

## APPENDIX A

# GUIDE FOR RESORT MANAGERS

### WHAT TO DO IN THE EVENT OF A HURRICANE, TYPHOON OR TORNADO

#### Emergency Preparations

In the event of a tropical storm warning, resort managers will have between a few hours to a couple of days to prepare for the onset of a major storm. This checksheet is designed to remind managers of the key elements they should address to prepare for a storm. It is not intended to replace detailed checklists developed by managers for their own facility. In some cases it may cover equipment not found at a particular resort. It serves merely as a model for use by management to develop their own site-specific checklists. In large facilities, managers may wish to create a separate and highly detailed checklist for each major element of this model, thus allowing staff to take all appropriate precautions, regardless of previous experience or training.

#### *Activating the management team*

Identify a person who will take on each of the following eight major responsibilities:

Physical plant \_\_\_\_\_  
Emergency shelter coordination  
and supplies \_\_\_\_\_  
Communications \_\_\_\_\_  
Employee coordination \_\_\_\_\_  
Guest roster maintenance \_\_\_\_\_  
Evacuation coordination \_\_\_\_\_  
Travel assistance and  
transport coordination \_\_\_\_\_  
Security coordination \_\_\_\_\_

#### *Physical plant preparations*

Verify the status of:

Emergency communications equipment, including radios and mobile tele-  
phones

Fire protection systems

Lightning protection systems

Water-level monitoring systems

Overflow detection devices

Automatic shutoffs

Emergency power generation systems

Fuel supplies (top up if possible)

Hazardous materials storage

*Define shutdown conditions*

Determine who can order shutdown of major physical plant elements (including evacuation).

Determine how a partial shutdown would affect other facility operations.

Verify the length of time required for shutdown and restarting.

Specify the conditions that could necessitate a shutdown and provide this information to the decision-maker in conjunction with information on what parts of the facility would be affected and the time needed to shut down and restart.

Determine who would carry out shutdown procedures.

Initiate shutdowns on command.

*Preserve vital records*

Secure vital records not needed during the emergency. Store computer tapes and disks in insulated and waterproof containers.

Back up computer systems.

Arrange for evacuation of records to back-up facilities.

*Secure outside facilities*

Move equipment to protected areas.

Move furniture inside buildings.

Remove banners, flags and vulnerable potted plants and artwork.

Relocate livestock and move pets to indoor facilities.

Secure materials to shutters or protect windows (2 cm marine plywood).

*Prepare shelter facilities (if appropriate)*

Clear and organize large interior rooms for:

guest and employee occupation;

food, fuel and luggage storage;

food distribution;

sanitary needs (including infant changing and feeding); and

communications.

Provide for emergency heat, lighting and cooking.

*Emergency shelter coordination and supplies*

Determine for whom the facility will be used as an emergency shelter site (i.e. guests, employees, essential operational employees). Base action on the items below on this decision.

If the facility **WILL NOT** be a shelter, identify official shelters and evacuation sites and prepare directions to them.

If the facility **WILL** provide shelter, verify the accessibility and adequate provision of fuel, food, water, blankets, pillows and first aid supplies to the sheltered areas of the facility. Verify telephone and backup communication lines to civil authorities and emergency assistance.

#### *Communications*

Move communications equipment to the shelter space and test it to verify it works. This should include radios and, where possible, telephones and televisions. Battery operated radios and telephones should be included wherever possible.

Distribute portable short-range two-way radios to managers, coordinators, critical facility locations and security staff.

Establish back-up communications procedures which might include human messengers (runners).

Coordinate with civil authorities regarding facility intentions and status.

Establish a Message Board for posting announcements on the status of the storm, warnings, evacuation notices, travel advisories and telephone numbers for assistance and emergencies.

Copy and distribute checksheets and advisory notices for tourists and guests.

#### *Employee coordination*

Identify and notify critical employees needed at the facility for preparation or maintenance and operation during the storm.

Provide checksheets and advisory notices to employees and their families.

Determine the need for employee sheltering and inform shelter coordinators.

#### *Guest and employee roster*

Provide a log for guest and employee sign-in and sign-out.

Prepare and maintain a roster of current employees and guests.

Establish a file in which to maintain data provided by guests about their home addresses, emergency family contacts and travel plans.

