

# **DISASTER MANAGEMENT FOR THE BARBADOS TOURISM SECTOR**

Celia Pollard-Jones  
Ministry of Tourism and international Transport  
December 7, 2017

# OUTLINE

Policy Context

Tourism Emergency Management Committee

Tourism Emergency Operations Centre

Roles and Responsibilities of TEOC Members

# Policy Context

“In order to **promote** an improved environment for the **health, safety** and **security** of residents and visitors, Government will...**facilitate** the effective **management** of natural and man-made **disasters** in the tourism sector through contingency **plans** and simulation **exercises.**”

*White Paper on the Development of Tourism in Barbados, 2012:*

# Institutional Arrangements

Tourism Emergency  
Management  
Committee  
(TEMC).



Tourism Emergency  
Operations Centre  
(TEOC).



BARBADOS  
**Tourism**  
**EMERGENCY**

management committee



**What is the TEMC?**

# TEMC

- One of the **standing committees** of the Emergency Management Advisory Council as required by the Emergency Management Act Cap. 160A.
- Comprises tourism stakeholders and emergency personnel.



**Who comprises the TEMC?**

# TEMC



- Ministry of Tourism
- Barbados Hotel and Tourism Association
- Intimate Hotels of Barbados
- Barbados Tourism Marketing Inc.
- Barbados Tourism Product Authority
- Department of Emergency Management (Ex-Officio)
- Caribbean Disaster Emergency Management Agency
- Ministry of Foreign Affairs
- Ministry of Health
- Immigration Department
- Royal Barbados Police Force
- Barbados Port Inc.
- GAIA Inc.
- Telecommunications Unit
- Barbados Defence Force
- Barbados Cadet Corps
- Federation of Tour Operators
- Airlines Assoc. of B'dos.



