



Preparing for Multi-Hazards
in the Tourism Sector
Basic **DOs** and **DON'Ts**

A Guide for Hotels and Guesthouses

Risk Management Section Ministry of Tourism,
Civil Aviation, Ports & Marine

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INTRODUCTION

As a small island developing state, Seychelles faces numerous challenges in terms of economic, environment and socio-cultural development. Like any other small island state, the islands’ remoteness, topography, demography, and limited resources influence the country’s capacity to develop sustainably. However, the greatest challenge for all small island states including Seychelles is their susceptibility and vulnerability to natural and human-caused hazards, as well as those hazards which may be “natural” yet provoked by human activity. Climate change is a perfect example of this, whereby greenhouse gas emissions from human activity are changing the climate and accelerating natural hazards such as heavy rains, flooding, landslides, droughts, and intense tropical storms. Human activity may also directly cause hazards, such as pollution, oil and chemical spills, and terrorist bomb threats.

It is critical that individuals, households, communities and businesses are prepared to deal with these hazards when they arise. However, many remain unprepared. Businesses in the tourism industry are at the heart of Seychelles’ economy and extremely vulnerable to hazards, yet few have a plan in place for emergency response and evacuation, nor insurance to help support post disaster recovery. Having the appropriate measures in place may help save the lives of guests and employees, and help minimize damage to property.

Even though Seychelles has an alert warning mechanism in place, when a warning is issued, the country’s resources are focused on evacuating the most vulnerable areas. At this moment, it is critical that each business already has their own preparedness plan and measures in place to be able to cope with the situation and minimize damage and risk to life.

- The concept of multi-hazard preparedness encompasses:**
- ✓ Measures to protect property and contain disaster damage and disruption.
 - ✓ Protective actions designed to enhance life safety when such hazards occur
 - ✓ Activities aimed at improving emergency response and coping with disaster related tasks.

Being prepared involves:

- ✓ Having a plan in place
- ✓ Allocating the resources needed to back up the plan
- ✓ Making sure staff understand the plan and have the appropriate training
- ✓ Having a multi-hazard insurance scheme to help support recovery costs

There are various reasons why adaptation, preparedness, response and evacuation are not yet being considered by many businesses, but one is the lack of information regarding hazards and how to prepare. The purpose of this manual is to provide some guidance for hotels, guesthouses and other tourism related businesses to help them understand the hazards resulting mainly from climate change, and develop their own strategy to integrate multi-hazard preparedness into their business and operational plans.

The manual includes the following sections:

1. Background – a little more detail on hazards facing Seychelles as a result of climate change, and the need for good planning
2. General Tips – an overview of some of the general expectations for preparedness in the tourism industry
3. Hazards – specific do's and don'ts for dealing with each of the most common natural hazards in Seychelles
4. Important Contacts – a list of key telephone numbers to keep handy



1 - BACKGROUND

In January 2013, Seychelles was hit by tropical storm Falleng, causing heavy rains which, combined with high tides, resulted in severe flooding, extensive devastation of coastline areas and widespread damage to infrastructure such as roads, bridges and housing mostly on Mahé, but some damage was also seen on La Digue. A number of properties were affected including 400 households, 4 schools, 2 police stations and 17 farms that were completely destroyed. During the post-flood period there was an outbreak of Dengue fever, a likely result of ideal breeding conditions for mosquitoes. Luckily, very few tourism businesses were affected; however next time the situation may be different.

In 2016, the tropical cyclone Fantalla hit Farquhar Island destroying all of the vegetation and physical infrastructures on the island, causing approximately USD10 million worth of loss and damage. These situations provide a clear picture why it is so critical to have adaptation and preparedness measures in place to be able to respond quickly and effectively to emergencies. Tourism business operators need to know how to prepare themselves and take care of their properties to cope with disaster and emergency situations. Disaster risk reduction, adaptation, preparedness and response are all important aspects that need to be integrated in the pre-disaster planning process to prevent or mitigate risks associated with hazards that may lead to disasters.

Which hazards are most relevant for Seychelles?

Hazards that are most likely to affect Seychelles include fire (in buildings but also bush fires), tropical storms and cyclones with strong winds, sea-level rise, tsunami, heavy rainfall causing flooding and/or flash floods, landslides, drought, and outbreak of diseases affecting humans, plants and animals. This list is not exhaustive as other hazards may also happen in the future. e.g. oil spill, chemical incidents, bomb threats associated with terrorism etc.

The information in this guide is specifically related to the following natural hazards, most of which **(other than Tsunami)** are exacerbated by climate change:

- Tropical Cyclones/Storms
- Tsunami
- Floods/flash floods

NOTE: • Plans are underway to prepare a separate guide that will provide information associated with emergency response for hazards directly related to human activity, such as oil spills, chemical outbreaks and bomb threats.