Upon evacuation, update the roster with information on departures and intended destinations.

#### *Evacuation coordination*

Determine evacuation conditions for the various categories of tourists, guests, non-critical employees and critical employees.

Verify who makes the decision to evacuate the facility.

Determine and post the evacuation routes and destination points.

Establish notification procedures to announce an evacuation.

Upon the decision to evacuate, contact civil authorities on facility intentions and evacuation progress.

#### *Travel assistance*

Identify commercial and emergency travel coordinators for airline, train and bus lines.

Announce the availability of emergency travel assistance.

Contact tour directors and determine transport requirements and the availability of any additional seats, if they have their own transport. Post the availability of such opportunities.

#### *Security coordination*

Determine security requirements during emergency preparations, onset of the storm and immediately after the storm.

Establish when security resources should be brought to the facility and when they should be deployed.

Identify a coordination centre for security resources and supply it with appropriate emergency communications equipment.

Coordinate with communications in the event of security problems and the need for civil assistance.

### **What to do during a hurricane, typhoon or tornado**

#### *Personal safety*

Regardless of any other responsibilities, all resort employees (especially managers) should take adequate steps for their own personal safety. The people who count on you need you alive and well when the storm abates. Be sure to:

Stay indoors and away from windows. Go to the designated shelter area. Do not be fooled if there is a lull, it could be the eye of a hurricane.

Leave a parked vehicle, trailer or temporary structure immediately and go to the resort shelter.

If in a car as the force of the storm begins to build, drive to the nearest shelter. Stay near your resort as the storm warning period expires. Once the storm force begins, do not drive.

Listen to the radio or television for information.

Whenever possible, exhibit a calm confident manner. Advise patience and safety.

#### *Shelter supervision*

As the storm warning period expires and the force of the storm begins to show, move all guests and personnel into sheltered areas of the resort.

Turn on radios and television so that everyone knows what is going on. Conserve battery-operated equipment for use when electrical service is interrupted.

Establish an area for people who want quiet space in which to rest. If the space is available, give those who wish it a room in which to meditate or pray. Provide board games, cards and puzzles to children and parents.

Clearly label and staff a table or desk at which sheltered occupants can seek information or assistance.

Maintain a shelter roster and log-in/log-out books at exits. Advise strongly against anyone leaving the sheltered areas of the resort during the storm, especially during a calm likely to be associated with the eye of the storm.

Maintain the information bulletin board.

#### **What to do immediately after a hurricane**

Upon cessation of the storm, advise guests and non-critical employees to remain in the shelter for a few minutes until the safety of the grounds can be assessed and dangerous conditions can be identified and marked.

Conduct a search of the facility premises (outdoor and indoors) looking for:

Injured people;

Downed electrical and telephone lines;

Broken gas, water or sewage lines;

Damaged structures, missing windows, walls, roofs, ceilings, or buildings that have moved off their foundations;

Fires, spilled hazardous substances, trapped gases or volatile substances, and other immediate dangers.

Once security staff have assessed the resort grounds and reported dangerous areas, announce areas, buildings and rooms to avoid and ask the employees and guests to take the following precautions:

Stay away from areas marked by security as closed or off-limits as there are dangerous conditions there.

Look out for broken glass and downed power lines.

Report injured people to the shelter assistance desk or other appropriate contact point (front desk). Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury.

Stay away from damaged areas in the community unless authorities ask for your help.

Drive only when necessary until streets have been cleared and civil authorities announce the integrity of bridges and causeways.

Stay away from beaches, river banks and streams until potential flooding and storm surf have subsided.

Use great caution when entering damaged buildings and rooms. Be sure that walls, ceilings and roof are in place and that structures rest firmly on their foundations. Beware of snakes and vermin that may have been dislodged by the storm.

Inform authorities of power, water or sewage line outages.

Post where to get emergency medical assistance at the resort or elsewhere within the community.

Convert space, as necessary, to offer medical assistance.

Record all damage (video cameras can be very useful in this regard).

Determine the status of electrical and fuel supplies and whether restart of equipment can be accomplished safely. Restart only critical equipment so as not to overload potentially compromised electrical supplies.

Verify the safety of restarts, especially when utility lines may service damaged buildings and thus create fire and explosion potential.