**What does it do?**

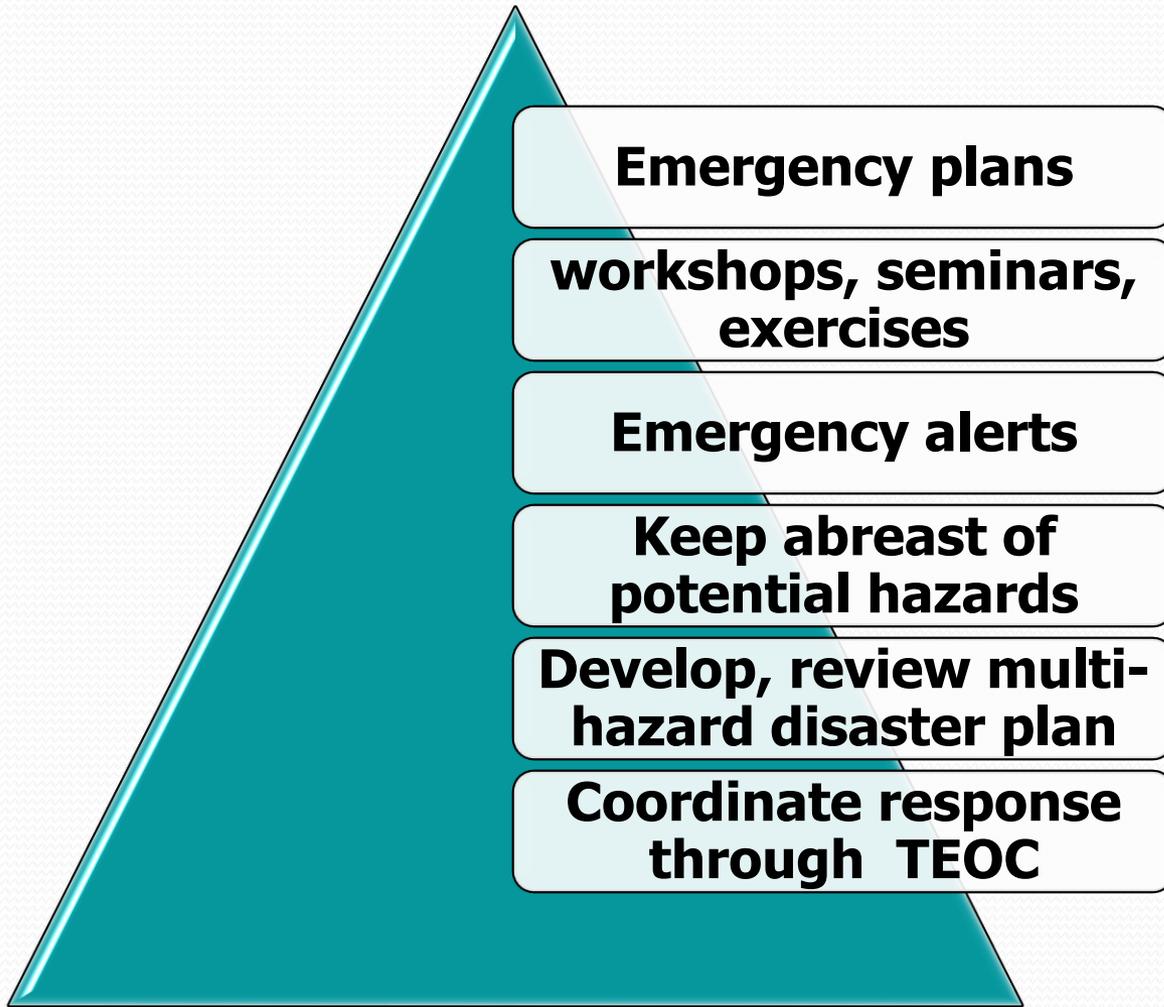


**Plans** and **coordinates preparedness actions** to **mitigate** against the impact of natural and manmade **threats** to the **Tourism** Sector.



How does it do it?

# TEMC



# TEMC Subcommittees



## **Damage and Needs Assessment**

(Led by BDF with Nat. DANA team and BTPA)

## **Relocation, Evacuation & Shelter**

(Led by BHTA with, FTO, MFA, Immigration, AAB)

## **Public Information**

(Led by BTMI with GIS)

## **Telecommunications**

(Led by Telecommunications Unit)



**BARBADOS**  
**Tourism**  
**EMERGENCY**  
operations centre



**What is the TEOC?**

# TEOC

- The **command centre** activated in **response** to a disaster or other emergency impacting the **tourism sector**.
- Emergency Operations Centres (EOCs) are provided for in the Emergency Management Act, Cap. 160A:  
*“The Director [DEM]...may establish supplementary EOCs or facilitate the establishment and maintenance of such supplementary EOCs...”*



