

GLOVERS REEF RESEARCH STATION (GRRS)

EMERGENCY

EVACUATION

PLAN

**(This GRRS Evacuation Plan is implemented in conjunction with the
WCS Belize Dive Policy and Emergency Plan)**

PREPAREDNESS

ITEMS NEEDED TO PUT AN EMERGENCY EVACUATION INTO EFFECT MUST ALWAYS BE READILY ACCESSIBLE AND CLEARLY LABELLED - IN THE BOAT, THE OFFICE, AND THE DINING HALL/KITCHEN.

The Operations Manager must review this procedure with the staff at regular intervals and ensure that they are always fully aware of how they participate in this process.

The Operations Manager must go over this plan with station guests (i.e. group leaders; and researchers) as soon as they arrive.

All guests must have their own international evacuation plan in place on arrival at the station.

The Operations Manager will ensure that station staff are current on First Aid training and certification.

On arrival at the station, group leaders and researchers must ensure that they are familiar with this plan and WCS Dive Policy. They should be able to locate and/or provide information regarding prior medical condition for people in their group, so that this can be shared with appropriate medical personnel in the event of an emergency. Every group must also identify an alternate leader.

Evacuation insurance and other evacuation information, including individual emergency contacts, must be also readily available.

SCUBA DIVERS, must become familiar with the Dive Policy and Emergency Plan and complete and submit the appropriate forms to the Operations Manager or Shift Supervisor.

For visitors who are WCS international staff, the WCS duty officers will be immediately informed – SEE WCS CRISIS MANAGEMENT PLAN ANNEXED BELOW.

CHECKLIST OF EMERGENCY EVACUATION ITEMS

ITEM	LOCATION	Contact Number / Notes
VHF RADIO	On Boats / In Kitchen available for communication in and around the atoll	Make contact via open frequencies Channel 69 or Channel 16. Ask Operator to move to a specific channel (Channel 73) for private radio communication.
Satellite Phone	In the orange carrying case that is kept in the Shift Supervisor/Boat Captain's room - along with GPS	8707-7671-0444 This phone is used if other phones are not working or where no other phone is available during travel from the island.
Comprehensive First Aid Kits	On Boat / In Kitchen In bright red coloured container	
Oxygen Kit	On Boat / In Office	Two oxygen kits are available at the station. One is normally on the vessel being used for diving and the other is in the office.
SKED Basic Rescue System	In the office stored on a shelf.	The Operations Manager or Shift Supervisor has keys to the office. This office is opened from 7.00 am – 9.00 pm.
Oregon Spine Splint	In the office stored on a shelf.	The Operations Manager or Shift Supervisor has keys to the office. This office is opened from 7.00 am – 9.00 pm.
Console Mounted GPS	In the orange carrying case that is kept in the Shift Supervisor/Boat Captain's room - along with Sat phone	GPS Coordinates for the Glovers Reef Research Station are: N16.74195 / W87.81194
Telephones / Internet	Telephones are in the wet lab, the kitchen, and office. There are two fixed line phones for use. ----- Wireless internet is readily accessible ALL around the station, including the pier, dorms (1&2) kitchen, office, library etc.	542-2904 (PUBLIC LINE) With Extension in Kitchen ----- 532-2153 (OFFICE LINE) ----- The public phone located in the wet lab is used with a phone card, but the extension in the kitchen and the office phone are operated through direct dialing. ----- There is presently no password on the wifi making it accessible to all visitors.
Patient Medical Form	On Boats / In office/ In Kitchen in CLEARLY MARKED FOLDERS	Boat Captain must always check to ensure that the form and pens on this checklist are in the folder provided.
SCUBA DIVERS DAN ID No.	Must be supplied to management before leaving for dive - see Dive Policy	See DAN CONTACT PAGE - in DIVE POLICY AND EMERGENCY PLAN MANUAL

PROCEDURE

The **PROCEDURES** to be followed in case of a life threatening accident or illness is as follows:

- 1 - ENSURE THAT THE PATIENT AND ANY OTHER PERSONS ARE IN NO FURTHER DANGER

- 2 - CARRY OUT FIRST AID AND BASIC LIFE SUPPORT TO STABILIZE THE PATIENT. .
 - 2.1 Position the victim so that proper procedures may be initiated.
 - 2.2 Establish (A)irway, (B)reathing and (C)irculation
 - 2.3 Administer 100% oxygen to victim if appropriate/necessary
 - 2.4 Complete the patient medical form
 - 2.5 For Dive Accidents - follow steps laid out in Appendix 1 of Emergency Dive Plan.