Assess facility capacities and the need for relocation of some or all guests. If relocation is necessary, initiate contact with civil authorities and alternative resort managers who may be able to accept guests. Be prepared to advise incoming guests of facility conditions. (See the section on relaunching tourism after a disaster.)

Routinely post notices of important information, especially on the status of your facility and other important venues (e.g. restaurants, telephone service, electrical service and transport).

Maintain your guest roster and be prepared to notify authorities of the status and location of your guests.

Inform employees of the resort status, how the resort can help their families and when they should return to work or go home.

## WHAT TO DO IN THE EVENT OF A FLOOD

### Emergency Preparations

In the event of a flood, resort managers will have between a few hours and a couple of days to prepare for the onset of flooding. This checksheet is designed to remind managers of the key elements they should address to prepare for high water. It is not intended to replace detailed checklists developed by managers for their own resort. In some cases it may cover equipment not found at a particular resort. It serves merely as a model for use by management to develop their own site-specific checklists. In large facilities, managers may wish to create a separate and highly detailed checklist for each major element of this model, thus allowing staff to take all appropriate precautions, regardless of previous experience or training.

### *Activating the Management Team*

Identify a person who will take on each of the following eight major responsibilities:

Physical plant \_\_\_\_\_  
 Emergency shelter coordination and supplies \_\_\_\_\_  
 Communications \_\_\_\_\_  
 Employee coordination \_\_\_\_\_  
 Guest roster maintenance \_\_\_\_\_  
 Evacuation coordination \_\_\_\_\_  
 Travel assistance and transport coordination \_\_\_\_\_  
 Security coordination \_\_\_\_\_

### Physical plant preparations

*Verify the status of:*

Emergency communications equipment including radios and mobile telephones

Fire protection systems

Lightning protection systems

Water-level monitoring systems

Overflow detection devices

Automatic shutoffs

Emergency power generation systems

Hazardous materials storage

*Define shutdown conditions:*

Determine who can order shutdown of major physical plant elements (including evacuation).

Determine how a partial shutdown would affect other facility operations.

Verify the length of time required for shutdown and restarting.

Specify the conditions that could necessitate a shutdown and provide this information to the decision maker. Also supply information on what parts of the facility would be affected and the time needed to shut down and restart.

Determine who would carry out shutdown procedures.

Initiate shutdowns on command.

#### *Preserve vital records*

Secure vital records not needed during the emergency.

Back up computer systems.

Arrange for evacuation of records to backup facilities.

Store computer tapes and disks in insulated and waterproof containers.

#### *Secure outside facilities*

Move equipment to protected areas.

Move furniture inside buildings.

Remove banners, flags and vulnerable potted plants and artwork.

Relocate livestock and pets to indoor facilities.

#### *Floodproofing measures*

Acquire portable water pumps, generators and fuel.

Acquire plastic liners, sand and bags.

Line vulnerable exterior walls with the plastic sheeting, secured by a sandbag wall.

#### *Prepare shelter facilities(if appropriate)*

Clear and organize large interior rooms for:

guest and employee occupation;

food, fuel and luggage storage;

food distribution;

sanitary needs (including infant changing and feeding); and

communications.

Provide for emergency heat, lighting and cooking.

#### *Preventive clean water flooding of basements*

If flooding of subground floors is inevitable, permit the floodwaters to flow freely into the basement of buildings (or flood the basement yourself with clean water, if you are sure it will be flooded anyway). This will avoid structural damage to the foundations and the building by equalising the pressure on the outside of the basement walls and floors.



*Emergency shelter coordination and supplies*

Determine for whom the facility will be used as an emergency shelter site (i.e. guests, employees, essential operational employees). Base action on the items below on this decision.

If the facility WILL NOT be a shelter, identify official shelters and evacuation sites and prepare directions to them.

If the facility WILL provide shelter, verify the accessibility and adequate provision of fuel, food, water, blankets, pillows and first-aid supplies to the sheltered areas of the facility.

Verify telephone and back-up communication lines to civil authorities and emergency assistance. If access to safe drinking water is likely to be compromised, fill available storage tanks, including bathtubs and boilers. Ensure they are cleaned before filling.