**Who comprises the TEOC?**

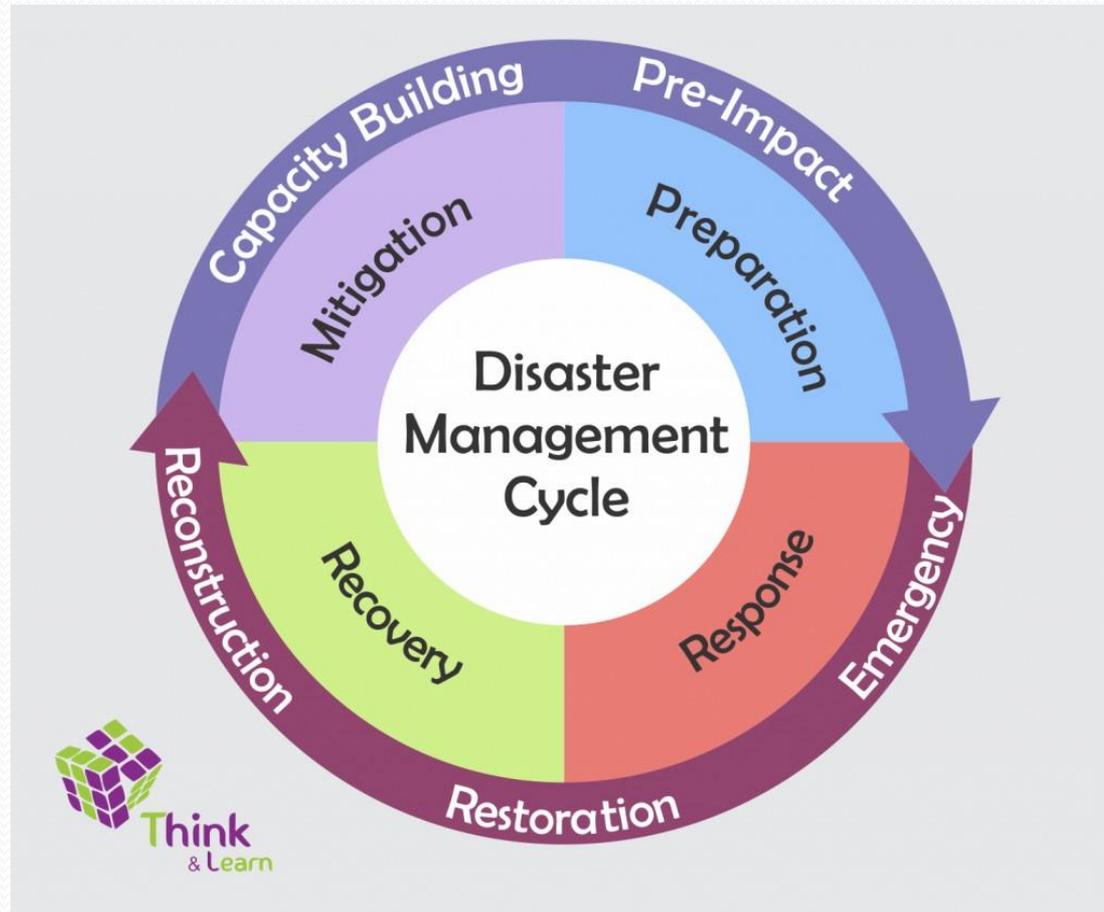
- 
- Ministry of Tourism and International Transport
  - Barbados Hotel and Tourism Association
  - Intimate Hotels of Barbados
  - Barbados Defence Force (Officers of the Cadet Corps)
  - Barbados Tourism Marketing Inc.
  - Barbados Tourism Product Authority
  - Other officers/personnel as required



