

Pringle Bay

Disaster Management Plan



IMPLEMENTATION OF AN EMERGENCY INFORMATION CENTRE IN PRINGLE BAY

The aim of this document is to spell out the Role and Functions of the Emergency Information Centre (EIC) in Pringle Bay during a disaster situation.

INTRODUCTION

1. **History of Events.** During the recent fires and other activities, but more so during the Betty's Fire the misinformation and misleading messages lead to confusion. Nobody was sure of the situation and that lead to the situation that individuals were acting at random and created further confusion.
2. **Interference of the Fire Services.** Some individuals were trying to help the fire fighters, but in their eagerness, it causes more interference with the fire fighters and hampered them in the execution of their tasks.
3. **Preparedness for any Type of Disaster.** The most recent disasters had all been fire related, but it is possible that other disasters like earth quacks, tsunamis etc can occur and the town of Pringle Bay must be able to help itself to minimize the lost of life and try to obtain control in any chaotic situation.
4. Due to a lack of integration of responses and communication between the three sister towns of the Hanglip Region, there are no support systems available to assist each other during a disaster situation.

SCOPE

5. The document will address the following:
 - a. Mission.
 - b. General Outline.
 - c. Composition, Location, Layout and Duties of the EIC.
 - d. Functions of Role Players.
 - e. Conclusion

MISSION

6. The Mission of the Emergency Information Centre (EIC) in Pringle Bay is to have structures and procedures in place to manage any disaster in Pringle Bay in order to ensure the safety and good order of the Pringle Bay Community.

GENERAL OUTLINE

7. During a disaster a Joint Operational Centre (JOC) will be established by the main role player, be it the SAPS, the Fire Services or any main role player to address the disaster, as prescribed by law. From the JOC a message will be dispatched declaring a disaster situation. In the case of a fire threat the message in the first instance will be relayed to the PB Fire Station Commander who will pass on to the PBSW Ops Manager. The EIC will be activated at the preferred location. The EIC will set up shop and manage the disaster situation within the boundaries of Pringle Bay in order to minimize injuries and the loss of life and guide the community into a more controllable situation. The EIC will remain active until the disaster has been declared over and will then demobilise.

Emergency Information Center

8. **Composition.** The following role players should have representation in the EIC.
- a. Pringle Bay Ratepayers Association (PBRA)
 - b. Pringle Bay Street Watch (PBSW)
 - c. PB Fire Station
 - d. ASK Security Company
 - e. Vetus Scola Security Company
 - f. Medical Services
 - g. Public Relations/Communication
 - h. Helo Team
 - i. Logistical Support
 - j. Other (Specialised elements operating that need to liaise with the EIC)
 - k. An EIC Coordinator will be appointed and it can be either the Chair of the PBRA or the Chair of the PBSW or any appointed individual
9. **Layout.** See Appendix C for the detail layout of the EIC.
10. **Location.** The location of the EIC will be determined by the type of disaster, but the preferred location will be as follows:
- a. **Preferred Location.** The **Community Hall foyer** will be rigged to accommodate the EIC. This will enable the EIC to be in proximity of the JOC, which will in most cases be in the Pringle Bay Fire Station, and it will ensure access to bathrooms, kitchen, enough parking and the hall that can function as briefing facility or evacuation assembly.
 - b. **Alternative Location. Pringle Bay Community Church.** In a situation where the Community Hall will not be available, the church and the immediate surroundings will serve as the IEC. It does provide for a location to set up the IEC with access to toilet facilities, enough parking and limited evacuation space.

