed utility wires.

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EARTHQUAKES

BEFORE

- Learn how to shut off gas, water, and electricity.
- Identify the safe places in each room.
- Prepare an emergency medical kit.
- Store water and consider a water tank.
- Have food stored that does not need cooking.
- Have emergency lighting. **DO NOT** light candles or use matches. There may be cooking gas trapped in the house. Use battery-powered lights.
- Have radio and spare batteries.

DURING AN EARTHQUAKE

- Stay as safe as possible during an earthquake. Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and stay indoors until the shaking has stopped and you are sure exiting is safe.
- **If indoors**
  - DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn’t a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
  - Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
  - Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
  - Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load-bearing doorway.
• Stay inside until shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
• Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
• DO NOT use the elevators.

If outdoors
• Stay there.
• Move away from buildings, streetlights, and utility wires.
• Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits, and alongside exterior walls. Many of the 120 fatalities from the 1933 Long Beach earthquake occurred when people ran outside of buildings only to be killed by falling debris from collapsing walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If in a moving vehicle
• Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
• Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

If trapped under debris
• Do not light a match.
• Do not move about or kick up dust.
• Cover your mouth with a handkerchief or clothing.
• Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

AFTER THE EARTHQUAKE:
• Calm yourself and check on family members. Ask them their condition.
• Expect more tremors.
• Render first aid.
• Check for fires.
• Do not use matches, only battery-powered lights.
• Check gas and electricity – shut off if necessary.
• Turn on radio for information.
• Check house for damage.
• Do not drive unless it is an extreme emergency.
• Do not use your phone unless you have a real emergency. You may overload the system.
• Check your neighbours to render assistance.
• If your home can be occupied but the sewer line is broken use small plastic bags with ties or line your lavatory bowl with a large plastic bag. Have cable ties available.
• If your home has been damaged, take photographs for insurance purposes.
• An earthquake may cause a Tsunami to occur. See procedure for Tsunami on Page 34 of this manual.

Updated: - April 2011
If you must evacuate

- Leave very carefully.
- Open all doors and cabinets slowly.
- Turn off your water and gas.
- Do not touch any light fixture or electrical switch.
- Take your emergency supplies and important documents and don’t forget your pets.
- Let your neighbours know you are leaving and where you might be reached.
A tsunami can be one of the effects of an earthquake. When a large mass of rock drops or rises along a fault it displaces the columns of water above it. This column of water, or tsunami, travels outwards from the source at speeds of 500 mph or more. Tsunamis can propagate for thousands of miles from their source and may surge to damaging heights in coastal areas. As the tsunami enters the shallow waters along coastlines, the incoming speed slows down and the wave height increases. The arrival of a tsunami may be preceded by a gradual recession of the coastal water.

BEFORE A TSUNAMI
- Find out if your home is in the danger area. Know your distance from the coast and your height above sea level. Evacuation orders may be based on these numbers.
- Make evacuation plans. Evacuate when advised to do so.
- Know the location of your designated shelters.

DURING A TSUNAMI
- Stay away from beaches and low-lying coastal areas. Although the sight may be spectacular, if you can see the wave you may be too close to escape it.
- Listen to your radio for information from your local emergency management agency.
- Do not return to your home unless authorities advise that it is safe to do so.

AFTER A TSUNAMI
- Stay tuned to your radio for the latest information from your local emergency organization.
- Help injured or trapped persons. Do not move seriously injured persons unless they are in immediate danger of further injury.
- Stay out of damaged buildings.
- Enter home with caution. Do not use electrical devices until electrical system is checked. Do not use open flames. Check for gas leaks.

Updated: - April 2011
- Test drinking water and food supplies. Food that has come into contact with floodwaters may be contaminated and should be thrown out.
- If your home has been damaged, take photographs for insurance purposes.

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BUSH/FOREST FIRES

Bush and forest fires are very common in Trinidad and Tobago and occur in the dry season. They are always caused by irresponsible people who don’t care about the damage fires cause and who do not understand the cost of putting out or containing the fire. The silting of our rivers and streams and flooding in the rainy season can all be linked to the forest and bush fires in the dry season.

Here is what a responsible person will do before setting a fire and what must be done to protect your property from fires.