*Communications*

Move communications equipment to the shelter space and test it to verify it works. This should include radios, and where possible, telephones and televisions. Battery-operated radios and telephones (if available) should be included wherever possible.

Distribute portable short-range two-way radios to managers, coordinators, critical facility locations and security staff.

Establish backup communications procedures which might include human messengers (runners).

Coordinate with civil authorities regarding facility intentions and status.

Establish a Message Board for posting announcements on the status of the flood, warnings, evacuation notices, travel advisories, and telephone numbers for assistance and emergencies.

Copy and distribute checksheets and advisory notices for tourists and guests.

*Employee coordination*

Identify and notify critical employees needed at the facility for preparation or maintenance and operation during the flood.

Provide checksheets and advisory notices to employees and their families.

Determine the need for employee sheltering and inform shelter coordinators.

*Guest and employee roster*

Provide a log for guest and employee sign-in and sign-out.

Prepare and maintain a roster of current employees and guests.

Establish a file in which to maintain data provided by guests about their home addresses, emergency family contacts, and travel plans.

If an evacuation is required, update the roster with information on departures and intended destinations.

*Evacuation coordination*

Determine evacuation conditions for the various categories of tourists, guests, non-critical employees and critical employees.

Verify who makes the decision to evacuate the facility.

Determine and post the evacuation routes and destination points.

Establish notification procedures to announce an evacuation.

Upon the decision to evacuate, contact civil authorities on facility intentions and evacuation progress.

*Travel assistance*

Identify commercial and emergency travel coordinators for airline, train and bus lines.

Announce the availability of emergency travel assistance.

Contact tour directors and determine transport requirements and the availability of any additional seats, if they have their own transport. Post the availability of such opportunities.

*Security coordination*

Determine security requirements during emergency preparations, onset of the flood and immediately after the flood.

Establish when security resources should be brought to the facility and when they should be deployed.

Identify a coordination centre for security resources and supply it with appropriate emergency communication equipment.

Coordinate with communications in the event of security problems and the need for civil assistance.

**What to do during a flood***Personal safety*

Regardless of any other responsibilities, all resort employees (especially managers) should take adequate steps for their own personal safety. The people who count on you need you alive and well when the flood abates. Be sure to:

Listen to the radio or television for information.

Whenever possible, exhibit a calm confident manner. Advise patience and safety.

Stay away from beaches, river banks and streams until potential flooding and storm surf have subsided.

Use great caution when entering damaged buildings and rooms. Be sure that walls, ceilings and roof are in place and that structures rest firmly on their foundations. Beware of snakes and vermin that may have been dislodged by the floodwaters.

Drive carefully, as the integrity of streets, bridges and causeways may have been compromised by floodwaters and flood conditions. Do not drive into

flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground immediately, if you can do so safely. You and your vehicle can be quickly swept away as flood waters rise.

Be aware of flash flood potential. If there is any possibility of a flash flood occurring, move immediately to higher ground. Do not wait for instructions to move. Do not walk through moving water. Fifteen centimeters of moving water can knock you off your feet. If you must walk in a flooded area, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.

Stay away from flood waters. They may be contaminated by oil, petrol or raw sewage. The water may also be electrically charged from underground or downed power lines.

Instruct all employees and guests to be careful of health and safety practices. Everyone should wash their hands with soap and clean water whenever they come in contact with flood waters. Drink only water known to be safe. Listen for reports from the authorities on the safety of tap water. Boil water for three minutes if the safety of it can not be determined.

#### *Shelter supervision*

When flood conditions lead civil authorities to order evacuation, evacuate all guests and personnel. Turn on radios and television so that everyone knows what is going on. Conserve battery-operated equipment for use when electrical service is interrupted.

Establish an area for people who want quiet space in which to rest. If the space is available, give those who wish it a room in which to meditate or pray.

Provide board games, cards and puzzles to children and parents.

Clearly label and staff a table or desk at which sheltered occupants can seek information or assistance.

Maintain a shelter roster and log-in/log-out books at exits.

Maintain an information bulletin board.

Look out for flood-strewn waste and downed power lines.

Report injured people to emergency medical facilities or other appropriate contact points. Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury.

Convert space, as necessary, to support medical assistance.

#### *What to do after a flood*

If your resort has sustained damage, contact your insurance agent. If your policy covers your situation, prepare for the agent's visit:

Take photos or videotape of post-flood resort conditions.