11. **Role and Duties.** For the EIC to fulfill its mission it must be able to execute the following duties:

- a. **Communication.** The EIC must obtain the correct information from higher authorities (JOC) and ensure that the information is communicated with the residents of Pringle Bay. It must also ensure that it has an ability to monitor the various means of communication and rectify any mis-information to avoid confusion.
- b. **Identification of Emergency Assembly Points.** The final location of an emergency assembly point will be determined, according to the threat during a specific disaster, but the following assembly areas had been identified as possible assembly areas. It is important that any evacuation must only take place once the instruction had been received from the JOC, otherwise the situation erupt in chaos.
 - i. **Pringle Bay Community Hall.**
 - ii. **Pringle Bay Community Church.**
 - iii. **Main Beach Parking lot.** This location is not suited to accommodate residents for overnight camping, but it can serve as a temporary gathering point to get the residents out of a danger zone and relocate them later to a more suitable location.
 - iv. **Assembly Point Coordinator.** As soon as an assembly area had been declared by the EIC, an assembly point coordinator must be appointed in order to receive the evacuees, inform them about arrangements and to maintain a level of control. These appointments will be made by the EIC Coordinator in consultation with the Chair of the PBRA and PBSW, out of data list being maintained by the PBRA.
- c. **Residents and Traffic Flow.** In order to minimize the chaos during a disaster it is important, that once the assembly areas had been declared, that traffic- and resident movement control is implemented. A one-way system will be implemented as per road map. Personnel must be allocated, and it must be rehearsed. This is the role of the Overstrand Traffic Department, but it sometimes takes time for them to arrive on the scene and for that reason the two security companies were requested to fulfill that role initially until Traffic Officials arrive. In a case where they cannot be kept that long away from their primary duty, volunteers out of the town's data base must be used to replace them. In a case where the single point of entrance is threatened the far eastern end of Caesar Road must be considered opening to the R44 (Capabilities in town must be assessed to make it accessible and it must be reconnoitering).
- d. **Activation of Evacuation.** It is important to note that the order to evacuate must come from the JOC, from which the EIC will communicate it to the affected sector in town and issue instructions to ensure that the sector is informed and arrangements are in place to receive the affected residents at the assembly point, ensuring an assembly point coordinator is appointed and the area is suitable to accommodate the affected personnel. The development of an emergency must be communicated to the community through the communication channels.

- e. Rehearsal of Evacuation Plan. The Emergency Evacuation plan for Pringle Bay must be rehearsed at least once a year. The rehearsal must be arranged as a joint venture by the PBRA and the PBSW.
- f. Placement of an Overall Observation Point. In order to observe the overall development of the disaster situation in town and the surroundings a sentry must be posted on top of Brodi's Hill. This person should be fire wise and properly briefed of what is expected from him/her. This sentry must be geared to be protected against foul weather, for day and night and in communication with the EIC.
- g. Preparation of the Public to Evacuate. In order for the community to be able to understand and prepare for an emergency situation they must be notified of such preparations in the shortest and clearest way. The single leaf advice is compiled in Appendix E. This leaflet must be available for every resident.

FUNCTIONS OF THE ROLE PLAYERS

12. Pringle Bay Ratepayers Association (PBRA)

- a. Support. It is foreseen that the main role of the PBRA is to ensure that the EIC is supported by means of manpower and logistics, liaison with higher authorities and plain moral support.
- b. Data Base. Compile a data base of possible specialists who can be utilized in an emergency.
- c. Fire Hydrant Maintenance and Marking. Although the PBRA had requested the Municipality to service and rectify the fire hydrants in Pringle Bay, it remains an urgent matter to get all fire hydrants serviceable and marked. Once it has been rectified, the resident closest to the hydrant in their road must adopt the hydrant and kept in a tip-top condition. As a case study a contractor must be tasked to clean up a fire hydrant with costs and claim it back from the Overstrand Municipality.
- d. Street Names Poorly Marked or Missing. During a disaster everything is in a state of chaos and missing street names aggravates the situation. The Municipality must be pushed for action. At the same time the issue of plot vs street numbers must also be clarified.
- e. Helicopter Landing site. To be identified for operation and to ensure maintenance of the site.
- f. Fire Wise. It was emphasized that the pamphlet "Fire Wise" be updated and redistributed amongst the residents of Pringle Bay, for everyone to safeguard their houses against a possible fire threat. JOCOM are also looking at this option, i.e. to update the 1988 version. See Appendix D for the single leaf Heads-Up for Fire Wise!