LIGHTING AN OUTDOOR FIRE:
- A fire permit is required during the Fire season, which is the period December 1st to June 30th. This permit can be obtained at the nearest Fire Station.
- You can be jailed for 6 months and fined if you light a fire without a permit.
- Do not burn in high wind or when it is very hot and dry.
- Burn small areas at a time. This will improve your control of the fire.
- Cut wide fire traces around the area to be burnt.
- Have extra help available at the fire site to help control the fire.
- Collect water before you light the fire and store the water at points around the area to be burnt.
- Make and have ready some simple fire beaters. Attaching a rubber flap or old hose to a handle can make a fire beater.

PROTECTING YOUR HOUSE FROM BUSH FIRES:
- Once you have detected a bush fire call and inform the Fire Services - 991. This does not negate your trying to put out the fire but it will put the Fire Services on alert.
- Analyse your risk. Is your house surrounded with bush? Do you have bamboo growing in your back yard? Do you live on a hillside that has burnt before?
- Cut back the bush and tall grass around your house.
- Have at least two simple fire beaters ready. You can make a simple cheap fire beater by attaching a rubber flap or old hose to a handle.
- Have a water hose and buckets of water ready to put out the fire if it gets close.

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• Be on guard for the entire period of the fire. Do not leave your house unattended. A fire that you think is out can be a real danger.
• Call the Fire Services if you cannot handle the immediate fire or if you can see that a serious problem might develop. But remember, they are probably needed at many other places.
• Be aware of your own personal safety when fighting the fire. Smoke asphyxiation happens very quickly.
• Check your house insurance to see whether your policy covers bush fire damage.
• If your house is burglar proofed make sure that in each area of the house there is burglar proofing that can be opened. This means hinged burglar proofing with a lock, with a key hanging close to the burglar proofing.

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A hazardous material accident can occur anywhere. Communities located near chemical manufacturing plants are at risk. However, hazardous materials are transported on our roadways and pipelines daily, so any area is considered vulnerable to an accident.

**BEFORE:**
- Identify which hazardous materials may pose a threat.
- Obtain and review Material Safety Data Sheets (MSDS) for hazardous materials. This can be obtained from the manufacturer.
- Learn to detect the presence of a hazardous material. Many hazardous materials do not have a taste or an odor. Some materials can be detected because they cause physical reactions such as watering of the eyes or nausea.
- Find out evacuation plans for your workplace and your children’s school.
- When advised to do so, be ready to evacuate. Plan several evacuation routes out of the area.
- Ask about industry and community warning systems.
- Have disaster supplies on hand.
- Develop an emergency communication plan. In case family members are separated from one another during a hazardous material accident (this is a real possibility during the day when adults are at work and children are at school), develop a plan for reuniting after the disaster.

**DURING A CHEMICAL EMERGENCY:**
- If you hear a siren or other warning signal turn on a radio or television for further emergency information.
- If caught at the scene of a chemical accident:
  - If you see an accident call the Fire Service (991) to report the nature and location of the accident as soon as possible.
  - Move away from the accident scene and help others away.
  - Do not walk into or touch any of the spilled substance.
  - Try not to inhale gases, fumes and smoke. If possible, cover your mouth with a cloth while leaving the area.

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• Stay away from accident victims until the hazardous material has been identified.
• Assist victims where possible. If the chemical is hazardous to your health ensure that you protect yourself first before assisting anyone.
• Try to get upwind of the accident. (Face the oncoming wind and move toward it.)

If told to stay indoors (in-place sheltering)
• Seal houses so that contaminants cannot enter:
  o Close and lock windows and doors.
  o Seal gaps under doorways and windows with wet towels and duct tape.
  o Seal gaps around windows and air conditioning units, bathroom and kitchen exhaust fans, and stove and dryer vents with duct tape and plastic sheeting, wax paper or aluminum wrap.
  o Close off non-essential rooms such as storage areas, laundry rooms and extra bedrooms.
  o Turn off ventilation systems.
• Bring pets inside
• Immediately after the ‘in-place sheltering’ announcement, fill up large containers for an additional water supply and turn off intake valve to the house.
• If gas or vapour has entered the building, take shallow breaths through a wet cloth or towel.