Separate damaged and undamaged materials and assets.

Locate your insurance and financial records.

Keep detailed records of clean-up costs.

## WHAT TO DO IN THE EVENT OF AN EARTHQUAKE

### Personal safety

Regardless of any other responsibilities, all resort personnel (especially managers) should take adequate steps for their own personal safety. The people who count on you need you alive and well after the initial quake. Be sure to do the following:

If you are indoors, take cover under a sturdy desk, table or bench, or against an inside wall, and hold on. Stay away from glass, windows, outside doors or walls and anything that could fall, such as lighting fixtures or furniture.

If you are outdoors, stay there. Move away from buildings, street lights and utility wires.

In a crowded public place, do not rush for a doorway — other people will have the same idea. Take cover, and move away from display shelves containing objects that can fall.

In a high-rise building, get under a sturdy desk, away from windows and outside walls. Stay in the building on the same floor, an evacuation may not be necessary. Be aware that the electricity may go out or the sprinkler systems or fire alarms may go on. Do not use elevators.

In a moving vehicle, stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, on overpasses, or near trees or utility wires. After the earth stops shaking, proceed cautiously, watching for road and bridge damage.

Whenever possible, exhibit a calm, confident manner. Advise patience and safety.

### After the earthquake

Be prepared for aftershocks. These are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures.

Assemble the resort's management team at an outside location in the resort. If you have no pre-arranged meeting location, once outside, identify an easily recognisable landmark and tell staff to meet there immediately. Ask them to spread the word. If there is no pre-designated emergency management team, or if key management staff are missing, select key staff to help on the tasks below.

### Inspections

Assign someone to check outside the buildings for injured people. Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury. If you must move an unconscious person, first stabilize the neck and back, then call for help immediately.

Assign inspection teams of no fewer than two people and begin facility damage inspection from the outside of buildings only. Visually inspect utility lines and appliances for damage. Have an initial report made at a set time no longer than half an hour after the teams begin initial inspections. If, after one-half hour an inspection team fails to report (in person or by radio), stop further inspections and begin a search.

If outside inspections suggest it is safe to enter buildings, and the senior resort manager approves it, assign teams to check inside the resort for structural damage. If you have doubts about safety, have buildings inspected by a professional before entering. Warn inspectors on the following:

If the electricity goes out, use flashlights or battery powered lanterns. **DO NOT USE CANDLES, MATCHES OR OPEN FLAMES** indoors after the earthquake because of possible gas leaks.

If gas is smelled or a hissing or blowing sound heard, open a window and leave the building immediately.

Do not use elevators until fully tested.

Stay away from windows, skylights and items that could fall.

Inspect interior space for non-structural damage. Open cabinets cautiously. Beware of objects that can fall off shelves.

Have an initial report made at a set time no longer than half an hour after the team begins its initial inspection. If, after one-half hour an inspection team fails to report, begin a search. Call out for the inspector, rather than enter a damaged building or room. Allow no one else into those areas of the resort until civil authorities or other experts are on the scene.

#### Utility cut-off

In the event of an apparent gas leak, shut off the main outside gas valve. Report the leak to the gas utility from a neighbouring location. Stay out of the building. If the gas supply is shut off at the main valve, do not turn it back on without the approval of the gas utility or until an inspection confirming that all appliances are set for start-up.

If there is electrical damage, switch off all electrical power at the main fuse box or circuit breaker.

If water pipes are damaged, shut off the water supply at the main valve.

Do not flush toilets until you know that sewage lines are intact.

If your resort has sustained damage:

Assess the need for evacuation and relocation of guests. Contact local authorities for locations of shelters and alternative lodging.

Contact your insurance agent. If your policy covers your situation, prepare for the agent's visit:

Take photos or videotape of post-earthquake resort conditions.

Separate damaged and undamaged materials and assets.

Locate your insurance and financial records.

Keep detailed records of clean-up costs.

## Initial Recovery Response

### *Interior building clean-up*

Rope off all dangerous areas such as spilled hazardous materials, entries to damaged buildings, and all elevators not yet status tested.

Clean up spilled medicines, bleaches, gasoline and other flammable liquids inside buildings. Evacuate the building if gasoline or other chemical fumes are heavy and the building is not well ventilated.