• *The information in this small guide is subject to change. This is the first edition; a revised version will be issued every two years and will take into consideration any changes.*

- *This 1st edition of this guide will be available electronically only.*
- *Landslides* • *Fire* • *Drought* • *Outbreaks of diseases.*



2 - GENERAL TIPS

EMERGENCY RESPONSE IN THE TOURISM SECTOR

- All businesses including those in the tourism sector need to have an up to date multi-hazard preparedness plan including standard operating procedures for emergency response, communication and evacuation.
- It is imperative that physical evacuation and exit routes for hazards such as fire, tsunami, tropical cyclones, floods etc. are clearly demarcated.
- Management and employees should be aware of the location of assembly points for fire and tsunami. To note that an assembly point for tsunami needs to be different from that of a fire. For example, it is acceptable for a fire assembly point to be located by the beach or seaside but this should never be the case for a tsunami assembly point.



- There should also be an emergency response team and each member of the team should be responsible for specific tasks during any emergency situation.

INSURANCE

Insurance Policies that cover hazards

- There are specific insurance policies or schemes that cover damages sustained during hazards such as Fire, Floods, Landslides, storms etc.
- As a pre-hazard measure, businesses should ensure that they have appropriate insurance policies/schemes for post disaster recovery in case of claims from your clients, employees and for your “Business Continuity Plan” (BCP) to help get your business back in operation after an event.
- This may involve reconstruction of buildings and sourcing out relevant physical facilities, equipment/materials that are necessary to get your business up and running.
- Please liaise with local insurance companies for appropriate information and assistance.



TRAVELLING /MEDICAL INSURANCE

- Travel insurance is for travellers/tourists travelling in countries outside their normal residence to cover any expenses incurred for incidents and emergencies associated with their health and safety, and this may also include fatal incidents.
- This type of insurance is the responsibility of your clients and should be purchased by them prior to their trip. You can encourage your clients to purchase travel medical insurance in case of such incidents.

COMMUNICATION

- Make a list of your business’s emergency response team members and their contact details and ensure that this is available in a visible location for all staff.
- Ensure that you have the contact details handy of any Emergency Responders and other organisations or individuals that you might need to reach out to should a hazard occur. These can be found in section 5.



3 - HAZARDS

In this section each of the most common natural hazards are defined and do's and don'ts provided for each. In most cases the do's and don'ts refer to the period before a hazard occurs, during the hazard itself, and during the period after it has occurred.

3.1 TROPICAL STORMS AND HIGH WINDS

A tropical storm, also known as a cyclone or hurricane, is characterised as a violent disturbance of the atmosphere with strong winds usually followed by rain, thunder, lightning and storm surges. While the main populated islands of Seychelles are close to the equator and outside of the cyclone belt, they do experience some of the effects of tropical storms in the region. Below are some useful tips to consider in case of intense storms.



GENERAL TROPICAL STORM PREPAREDNESS MEASURES

- ✓ Your buildings/hotels and immediate surrounding environment should be fully inspected for potential hazards that may cause accidents and pose a danger to your clients and your employees as well as your property during a storm.
- ✓ Take appropriate preventive action to ensure these hazards are dealt with accordingly.
- ✓ Have a competent engineer check your building structures and get advice about ways to make it more resistant to all hazards including storms.
- ✓ Any repairs or reinforcements should be completed and a regular maintenance schedule in place.
- ✓ Ensure that you have an evacuation plan for your establishment. If you don't, this is the perfect time to prepare one.
- ✓ Know the evacuation plan of your hotel/guest house/self-catering establishments and that of the district in which you are located. In case you are not familiar with the district's plan, contact your district administrator for more information.
- ✓ Tourism establishments must ensure that all guests/clients and employees are familiar with the evacuation procedures in place. If you do not have it, this is the perfect time to prepare one and a communication plan to ensure that everyone knows what to do in case of a severe storm.



IN THE EVENT OF A TROPICAL STORM

These do's and don'ts apply to your organisation, your staff and in some cases your clients.

DO's

- ✓ Pay close attention to weather reports from the Seychelles Meteorological Office.
- ✓ Keep informed in advance through news from official sources on Media, TV and Radio and social media networks.
- ✓ Watch for signs of approaching storms
- ✓ Any loose objects such as rubbish bins, flowerpots, etc. should be fastened down securely or brought inside.
- ✓ Be prepared to evacuate your establishment / hotel if the situation worsens.
- ✓ If employees or clients are caught outdoors when the storm hits, ensure that everyone finds safe shelter immediately. If there is no shelter nearby, find a low spot away from trees, fences and poles, and areas vulnerable to flooding.



- ✓ If you are in a flood prone area, get to higher ground, once flooding begins
- ✓ Those at sea should come ashore, get out of the boats and away from the sea.
- ✓ Telephone lines and metal pipes can conduct electricity. Unplug appliances not necessary for obtaining weather information.

- ✓ If you are located in an area where flooding is likely to happen, place furniture and electrical items as high as possible from the ground.
- ✓ In the event of a blackout or electrical power failure, it is important to have flashlights with enough batteries or use candles with appropriate and safe candle holders.
- ✓ Always have enough provisions in case you do not need to evacuate your premises but only have to stay indoors for 24 hours or more. It is advisable to have a stock of emergency food, water and First Aid provisions at all times.