Assisting Accident Victims of a Chemical Emergency
Do not try to care for victims of a hazardous material accident until the substance has been identified and authorities indicate it is safe to go near victims or you have been given protective gear. Only then should you:
• Move victims to fresh air
• Remove contaminated clothing and shoes and place them in a plastic bag.
• Cleanse victims that have come into contact with chemicals by immediately pouring cold water over the skin or eyes for at least 15 minutes, unless authorities instruct you not to use water on the particular chemical involved.

Evacuation during a Chemical Emergency
Authorities will decide if evacuation is necessary based primarily on the type and amount of chemical released and how long it is expected to affect an area. Other considerations are weather conditions and time of day.

If asked to evacuate
• Stay tuned to a radio or television for information on evacuation routes, temporary shelters and procedures.
• Follow the routes recommended by the authorities – shortcuts may not be safe. Secure home and leave at once.
• Take your disaster supplies with you.
• Remember to assist your neighbours who may require special assistance – infants, elderly persons and person with disabilities.

AFTER A CHEMICAL EMERGENCY:
• Return home only when authorities say it is safe.
• Follow local instructions concerning the safety of food and water.

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• Clean up and dispose of residue carefully. Follow instructions from emergency officials concerning clean up methods.

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TREATING/STORING WATER

STORAGE:
- Water should be stored in containers with screw tops or snap on lids and kept in the safest part of the house.
- Storage containers for drinking water should be marked ‘DRINKING WATER’.
- Containers that have been used for storing chemicals should not be used for storing water.
- Do not store water in glass bottles that can break.
- If you have a bath tub or a shower stall with raised sides you can put a sheet of plastic into the tub or shower and fill it with water.
- You can, of course, also buy bottled drinking water.
- Many persons have water tanks, make sure the tops are securely fastened.
- If the tanks have old-fashioned drop on covers put some stones or bricks around the edge of the cover to prevent the cover from blowing away. Your water tank should not be your only source of water. Make sure you have water stored indoors.
- Make sure water tanks are above flood levels, this more so in low lying areas that often flood.

HOW MUCH WATER:
At a very minimum each adult will require at least eight glasses of water a day. And more if involved in hard physical activity. You will also require water for hygiene and cooking. When estimating your total water requirements you should allow at least three gallons a day per person. This is to be divided between drinking water and water for hygiene use. This is to be considered an absolute minimum requirement.

Remember you cannot depend on getting a normal supply of water for many days after some disasters.

You should consider getting a water tank with a secure cover if you don’t already have one. This might be the only way to ensure that you and your family have an adequate supply of water for a long time after a hurricane or severe earthquake. Think carefully about where you position the tank. And remember even if you have a tank you need to have emergency water supplies indoors.
TREATING WATER:

**Never, never drink flood water.** After a national disaster you should treat all pipe borne water until you have been advised that the water is safe to drink. Pipe borne water may have become contaminated water that is unfit to drink, and may have a bad smell and taste. Contaminated water can also contain bacteria that causes dysentery, typhoid and hepatitis. Treat all water you are not sure of before using it for drinking, cooking or bathing. There are two ways of treating water in emergencies:

- **BOILING:**
  Bring water to a boil and let boil for five minutes. Cool water before use. Make sure you do not mix boiled and unboiled water. Mark containers clearly.

- **DISINFECTION:**
  You can use ordinary household bleach to treat water. Do not use scented bleach, colour safe bleaches or bleaches with added cleaners. Use ordinary household bleach. Use ¼ teaspoon to a gallon of water and stir well. The water should have a faint bleach odour, if not repeat the process. There is a waiting period of at least half an hour before the water can be used.

You **CANNOT** treat flood waters that might be contaminated by latrine outflows, dirt and chemicals used in agriculture.
FOOD SUPPLIES

You will need to have stored before the emergency food that does not need cooking or refrigeration. You should consider the following:

- Canned Food – sardines, corned beef, sausages, tuna, baked beans, etc.
- Whole grain cereals
- Peanut butter
- Biscuits
- Fruit Juices
- Powdered milk or cartons of milk
- Bread
- Can opener, knife, fork, paper plates
- Small garbage bags with ties
- Baby Food

You will need a water proof container to store your food. Here are some suggestions – a large plastic container with a snap on lid, a styrotex ice cooler, a large cooler of the type you take to the beach, a refrigerator that no longer works but still has a good door and shelves. To avoid it from being used as a hiding place for children leave all the shelves in place.