If water is cut off, use water from the water heater or other known clean sources. Minimize water use if future supplies of clean water are expected to be small. If the quality of drinking water is uncertain, boil it for three minutes before drinking.

Have chimneys inspected for damage before lighting a fire.

### *Communications*

Construct a message board for use by management, guests and staff to alert them to new information, evacuation orders, or any other information they might need to deal with the emergency.

Distribute to staff and guests copies of the earthquake checksheets designed for them.

Post the checksheets and highlight the following instructions:

If possible, stay off the streets. If people must go out, they should be warned to watch for hazards created by the earthquake, such as fallen objects, downed electrical wires, weakened walls, bridges, roads and sidewalks.

Stay away from damaged areas, unless assistance has been specifically requested by police, fire or relief organisations.

If near coastal waters, be aware of possible tsunamis (tidal waves). When local authorities issue a tsunami warning, assume that a series of dangerous waves is on the way. Stay away from the beach and evacuate beachfront property until local authorities say it is safe to return.

### *Guest and employee roster*

Prepare and maintain a roster of current employees and guests.

Establish a file in which to maintain data provided by guests about their home addresses, emergency family contacts and travel plans.

Provide a log for guest and employee sign-in and sign-out.

If the resort must be evacuated, update the roster with information on departures and intended destinations.

### *Evacuation coordination*

Determine evacuation conditions for the various categories of tourists, guests, non-critical employees and critical employees.

Verify who makes the decision to evacuate the resort or any of its buildings.

Determine and post the evacuation routes and destination points to shelters or alternative resorts.

Establish notification procedures to announce an evacuation.

Upon the decision to evacuate, contact civil authorities on facility intentions and evacuation progress.

*Travel assistance*

Identify commercial and emergency travel coordinators for airline, train and bus lines.

Announce the availability of emergency travel assistance within the resort, or the lack thereof.

Contact tour directors and determine transport requirements and the availability of any additional seats, if they have their own transport. Post the availability of such opportunities.

*Security coordination*

Establish when security resources should be brought to the resort and when they should be deployed.

Identify a coordination centre for security resources and supply it with appropriate emergency communication equipment.

Coordinate with communications in the event of security problems and the need for civil assistance.

## APPENDIX B

# GUIDE FOR TOURISTS

### WHAT TO DO IN THE EVENT OF A TROPICAL STORM, HURRICANE OR TORNADO

#### **What to do during a tropical storm, hurricane or typhoon**

Stay indoors and away from windows. Go to the basement, storm cellar or designated shelter area. If there is no basement, go to an interior room on the lower level (interior hallways). Do not be fooled if there is a lull in the storm, it could be the eye of a hurricane.

Leave a parked vehicle, trailer or mobile home immediately and go to a more substantial structure.

If in a car as the force of the storm begins to build, drive to the nearest substantial structure and seek shelter there.

Listen to the radio or television for information.

Avoid using the telephone except for serious emergencies. Local authorities need first priority on telephone lines.

#### **What to do during a tornado**

Be alert for approaching storms. When a tornado has been sighted, go to your shelter immediately. Stay away from windows, doors and outside walls.

In a house or small building, go to the basement or storm cellar. If there is no basement, go to an interior room on the lower level (cupboards, interior hallways). Get under a sturdy table, hold on and protect your head. Stay there until the danger has passed.

In a school, nursing home, hospital, factory or shopping centre, go to pre-designated shelter areas. Interior hallways on the lowest floor are usually safest. Stay away from windows and open spaces.

In a high-rise building, go to a small, interior room or hallway on the lowest floor possible.

Leave a vehicle, trailer or mobile home immediately, and go to a more substantial structure.

If there is no shelter nearby, lie flat in the nearest ditch, ravine or culvert with your hands shielding your head.

Leave a car and take shelter in a nearby building. Do not attempt to out-drive a tornado. They are erratic and move swiftly.



**What to do immediately after a hurricane or tornado**

If you are in a safe location, stay where you are until local authorities say it is safe to leave. If you have evacuated the community, do not return until authorities say it is safe to return.

When the storm has fully subsided, report your condition and location to the resort management.