- 3 - CALL FOR HELP FROM THE OPERATIONS MANAGER (OM) OR SHIFT SUPERVISOR OR OTHER WCS STAFF IN CHARGE WHO WILL IMMEDIATELY ACTIVATE THE PLAN AND INFORM THE BELIZE CITY OFFICE.

- 4 - **IMMEDIATELY ACTIVATE THIS EMERGENCY EVACUATION PLAN.** Depending on the severity of the injury / illness, the Group Leader or the Operations Manager or the WCS staff in charge will make the decision on how the evacuation should proceed. This may be based on medical advice and working with available evacuation options.

The Belize City office should be informed of all emergencies and evacuations ASAP.

The Group Leader should put into effect any international evacuation plan that should happen after the patient leaves the station; and is also responsible for making contact with next of kin.

- 4.1 Prepare Koolie Gial and patient for immediate evacuation.
- 4.2 Call for Astrum helicopter, if patient meets Astrum's requirement for evacuation. (See Astrum page following). This can only be done by an authorized caller as listed.
- 4.3 Quickly make a determination if Astrum will make the flight to Glovers Reef or to Dangriga. See Astrum page.
 - If YES – Continue with patient stabilization as at (2) and put into action all other requirements for the evacuation process.
 - If NO – patient will be transported by boat to Dangriga for evacuation to Belize City or San Pedro via Wings of Hope or Astrum Helicopter.
- 4.4 If Astrum is not available or not suitable for the type of evacuation needed, call BERT / Wings of Hope – and make arrangement for patient pick up at Dangriga airport.

- 4.5 Follow advice given, by a medic or BERT, on what to do when the boat docks in Dangriga; whether to go to the local hospital (Southern Regional) or directly to the airport and on to one of the Belize City hospitals. See list of local hospitals.
- 4.6 Call Shore Manager to arrange for dock use in Dangriga and ambulance service to hospital or airport for flight out on Wings of Hope, or Astrum Helicopter medevac.
- 4.7 In consultation with BERT, contact will be made with SSSB Recompression or hospital to which the patient should be transported to in Belize City.
- 4.8 For SCUBA accidents - contact DAN also. Ensure you have the patient membership number.
- 4.9 Complete the Accident / Incident Report Form (Appendix 7 - Dive Policy doc)
- 5 - IF ASTRUM PICK UP FROM GLOVERS REEF, AND WHILE AWAITING EVACUATION:
- continue First Aid treatment and regularly monitor and maintain record of vital signs and symptoms and have this ready for passing on to medical personnel
 - ensure that completed Patient Medical Form and other personal documents are carried with the patient (i.e. passport, medications, other personal documents)
 - ensure that the radio and telephones are monitored at all times
- 6 - IF TRANSPORTATION BY BOAT TO DANGRIGA:
- continue First Aid treatment and regularly monitor vital signs and symptoms
 - ensure that completed Patient Medical Form and other personal documents are carried with the patient (i.e. passport, medications, insurance documents)

LOCAL HOSPITALS

Name	Location	Contact No.
Southern Regional Hospital	Dangriga	501-522- 3832
Belize Medical Associates Belizemedical.com	5791 St Thomas St, Kings Park, Belize City	501-223-0302 / 0303 / 0304
Belize Health Care Partners www.belizehealthcare.com	Corner Blue Marlin & Chancellor Avenue, Blue Marlin Avenue, Belize City	501-223-7870
Karl Heusner Memorial Hospital khmh.bz	Princess Margaret Drive Belize City	501-223-1584

EVACUATION OPTIONS **FROM GLOVERS REEF TO THE MAINLAND**

Patients can be transported to Dangriga by boat and then by aircraft on to Belize City or San Pedro depending on the type of medical assistance needed and available medivac services. Medivac direct from Glovers Reef or Dangriga to Belize City or San Pedro can be by either Astrum helicopter or Wings of Hope air ambulance.