**What does it do?**

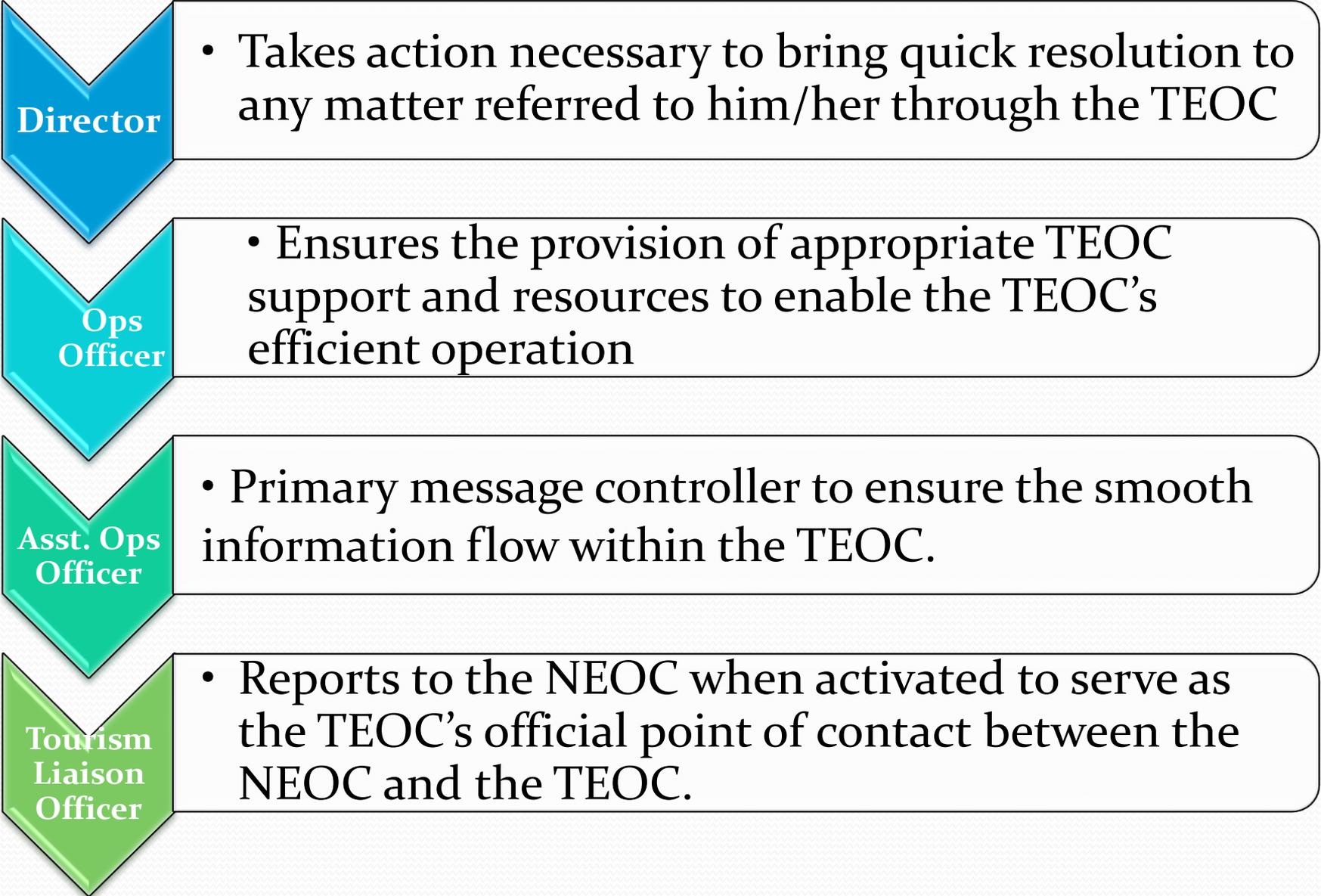
- 
- Provides **co-ordination, management** and **control** of the **tourism sector** in emergency/disaster **response** and **relief** operations.
  - **Collaborates** and **communicates** with the **NEOC** according to the established protocols.

# TEMC & TEOC





# Responsibilities of TEOC Members



Director

- Takes action necessary to bring quick resolution to any matter referred to him/her through the TEOC

Ops  
Officer

- Ensures the provision of appropriate TEOC support and resources to enable the TEOC's efficient operation

Asst. Ops  
Officer

- Primary message controller to ensure the smooth information flow within the TEOC.

Tourism  
Liaison  
Officer

- Reports to the NEOC when activated to serve as the TEOC's official point of contact between the NEOC and the TEOC.

DANA  
Officer

- Assesses the situation of the tourism sector in terms of human, material and economic damage & needs

Telecomm  
Officer

- Ensures the TEOC has telecommunications equipment available and in good working condition.

TEOC  
Radio Ops

- making and receiving radio messages on the TEOC's VHF radio; ensuring proper use of voice procedure and logging is adhered to

Public  
Information  
Officer

- Prepares Reports about the situation of sector during each phase of the event and disseminates to relevant groups on island and abroad.

Admin &  
Support  
officer

- Identifying, providing and assigning the adequate amount of support staff (e.g. telephone operators, journal clerks) for the TEOC

Industry  
Support  
officer

- Responsible for relocation, evacuation and temporary sheltering of tourists

Radio  
operators

- Making & receiving radio messages on the VHF radio and ensuring proper use of voice procedure and logging

Telephone  
Ops, Journal  
clerks

- Providing administrative and clerical support



**THANK YOU**