13. Pringle Bay Street Watch (PBSW)

- a. Patrols – to co-ordinate patrols as required or as directed by the EIC to ensure Security is maintained.

- b. Mega Phone (Bull Horns) – to make effective use of the Bull Horn(s), in conjunction with Patrols, in broadcasting approved messages from the JOC and the EIC to the community ref the disaster.
- c. Evacuation – to follow up on the JOC/EIC order to evacuate by immediately dispatching the Bull Horn(s) to the affected area/Sector and making appropriate broadcasts to the community. Such broadcasts are to include areas to avoid, routes to be taken and immediacy of effect. Where possible marshals will be placed at junctions to facilitate traffic flow. We should standardize this message so that it can be used in all circumstances.
- d. Uninformed Holidaymakers. It was experienced that most of these disasters occur during high season with a lot of holidaymakers in town. In order to keep holiday makers informed of the Emergency Plans of Pringle Bay it is necessary to improve and expand the current Information brochures. Provide copies to Estate and Letting Agents and issue such to holidaymakers. Information must also be displayed on the Information Board in town.
- e. Vulnerable Residents. Sector heads must be up to date with old, weak and vulnerable residents in their sector and special attention to be provided to them during a disaster situation. This is aspect need to be brain-stormed.
- f. Arson and Robbery. In order to curb arson and robbery during such a disaster it must be considered to deploy vehicle control points at the entrance of Pringle Bay to serve as a control issue and to serve as a deterrence as a post disaster aspect.
- g. Prevention of Looting of Households. During the cleanup phase of a disaster it often happen that criminals disguise themselves as cleaning staff. In order to cleaning companies must be properly registered and staff must wear proper identification at the damaged houses. Persons visiting/looting premises should be challenged to provide proof that they have been given permission to be there and to be verified against the owner's name on PB rate payers list.

14. Pringle Bay Fire Station

- a. Public Interference with the Function of Fire Fighters. Although this interference sometimes happens with good intend, it must be prevented at all cost:
 - i. Volunteers to be allocated to help to keep the public at bay.
 - ii. Fire Service to have open days and educate the public on the procedures of the fire services.
 - iii. Promote the activities and the emergency plan at the Pringle Bay Yearly Festival.
- b. Breakdown of Water/Power Supply. With all the current water and power supply breakdowns it can occur during a disaster situation. It is crucial that the matters be emphasized as a matter of urgency with Overstrand Municipality to address. Alternatively, the Fire Services should be prepared to apply alternative methods of supplying water and electricity in the execution of their tasks.

- c. Fire Notice Board. To keep the residents aware of the development of the fire threat a Notice Board to indicate this development, will be erected at the entrance of town and at the Town Notice Board at the CBD.
- d. Fire Breaks. The urgency of the development of Fire Breaks around town must be emphasized with the Overstrand Municipality (Fire Chief).

15. Medical Services

- a. Medical Post. Dr Zietsman's Office in Peak Road was earmarked as the medical assembly point, the alternative position for this post is earmarked to be at the Community Hall.
- b. Data Base. Suitable qualified role players and specialists are to be identified, recruited and be placed on a database to be incorporated and utilised in an emergency.

16. Security Companies. If the private security service provider has additional resources available in the event that a disaster/emergency situation occurs, then the private security service provider would assist the community with traffic control activities within the affected area. If the private security service provider does not have the available resources at the time of the occurrence of the disaster/emergency situation, then these activities can only be undertaken by the private security service provider on a temporary basis and that within a reasonable amount of time that the responsibility of traffic control is undertaken either by an official authority such as the police, law enforcement or traffic department or any other predesignated community member or representative of any organisation within the Pringle Bay community who can fulfill such a responsibility. No secondary activity will be undertaken by the private security service provider for a prolonged period that would negatively affect its primary function and therefore its legal obligations to its clients.