Hyperbaric chambers are located in San Pedro. Hospitals are in Dangriga and Belize City; and a polyclinic in San Pedro.

OPTION 1 - STATION BOAT

This is the most viable of the options available for getting to the mainland for medical attention. The boat can be ready at short notice and there is no waiting time.

The station's is equipped with two vessels that can be used for evacuation to the mainland depending on weather conditions:

- 1) Koolie Gial, a 38ft fiberglass skiff with 2-200HP 4-stroke outboard engines
- 2) Itajara, 26 ft fiberglass skill with 2 – 60HP 4-stroke engines

All vessels would be equipped with VHF radio, satellite phone, GPS, compass, and safety equipment (oxygen and first aid).

The vessels are also outfitted to transport the patient using the SKED Rescue System and the Oregon spine splint.

Vessels are operated by WCS employees/captain, who are very familiar with the local waters.

OPTION 2 – MEDIVAC FLIGHT VIA ASTRUM HELICOPTERS OR WINGS OF HOPE (DAYLIGHT HOURS ONLY)

Astrum Helicopters. This option can be requested for either direct flight to and from Glovers Reef or Dangriga. It is conditional, based on availability of the helicopter, weather conditions, and time of the day. Night time evacuation using this method is not an option.

On Glovers Reef, the helicopter can land at the neighbouring island of Isla Marisol where adequate landing facility is available. A 10-minute journey by boat from Middle Caye (GRRS) is necessary to get to the landing area. Isla Marisol should be contacted and be informed of expected landing.

BERT / Wings of Hope air ambulance service will pick up patients from Dangriga and deliver to a hospital in Belize City or the SSSB Hyperbaric Chamber in San Pedro. It will not travel to Glovers Reef since there are no landing strips available in the atoll for this type of aircraft. Evacuation by boat to Dangriga must happen first, followed by medvac from Dangriga. This service does not operate at night.

Both Astrum and BERT will arrange landing with local authorities in Dangriga.

IMPORTANT CONTACTS AND PHONE NUMBERS

SSSB RECOMPRESSION CHAMBER

Radio Frequency	14.4600 (monitored 24 hrs / 365 days)
24-hr Emergency Phone	501-226-3195
Regular Phone	501-226-3195
Fax	501-226-2852
Email	sssbelize@aol.com
SEE DIVE POLICY FOR DAN DETAILS IN CASE OF A DIVING EMERGENCY	

ASTRUM HELICOPTERS

Travis Zetina / Assistant Manager	670 -5101
Gustavo Giron / Pilot	610 - 4381
	info@astrumhelicopters.com
Note: BERT EMT will travel with Astrum for the pick-up.	SEE ASTRUM PAGE BELOW FOR FURTHER DETAILS

ISLA MARISOL / EDDIE USHER (FOR USE OF HELIPAD ON ISLA MARISOL)

Eddie Usher	610-1085
Isla Marisol	532-2056

WINGS OF HOPE / BERT AMBULANCE

Yvette Burks / Manager	223-3292 / or 90
Caller should ask for the person in charge in the absence of Yvette Burks	This is a 24-hour emergency service. Ensure that the caller has all pertinent information on patient to be transported and location from which the pickup should take place.
WOH Pilot or accompanying medic will carry billing form for signature by authorised WCS or other personnel.	

DANGRIGA BASED SHORE MANAGER

Danny Wesby	Cell: 610-1046 / Home: 502-0130
-------------	---------------------------------

WCS BELIZE CITY OFFICE

Main telephone line	223-3271
Fax line	223-3005
Janet Gibson	610-2090 (cell)
Sandra Zelaya	670-0798 (cell)

NY EMERGENCY CONTACT INFORMATION (FOR WCS INTERNATIONAL STAFF & VISITORS)

CONTACT WILL BE MADE BY BELIZE CITY MANAGEMENT PERSONNEL (IF NECESSARY)	
SEE WCS CRISIS MANAGEMENT PAGE ANNEXED BELOW	
Caleb McClennen	001-347-326-0373
Kate Holmes	001-347-331-7333

ASTRUM HELICOPTERS

PROCESS TO FOLLOW TO IMPLEMENT AN EVACUATION PLAN WITH ASTRUM HELICOPTERS IN AN EMERGENCY

1) Whom to call first?