FIRST
Use perishable food from your refrigerator

THEN
Use foods from the freezer. Know what you have in the freezer so you don’t keep it open too long or often. (Put a list on the freezer door). Food can last up to three days in a good freezer. You can tell if food is good if there are ice crystals in the centre of the food.

FINALLY
Begin to use the non-perishable foods.
FIRST AID/HYGIENE KIT

Do not wait for an emergency to assemble this kit. Do it now and renew the contents regularly. The quantity of each item will depend on the size of your family. You will need:

- A watertight container – a plastic box with a lid, a bucket with a lid, a cooler with a tight lid.
  - This is for the following items:
  - Adhesive plasters in various sizes
  - Assorted sizes of safety pins
  - 2-inch and 4-inch gauze pads
  - a roll of surgical tape
  - cotton wool balls or a roll of cotton wool
  - scissors, needle, tweezers
  - antiseptic liquid – Dettol, Hydrogen Peroxide etc.
  - Tablets for headache, fever, diarrhea, stomach pain, indigestion, etc.
  - Prescription drugs that any member of your family may be taking for: high blood pressure, diabetes, thyroid, a heart condition etc.
  - Thermometer
  - Eye drops/eye wash – Optrex etc.
  - Dust masks
  - Soap, toothpaste, toilet paper, sanitary napkins
  - Paper napkins
  - Small garbage bags with ties for hygiene use
  - Teaspoons, paper cups
  - Spare eye glasses or contacts
  - Flashlight with extra batteries

You need to remember that during and after an emergency you may not be able to find a doctor or leave your home and the hospitals and clinics may only be dealing with the most serious injuries.
STAYING AT A PUBLIC SHELTER

Public shelters are for people who have nowhere else to go. Stay with friends or relatives if possible. If you live in a coastal area or in a poorly built house you should consider moving to a shelter before the hurricane.

- Advise friends and family you are going to the shelter.
- Eat before you go to the shelter – you may not get a meal for 24 hours
- Take a small supply of food that does not need cooking. Include baby food if necessary.
- Take all your important documents: ID card, passport, credit card, mortgage papers, driving licence, birth/marriage certificates etc. Wrap them in a plastic bag tie the end of the bag and put the bag in a tin with a tight cover.
- Take your own medication if you are taking medication e.g. medication for high blood pressure, diabetes, thyroid etc.
- Take a change of clothing and a towel.
- Take a simple hygiene kit: toothbrush, toothpaste, soap, deodorant, sanitary pads, toilet paper.
- Take a blanket and a pillow.
- What you need to take can go in a small suitcase.
This is a checklist only! The purpose of it is to provide guidance to station managers about the contents of their own operations manual. Every station’s manual will be different but each must answer the questions contained in the checklist in so far as those questions are pertinent but no doubt some broadcasters will have an expanded field of operations with an expanded checklist.

A broadcaster cannot be said to be properly prepared for an emergency unless he has an Emergency Operations Manual AND staff training with respect to the manual has been done and continues to be done at regular intervals.

COMMUNICATIONS
There must be recorded in the manual and a laminated copy placed on all notice boards, on-air studios and news studios, a list of all telephone land lines, cellular phones and pagers for the following personnel and services:
- All station personnel including management
- All contractors that the station might use: engineering contractors, building contractors, electricians, plumbing contractors, I.T. contractors, janitorial contractors
- Police Station nearest you, police headquarters, ambulance services, T&TEC, WASA, ODPM etc.