Look for the Resort Message Board and keep tuned to local radio or television stations for information about where to find medical help, and how to find temporary shelter or travel assistance.

Look out for broken glass and downed power lines. Check for injuries. Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury.

Stay away from damaged areas unless local authorities request volunteers. If you are needed, bring your own drinking water, food and sleeping gear.

Drive only when necessary. The streets will be filled with debris. Roads may be blocked or weakened.

Stay away from beach fronts, river banks and streams until potential flooding has passed. Stay away from downed power lines and report them to the power company. Report broken gas, sewer or water mains.

Use great caution when entering a damaged building. Be sure that walls, ceiling and roof are in place and that the structure rests firmly on the foundation. Do not enter without the permission of the owners. Beware of snakes and vermin that may have been dislodged by the storm.

**Emergency preparations checklist**

If a storm warning is given, meet with travel party members and tour directors to discuss the dangers of severe weather and under what conditions your trip should be curtailed. Review the sections on how to respond if a tropical storm is imminent.

Contact your tour director or hotel staff for information on evacuation warning systems and travel coordinators in case of the need for evacuation.

Determine how a tour manager will notify you if a tour is to be curtailed. If you are travelling on your own, decide which conditions must arise for you to shorten your trip and return home. Recognize that you are not the only person or group making these decisions, and seek assistance from travel coordinators at the resort or transport venues.

Identify the location of the resort's emergency notification bulletin boards, and if necessary, the emergency shelters designated by your hotel management.

Prepare a list of your travel party and their family contacts and telephone numbers. Provide this to the resort management and keep a copy with you.

Each time you leave the resort, keep staff informed of where you are going and who is in your travel party. Leave this information on a note in a prominent place in your room as well.

Be attentive to radio and television weather updates and instructions from

Pick one distant and one local friend, relative, tour director or resort manager for family members to call if separated during a storm. (It can be easier to call long distance than within the affected area.)

Keep family records and travel papers in a waterproof container. Include airline tickets, insurance policies, family identification and health care records.

Pack clothes and other items not in use and be prepared to finish packing quickly, if an evacuation of the area is imminent.

#### **If you are told to evacuate the area**

Listen to a radio for the location of emergency shelters and other evacuation information. Follow instructions of local officials.

Check the resort's emergency notification board for information on where your travel party should gather for meetings, travel planning, relocation or transport to airports, trains or buses.

Wear sensible clothing and sturdy shoes and use travel routes specified by local officials.

Let the hotel know when you left and where you are going. Leave a note to that effect in your room and with the front desk.

Do not delay your evacuation.

## **WHAT TO DO IN THE EVENT OF SEVERE RAIN STORMS AND FLOODING**

### **What to do during heavy rains**

Be aware of the potential for flash floods. If there is any possibility of a flash flood occurring, move immediately to higher ground. Do not wait for instructions to move.

Listen to radio or television stations for local information.

Stay away from flood waters. They could be contaminated. Do not walk through moving water. Fifteen centimetres of moving water can knock you off your feet. If you must walk in a flooded area, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.

Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground as long as you can do so safely. You and your vehicle can be quickly swept away as floodwaters rise.

### **What to do during a flood**

When the rain has stopped, report your condition and location to the resort management.

Stay away from floodwaters. They may be contaminated by oil, gasoline or raw sewage. The water may also be electrically charged from underground or downed power lines.

Use common sense health and safety practices. Anyone who comes into contact with floodwaters should wash their hands with soap and clean water. Drink only water known to be safe. Listen for reports from the authorities on the safety of tap water.

Stay away from moving water deeper than 15 centimetres. If you must walk through water, walk only in areas where it is calm and unmoving. Stay away from downed power lines and report them to the power company.

Be aware of areas where flood waters may have receded. Roads and bridges may have weakened and could collapse under weight of a car.

Stay away from disaster areas unless authorities ask for volunteers.

Keep tuned to local radio or television stations for information about where to find medical help, and how to find temporary shelter or travel assistance.

### **Emergency preparations checklist**

If a flood warning is given, meet with travel party members and tour directors to discuss the dangers of severe weather and under what conditions your trip should be curtailed. Review the sections on how to respond if a tropical storm is imminent.

Contact your tour director or hotel staff for information on evacuation warning systems and travel coordinators in case of the need for evacuation.