Call any of ASTRUM's numbers to schedule a flight.

Astrum Helicopters

O: [+501 222-5100](tel:+5012225100)

F: [+501 222-5105](tel:+5012225105)

M: [+501 670-5105](tel:+5016705105)

Travis A. Zetina, Assistant Manager

Gustavo Giron, Pilot

2) What details will be needed by Astrum?

Astrum will need a credit card on file to dispatch the **helicopter** ASAP and guarantee payment.

WCS' CREDIT CARD DETAILS and Authorised Callers are lodged with Astrum.

This list is kept current as below:

- Janet Gibson (Country Director)

- Sandra Zelaya (Program & Admin Manager)

- Kenneth Gale (Operations Manager - Glovers Reef Research Station (GRRS))

- Carlos Andres Perez (Shift Supervisor / Boat Captain - GRRS)

- Virginia Burns Perez (Technical Coordinator)

- James Danny Wesby (Shore / Research Assistant)

- Alexander Tewfik (Marine Conservation Scientist)

To clarify, any of the 7 names listed are authorised to call in the event of an emergency.

3) What are the procedures in case a person needs to lay down or at least with feet up?

Is there scope for this configuration in the helicopter?

On the **helicopter** there is no space to lay down so the patient needs to be able to sit during the flight.

4) Is there room for someone to accompany the stricken person?

Depending on weights there might be the chance to have someone accompany the **helicopter**, as long as it is on daylight hours.

5. Depending on the type of emergency, a paramedic from Belize Emergency Response Team (BERT) will be on the flight.

6. Ground ambulance will be arranged to Karl Heusner Memorial Hospital (KMH) unless otherwise arranged.

INTERNATIONAL EVACUATION

International visitors to Glovers must have a plan for international evacuation and be ready to activate it. The information provided below might also be useful for unexpected change in travel plans.

Belize has one international airport - Phillip Goldson International Airport (PGIA)

International airlines flying into Belize are:

<u>Airline</u>	<u>Telephone</u>	<u>Website</u>
American Airlines	+(501) 225-4145	www.aa.com
Avianca	+(501) 225-2163	www.taca.com
Delta	+(501) 225-3423	www.delta.com
United	800-226-3822	www.united.com
US Airways	800-622-1015	www.usairways.com

Departures from Belize

Airline	Flight	Time	Destination
Tropic Air	401	8:30	Flores Guatemala
United	1478	11:10	Houston
Tropic Air	¹ 6700	11:15	Merida Mexico
American Airline	2160	11:30	Miami
Tropic Air	6600	11:30	Cancun Mexico
Delta	664	12:08	Atlanta
United	² 1595	12:25	Newark
United	1405	12:51	Houston
US Airways	1142	12:59	Charlotte
American Airlines	2110	13:45	Miami
Tropic Air	403	15:00	Flores Guatemala
American Airline	2184	15:40	Dallas
United	1406	16:07	Houston

¹Mon, Thurs, Fri, Sat, Sun

²Sat

The U.S. Airlines offer non-stop flights to Miami, Houston, Dallas & Atlanta, with travel duration as follows:

- American Airlines to Miami (2:10 hrs)
- Continental/United Airlines to Houston (2.30 hrs)
- American Airlines to Dallas (3:00 hrs)
- Delta Airlines to Atlanta (3:19 hrs)

LOCAL AIRLINES PROVIDING IN-COUNTRY FLIGHTS ARE:

Maya Island Air **800-225-6732** **www.mayaairways.com**

Tropic Air **+(501) 226-2012** **www.tropicair.com**

Tropic Air flies to and can link destinations in Mexico, Guatemala, and Honduras, as well

INCLEMENT WEATHER-RELATED EVACUATIONS

The station is closed during the peak hurricane months of August and September. The hurricane season start in June and ends in November. In the event of a hurricane while the station is opened, the following shall apply:

- Weather condition is tracked daily by WCS Belize personnel and the GRRS Operations Manager will keep guests and staff informed of evacuation plans.
- Instructions to prepare for and evacuate the island, must be adhered to by guests and staff.
- Operations Manager will coordinate evacuation and put into effect the station’s Hurricane Plan.
- Guests should make hotel bookings on the mainland to ensure they have a place to shelter from the storm. Recommendations can be had from the Operations Manager or Program & Administration Manager in Belize City.