EMERGENCY SUPPLIES/EQUIPMENT
- Hammer
- Nails
- Roofing Nails
- Plastic Sheeting (lots of it)
- Saw

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• Pliers (big)
• Cutlass
• Roll of Wire
• Shovel
• Ladder
• Buckets with lid
• Pre-cut plywood marked for each door/window location
• Strapping tape
• Fire extinguishers
• First Aid kit – one per location
• Water supplies – consider an indoor tank
• Food supplies
• Hygiene supplies – soap, toothpaste, small garbage bags for
• Sanitary use, plastic ties for use with garbage bags etc.
• Fold up cots
• Several boxes of large garbage bags
• A single cooking ring with a portable gas cylinder
• Plastic eating utensils, paper plates and cups, knives, forks, spoons, can opener
• Saucepans
• Matches in waterproof bag
• Spare cell phone batteries
• Several portable radios with a 2 week supply of batteries
• (keep batteries in refrigerator)
• Emergency lighting, fixed and portable
• Proper fixed and safe storage for the emergency supplies

The above is a checklist of emergency supplies for each location – studio, office, transmitter site, etc.
RECORD SAFETY
   IT: Back up all records, shut down computers and unplug from the mains. Leave on only those computers absolutely necessary for station operation. Wrap unused computers in plastic garbage gags to guard against water. If time permits, make second back-up copy to take off site. If station premises do not have a data safe consider taking the back-up copies off site. Take off site all computer software programmes unless station has a data safe.

PRINTED MATTER: Decide whether off site storage will be safer than storage at station. Lock all important documents in filing cabinets and then cover each filing cabinet in plastic sheeting. Secure the plastic sheeting around the cabinet using strapping tape.

LIGHTNING: At all times you should have your records, computers and phone system protected from lightning which occurs withal thunderstorms and hurricanes. If lightning strikes the electrical mains or telephone cables outside your building the wires can bring It into your building. The protection is quite inexpensive and most broadcasters will not have to spend more than US$800. This can dramatically improve your station reliability and your computer records. You should obviously also have this protection at your transmitter site electrical panel and maybe on each individual transmitter. In the last year there have been three lightning strikes at Cumberland Hill but relatively little equipment damage because of the installed lightning protection.

DATA SAFE: This is a very good investment and they come in many sizes and at several price levels.

Think about what it will cost your station if you were off the air because of lightning damage or if you lost your records of who owed you money. When you look at it that way, proper protection of your records seems more than reasonable.

ENGINEERING
   • Which one of your engineers will be on duty during the hurricane?
   • Who will be the liaison with your engineering contractor if you use one?
   • Is the transmitter site generator fuel tank full?
   • Have the storm shutters at the transmitter site building been erected?
   • Do you know the names, telephone numbers of the persons who will clear debris from the roadway leading to the transmitter site?
   • Are there emergency supplies at your transmitter site building? Who is responsible for this?
   • Have you the possibility of operating an OB studio? Have you selected a location? Who will set it up and who will operate on air?
   • If you have a mobile OB studio where will you keep it during the hurricane and who will take it there?
   • Does everyone know where all keys are kept, in particular the keys for your transmitter building(s)?
TRAINING
Everyone has got to know exactly what he/she has to do and be trained to do it. This requires that the emergency operations manual for larger stations include the names of staff that are responsible for specific jobs.

- Who will make back-up data files?
- Who will secure data files?
- Who will cover and tape the filing cabinets?
- Who will shut down, unplug and cover the computers and printers not in use?
- Who will gas up all vehicles?
- Who will erect the storm windows – they must practice this!
- Who is in charge of emergency supplies? See list of emergency supplies and equipment.
- Who will make contact with your engineering contractor?
- Who will move your OB equipment to a safe location?
- etc. etc.
- Who will turn on emergency generator to make sure it is working and the tanks are full?

STAFFING
A hurricane is coming. Is there an approved, agreed plan about who will work at the following jobs before, during and immediately after the event?

- Station management – who will be in charge on site? You cannot have management off site using the telephone system that will probably fail.
- Who will be on air?
- Who will be in the Newsroom?
- Who will deal with telephone calls from the public?
- Engineering – if you have your own technical people, who will be on duty immediately before, during and after?