Determine how a tour manager will notify you if a tour is to be curtailed. If you are travelling on your own, decide what conditions must arise for you to shorten your trip and return home. Recognize that you are not the only person or group making these decisions, and seek assistance from travel coordinators at the resort or transport venues.

Identify the location of the resort's emergency notification bulletin boards, and if necessary, the emergency shelters designated by your hotel management.

Prepare a list of your travel party and their family contacts and telephone numbers. Provide this to the resort management and keep a copy with you.

Each time you leave the resort, keep staff informed of where you are going and who is in your travel party. Leave this information on a note in a prominent place in your room as well.

Be attentive to radio and television weather updates and instructions from authorities.

Pick one distant and one local friend, relative, tour director or resort manager for family members to call if separated during a storm. (It can be easier to call long distance than within the affected area.)

Keep family records and travel papers in a waterproof container. Include airline tickets, insurance policies, family identification and health care records.

Pack clothes and other items not in use and be prepared to finish packing quickly, if an evacuation of the area is imminent.

If you are told to evacuate the area

Listen to a radio for the location of emergency shelters and other evacuation information. Follow instructions of local officials.

Check the resort's emergency notification board for information on where your travel party should gather for meetings, travel planning, relocation or transport to airports, trains or buses.

Wear sensible clothing and sturdy shoes and use travel routes specified by local officials.

Let the hotel know when you left and where you are going. Leave a note to that effect in your room and with the front desk.

Do not delay your evacuation.

## **WHAT TO DO IN THE EVENT OF AN EARTHQUAKE**

### **What to do during an earthquake**

If you are indoors, take cover under a sturdy desk, table or bench, or against an inside wall, and hold on. Stay away from glass, windows, outside doors or walls and anything that could fall, such as lighting fixtures or furniture.

If you are outdoors, stay there. Move away from buildings, street lights and utility wires.

In a crowded public place, do not rush for a doorway — other people will have the same idea. Take cover, and move away from display shelves containing objects that can fall.

In a high-rise building, get under a sturdy desk, away from windows and outside walls. Stay in the building on the same floor, an evacuation may not be necessary. Be aware that the electricity may go out or the sprinkler system or fire alarm may be activated. Do not use elevators.

In a moving vehicle, stop as quickly as safety permits, and stay in the vehicle. Avoid stopping near or under buildings, on overpasses, or near trees or utility wires. Then proceed cautiously, watching for road and bridge damage.

### **What to do after an earthquake**

When the earthquake has fully subsided, report your condition and location to the resort management and your tour director.

Be prepared for aftershocks. These are usually less violent than the main quake but can be strong enough to do additional damage to weakened structure.

Check for injuries. Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury. Evacuate any building where you can smell natural gas, or when gasoline or other chemical fumes are heavy and the building is not well ventilated.

If you smell gas or hear a hissing or blowing sound, open a window and leave the building. If it is your responsibility, shut off the main gas valve outside if you can. Report the leak to the gas company from some other location. Stay out of the building.

If there is electrical damage, notify the property manager. If it is your responsibility, switch off all electrical power at the main fuse box or circuit breaker.

If water pipes are damaged, shut off the water supply at the main valve.

Do not flush toilets until you know that sewage lines are intact.

If water is cut off, drink only that water you know is safe. Water boiled for three minutes is usually safe, as are recognized brands of properly sealed bottled water.

Open cabinets cautiously. Beware of objects that can fall off shelves.

Use the telephone only to report a life-threatening emergency.

Listen to news reports for the latest emergency information. Check emergency notification bulletin boards at your resort for:

Information on the need to go to shelters or curtail your travel;

The status of transport systems and how to get travel assistance;

Where your travel group should check in; and

How to contact officials to let them and your family know of your condition.

Stay off the streets. If you must go out, watch for hazards created by the earthquake, such as fallen objects, downed electrical wires, weakened walls, bridges, roads and pavements.

Stay away from damaged areas unless your assistance has been specifically requested by police, fire or relief organisations.

If you are near coastal waters, be aware of possible tsunamis, also known as tidal waves. When local authorities issue a tsunami warning, assume that a series of dangerous waves is on the way. Stay away from the beach and evacuate beach front property until local authorities say it is safe to return.