WCS-GCP CRISIS MANAGEMENT PLAN

Purpose

The purpose of the Crisis Management Plan is to implement an effective response to the crisis situations effecting Wildlife Conservation Society (WCS) employees, families, and/or their guests, facilities, operations, assets or reputation. These include natural or political disasters, accidents, or other incidents that endanger WCS persons, property, or reputation.

For medical emergencies, please see International SOS (ISOS) box below.

We urge staff to err on the side of caution and to contact a Crisis Management Duty Officer if there is any question of possibly needing assistance. We urge you to communicate with New York in a timely manner as the medium and long-term consequences of these issues may require New York engagement. At the very least, staff must notify their line manager in New York of:

- Anything significantly disrupting the normal course of operations (e.g. theft, threats, etc.).
- Accidents, particularly when personal injury results, even if dealt with locally.
- Natural disasters, such as fires, floods, earthquakes, hurricanes and explosions.
- Civil disorders, such as riots and war.

Crisis management activities are directed by a Duty Officer at WCS, New York. The duty officer will rotate on regular basis; however **any Duty Officer may be contacted for any emergency**, if the officer on-call is not immediately available. The duty officers are:

Contact	Title	Office	Cell	Home	Duty Months
James Deutsch	VP Global Conservation	+1-718-220-2962	+1-646-229-1724	+1-646-229-1724	February, May, September
Bob Calamo	VP and Comptroller	+1-718-741-8211	+1-516-318-6724	+1-516-935-4560	January, June, October
Herman Smith	VP Human Resources	+1-718-220-5879	+1-917-421-0652	+1-718-276-4096	March, July, November
Danny Holtsclaw	Director of Risk and Insurance	+1-718-741-7171	+1-917-502-0623	+1-860-742-0861	April, August, December

Crisis Management Team

The Duty Officer directs WCS' Crisis Management Team (CMT) who handles all activities related to the implementation of WCS' Crisis Management Plan. Members of the CMT are designated individuals from the following units:

- Executive management of WCS
- General Counsel
- Human Resources
- Finance
- Public Relations/Government Affairs
- Program
- Country Director

Medical Evacuation – ISOS- information for medical emergencies

In an emergency, call International ISOS at +1 817-826-7008, WCS ISOS ID is:

11BCMA000290

From the USA, call Philadelphia at 1-800-523-6586.

From Latin America, call Philadelphia at 1-215-942-8226

From Africa, call London at +44-20-8762-8008.

From Asia, call Singapore at +65-6338-7800.

From Canada, call Philadelphia at 1-800-441-4767.

The employee should provide the WCS ISOS ID number. If the number is not available, call anyway. ISOS will verify that the employee has coverage and then start the process on confirmation.

As soon as you can alert the NYC office:

Global HR Manager, Pam Watim is the primary point of contact. +1 718-741-1452, Cell +1-646-662-1918. Alternately if you cannot reach Pam call Herman Smith, +1 718 -220- 5126, Cell: +1-917-421-0652

Please print and place the below in your wallet

WCS CRISIS RESPONSE WALLET CARD
WCS staffs a 24/7/365 crisis & emergency response.
Steps to take:

- 1) If medical emergency, contact ISOS then contact NYC Duty Officer.
- 2) In other situations, take urgent action to ensure staff are safe, and contact NYC Duty Officer
- 3) Always err on side of caution – call if in doubt.

WCS DUTY OFFICERS (all #'s + 1 USA)

	Office	Cell	Home
James Deutsch	+1-718-220-2962	+1-646-229-1724	+1-646-229-1724
Bob Calamo	+1-718-741-8211	+1-516-318-6724	+1-516-935-4560
Herman Smith	+1-718-220-5879	+1-917-421-0652	+1-718-276-4096
Danny Holtsclaw	+1-718-741-7171	+1-917-502-0623	+1-860-742-0861