This has to be worked out in advance and the problem becomes more difficult when you consider that your staff have families to take care of.
IMPORTANT TELEPHONE NUMBERS

ODPM (Office of Disaster Preparedness & Management)
Trinidad 640-1285/8905/8653/6493
Tobago 660-7489
Mr. Paul Saunders 789-2779; Ms Donna Pierre 764-2422 (C)

T&TEC (Trouble Nos.)
POS – 625-1296; 625-1774
Central – 636-8107/8
East – 643-1974/5; 643-2433; 643-2510; 643-2538
South – 652-0817; 653-8832
Pt. Fortin – 648-2791
Rio Claro – 644-2262
Tobago – 639-2015

FIRE 991
North – 625-2671-5
Dep. Chief Fire Officer’s Office – 625-2481
Belmont – 624-4222
Morvant – 625-8039
Woodbrook – 622-3575
Diego Martin – 637-9222
Santa Cruz – 676-0414
Chaguaramas – 634-4344
Roxborough 660-4369
Arima – 667-3148/3571
Chaguanas – 665-5719/5728
Piarco Airport – 669-4226/4678
Sangre Grande – 668-2222/0100
San Juan – 638-4053
San Fernando – 652-2675
Tobago – 639-4944

WASA:
   St. Joseph – 662-2302/645-5900; Complaints – 662-9272
   Kew Place – 625-7812-5
   Kings Wharf – 662-4492-5
   Tobago – 639-8091-4

AMBULANCE SERVICE
990 (FIRE SERVICES AMBULANCE)
653-4343; 624-4343 (GOVERNMENT AMBULANCE)

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Or:
Port of Spain – 625-3222/3223
San Fernando – 652-3222
Tobago – 639-2108
Avatar Ambulance Services (Claxton Bay) – 683-5507, 758-4155
Tri Star Ltd. (San F’d) – 653-4343/7133
Tri Star Ltd. (Maraval) – 628-9697

Eric Williams Medical Complex:
  Mt. Hope - 662-3349/1014; 663-6154
  POS – 624-4343
  St. James – 622-9782

Red Cross Society – 623-4974

HOSPITALS

Arima – 667-4714/0207/4715; Administrator – 667-6688; Accident & Emergency – 667-1766
Caura – 662-2211/2214/5
Chaguanas Health Facility – 665-9297; 671-0041; Accident & Emergency – 671-0041
Cunupia Health Centre – 665-0183
St. Helena Health Centre – 669-1183/1183
Couva District Hospital – 636-2411; Matron – 636-2718
Eric Williams Medical – 645-4673/2640
Mt. Hope Women’s Hospital – 662-7006/7153; Manager – 662-4585 Ext. 2251
Mayaro District Hospital – 630-1258/1259
Port of Spain General – 623-2951/2/4/5/6; Accident & Emergency – 623-2327
Princes Town District Hospital – 655-2255; Accident & Emergency – 655-4700/7308
Point Fortin Care Centers – 648-2126
San Fernando General – 652-3581-6; Administrator – 652-4214; Accident & Emergency – 652-3580
Sangre Grande County Hospital – 668-2273/2221/2228
Tobago County Hospital – 639-2551/2; Administrator – 639-2551; House Officer – 639-2576
Trinidad & Tobago Red Cross – 627-8128/8215/8214; South - 652-2024/657-5818; Tobago – 639-2781

Met Office
Piarco – 669-5465
Administration – 669-3964
Forecast Office – 669-4392
Chief Meteorologist – 669-4282

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POLICE 999

OR

Headquarters:
PBX – 627-5217
Superintendent Administration – 625-7074
Inspector Administration – 625-4623
Community Police – 625-4633

CENTRAL:
Superintendent in Charge – 665-5324
ASP North – 665-4294
ASP South – 636-2559
Inspector Couva Station – 636-797
Chaguanas Police Station – 665-5271/9623
Freeport Police Station – 673-0026
Cunupia – 665-3080
Gran Couva – 679-9735

EAST:
Superintendent in Charge – 668-2542
ASP North Office – 668-3377
Sangre Grande Police Station – 668-2505/2444
Sangre Grande Emergency – 668-0200
Manzanilla Police Station – 668-2062
Mayaro Police Station – 630-4333
Rio Claro Police Station – 644-2332/0941
Matelot Police Station – 670-8256
Toco Police Station – 670-8256
Valencia Post – 667-9030

NORTH EAST:
Superintendent in Charge – 624-3066
Inspector in Charge – 24-3737
Barataria Police Station – 674-4723/4724
Morvant Police Station – 624-1926; 627-2981
San Juan Sub Station – 675-3338
San Juan Police Station – 638-3322/3416

Maracas Bay Police Station – 669-4136
Blanchisseuse Police Station – 669-3868
Santa Cruz Police Station – 676-8888