17. Communication Services. The EIC must be able to spread the word amongst the Pringle Bay Community to ensure that the community is well informed of the situation and that they know what is expected of them. The following aspects serve as ways of communication and should be exploited to the fullest potential.

- a. Loudhailer (Bull Horn). A set of loudhailers should be implemented through the PBSW and the security companies to inform the residents of what has happened and what is expected of them. Communicating with victims should start at the point of impact of the disaster first and then move to the outlining areas.
- b. Radio Comms. Radio comms should be activated between the EIC, PBSW sector coordinators and Security Companies to communicate with their sectors and keep the residents informed. It is essential to install Repeater Stations to improve comms for PBSW, FF and SC. Overstrand Municipality must be approached for support. This must be a joint venture by the PBRA, PBSW and the residents as a whole to establish these repeater stations, because everybody's safety are reliant on this system.
- c. Multi Media. Via W/A, SMS, Telegram and FB the residents can be informed of the situation and what is expected of them and what they should do. It is important to appoint individuals to monitor these various channels to check that the information that are posted are correct and where there occurs misinformation, to set the record straight.

- d. Incident Information Board. It is essential that an Incident Information Board should be developed and erected in the center of town, indicating the status of the disaster, especially for those individuals who do not have any of the above mentioned communication means.

18. Logistical Support.

- a. Logistics Support Team. Support teams would be compiled out of volunteers from the PBRA data base for the running of a kitchen and the coordination of emergency accommodation.
- b. Club's Personnel. Clubs like the Church Ladies or the Ladies Club normally can provide with support during the rendering of services for the emergency workers as well as the victims of a disaster.

COMMAND & CONTROL

19. Authority. There must be no misunderstanding, the JOC will always be in command of the disaster situation, but the EIC will be established for the benefit of Pringle Bay Community to avoid and minimize the confusion and help with the victims that might occur during such a disaster.

- a. The EIC will be deployed by receipt of information from the JOC and authority by the PBRA and PBSW. The Operational Manager of the PBSW conveying the message to ensure that the EIC is being activated.
- b. Once activated an EIC Coordinator will be appointed and this person can be either the Chair of the PBRA or the Chair of the PBSW or any appointed individual that can manage a crisis and coordinate the different requirements of the EIC in order to safeguard the well being of the Residents of Pringle Bay.

20. Liaison. It is important that there should be good and effective liaison between the JOC, the EIC and the Pringle Bay community. In order to do that, depending on the disaster situation, one of the following methods should be applied:

- a. Direct Liaison. EIC deployed in proximity of the JOC to ensure a continued interaction between the two and the EIC manage the communication with the community by means of one of the methods as described above.
- b. Liaison through a Liaison Official. Due to the deployment of the JOC it is not always possible to manage a direct contact with the JOC, then a liaison official of the EIC is then deployed at the JOC and he/she then communicate all developments to the EIC.
- c. Liaison Communication Channels. In most cases there will not be enough manpower to deploy liaison officials and with the JOC far away it might be necessary to manage the liaison bmo all the communication channels (ie, Radio, Cell, Landline etc). In these cases, it must be established beforehand who should liaise with whom in order to avoid any misunderstanding. It is in order to use the public relations official for general information, but life threatening and other crucial information must be dealt with between commanders/people in charge.
- d. Debrief with the Pringle Bay Community. After every disaster a formal debrief, with the residents of Pringle Bay, of the activities of the past disaster must be

done. This will ensure that the management of disasters will always improve of being more effective. This debrief must be executed within a month after the disaster.

21. Final Approval:

**Chair of the PBRA
(ELMARIE STRYDOM)**

**Chair of the PBSW
(LUDRICK BARNARD)**

PRIMARY DISTRIBUTION

PBSW

PBRA

Fire station

Medical Services

Logistical Support

Security Services (ASK and Vetus Schola)

Communication Services

FOR INFORMATION

All Residents of Pringle Bay (To prepare yourself to be ready if an emergency takes place)