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NORTH:
Pinto Road Police Post – 667-5217
E999 Unit – 640-8582
Snr. Superintendent in Charge – 643-1222
Asst. Superintendent in Charge – 667-6028
Arima Police Station – 667-3474/2191/3563
Arouca Police Station – 642-4870/6138
Cumuto Police Station – 643-9357
Malabar Post – 643-2358
La Horqueta Station – 643-3857
San Raphael Station – 643-8373
Maloney Post – 646-6504
St. Joseph Station – 662-2522/4038
E999 – 662-6304/662-6306
Tunapuna Police Station – 645-7573
Maracas St. Joseph – 663-1264
Piarco Police Station – 669-4366

PORT OF SPAIN:
Snr. Superintendent in Charge – 622-4550
Asst. Superintendent – Charge – 622-4549
St. Clair Police Station – 622-1343/4067
Central Police Station – 625-1261/2684
Besson Street Police Station – 623-1395
Belmont Police Station – 624-1848
St. Barbs Police Station – 623-0929
Woodbrook Police Station – 628-9171
Asst. Superintendent Area North – 622-2262
Asst. Superintendent Area South – 622-2262

SOUTH WEST:
Siparia Police Station – 649-2333
Santa Flora Police Station – 649-5555
Erin Police Station – 649-8888
Oropouche Police Station – 677-7544
Fyzabad Police Station – 677-7777/7260
Penal Police Station – 647-8888
Guapo Police Station – 648-2403
Cap de Ville Police Station – 648-0283
Point Fortin Police Station – 648-2426

SOUTH:
PBX 652-2561
Asst. Commissioner South – 653-8258
Snr. Superintendent in Charge – 652-2510

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San Fernando Police Station – 652-2561/9397
Ste. Madeline Police Station – 653-1023
Moruga Police Station – 656-7030
E999 – 658-0427-4/658-0478
St. Mary’s Post – 656-6606/7

Barrackpore Police Station – 654-0609
Insepctor’s Office – 654-0610
Mon Repos Police Station – 657-9769
Marabella Police Station – 652-6777
Inspector – 652-7710
Princes Town Station – 655-2231/7330
Gasparillo – 650-2193
Emergency – 650-0200
St. Margaret Police Station – 659-2530
Tableland Police Station – 656-3430/3042

TOBAGO:
Snr. Superintendent in Charge – 639-2511
Asst. Superintendent – 639-2806
Scarborough Police Station – 639-2512
Crown Point Police Station – 639-0042/9872
Old Grange Police Station – 639-8888
Moriah Police Station – 660-0029/0100
Roxborough Police Station – 660-4333
Charlotteville Police Station – 660-4388
E999 – 639-4438/4142/3218

WEST:
Superintendent in Charge – 628-0817
Asst. Superintendent – 628-4106
St. James Police Station – 622-3695
E999 – 622-0758/0754/0765/0753
Maraval Police Station – 629-2001

Carenage Police Station – 637-3123
West End Police Station – 637-4226/6002
Four Roads Police Station – 637-3860; 633-9287
Inspector – Four Roads – 632-3455
Patna Post – 632-0486

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**DEFENCE FORCE:**
Headquarters PBX – 634-3347; 1272; 1273; 4463; 4532; 4554

**REGIMENT:**
Headquarters – 625-4222; 5480; 627-2781/2
Teteron Barracks – 634-4772; 4558; 2126/7
Camp Ogden – 628-1887; 622-2701; 1488; 5382
Camp Cumuto – 667-8333; 8344; 8870; 8913
Camp Signal Hill, Tobago – 639-3443

**TRINIDAD & TOBAGO COAST GUARD:**
Staubles Bay – 625-4939; 634-4439; 634-4440; 634-4235
Hart’s Cut Base – 634-4414
Piarco Air Station – 669-3877
Cedros Base – 690-1195
Galeota Base – 630-9031
Tobago Base – 639-1461; 639-1411

**TRINIDAD & TOBAGO AMATEUR RADIO SOCIETY**
621-5481

**REACT**
POS 628-2886  Trincity 640-9308  Chaguanas 620-5209
San F’do 657-7034  Arima 643-3370  Rio Claro 644-2795
D/Martin 633-4928
Morvant/Santa Cruz//San Juan 755-6088

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