DON'Ts

- X Do not go outside when strong wind is blowing. If you must, please wear a helmet or a thick hat.
- X Beware of flying or falling objects.
- X Do not go near fallen electricity utility poles or sagging objects.
- X Avoid using the telephone or any electrical appliances. **Use phones ONLY in an emergency.**
- X Do not take shelter in small sheds, under isolated trees, or in convertible automobiles.



3.2 TSUNAMI

A tsunami is a series of giant waves caused by earthquakes, volcanic eruptions or landslides in the ocean floor. They are different from normal waves, which are caused by the gravitational pull of the moon and sun, and the wind. Tsunami waves travel across deep parts of the ocean almost undetected but as they approach shallower waters closer to land they build up to great heights and their destructive power can be enormous when they wash up on the coast. The Indian Ocean tsunami in 2004 was one of the deadliest natural disasters in human history with a death toll of over 230,000 people from 14 countries.



GENERAL TSUNAMI PREPAREDNESS MEASURES

- ✓ Protect your property and buildings. If you are building in coastal areas ensure that you are building according to the Planning Authority's regulations in respect to coastal high water marks.
- ✓ Have a competent engineer check your building structures and advise about ways to make it more resistant to disasters / incidents including tsunami waves.
- ✓ Ensure that you have an evacuation plan for your establishment/hotel. If you don't, this is the perfect time to prepare one.
- ✓ Know the evacuation plan and safe shelter of the district in which you are located. If you don't, contact the district administrator.



✓ For tourism operators including hotel operators, do ensure that all your guests/clients are familiar with the tsunami evacuation procedures in place. ***If you do not have this procedure this the perfect time to prepare one.***

✓ Management of tourism establishments should make prior arrangements for alternative shelters for their guests in the event that the district shelter is full and cannot accommodate them. Note that the district shelter is for the entire community.

✓ Always have enough food and water provisions in case you do not need to evacuate your premise but will only have to move to higher floors of the building.

✓ Practice your evacuation routes with staff.

IN THE EVENT OF AN APPROACHING TSUNAMI / TSUNAMI WARNING



DOs

✓ One of the early signs of a tsunami occurs when the seawater recedes unusually rapidly, exposing the seabed more quickly and drastically than with a usual low tide. Although it can be very enticing to explore the exposed seabed, it is critical that people evacuate the beach and seek higher grounds immediately to subsequent incoming waves.

✓ For multi-storied buildings with reinforced concrete structures, it may be safe to evacuate people to the upper floors.

✓ During evacuation, focus on saving people and not possessions. It is difficult to evacuate a person and his/her belongings at the same time.

✓ Remember to help the less able persons i.e. infants, elderly, disabled, and pregnant women

✓ If someone needs to be evacuated from a high-risk zone or area that your team cannot safely reach, call the appropriate responding agencies to get professional assistance. Many people have been killed or injured trying to evacuate others.

✓ Follow the instructions given by the emergency responding agencies via internet, television or radio, or your tourism emergency liaison focal point.



DON'Ts

- x If a tsunami warning has been issued, do not approach coastal areas and beaches.
- x Never go down to the beach to watch a tsunami come or approach the shoreline. The waves travel extremely quickly and there is a real danger of being caught in them.
- x Do not assume that after one wave the danger is over. The next wave may be larger than the first one. Therefore avoid going back to the beach and other coastal shorelines until it is officially declared safe by the authorities.

AFTER THE TSUNAMI

DOs

- ✓ After official confirmation has been given for you to return to your property, e.g. establishments, guesthouses, hotels or any buildings, use caution when re-entering any structures. Tsunami-driven floodwater may have damaged buildings where you least expect it. Carefully watch every step you take.



DON'Ts

- x Avoid tsunami disaster areas. Your presence might interfere with emergency response operations and put you at further risk from the residual effects of floods.

Sources: *Department of Energy and Climate Change, Seychelles Meteorological Services, DRDM and other key responding agencies*



3.3 FLOODING

Floods are usually characterised by an overflow of a large amount of water beyond its normal limits, especially after prolonged rainfall (two or more days of rain), or an intense rainfall over a short period of time. Floods can also result from tidal surges or tsunami waves. Not all floods are created equal; some are much more dangerous than others. Some floods develop slowly, giving advance warning and time to prepare. Others can occur in a matter of minutes even if it isn't raining in a particular area- it may be raining heavily upriver, causing a surge in river water overflowing the banks further downstream. Below are some useful tips to consider in case of flooding:

GENERAL FLOOD PREPAREDNESS MEASURES

✓ Regularly inspect building and roadside drains for litter, leaves, plastic bags, rubble etc. as these can block drains and accelerate flooding during times of heavy rain and run off.

✓ Keep all drains, channels, culverts and other areas designed to help water flow clear and clean.

✓ Ensure that you have appropriate insurance cover for your clients and employees as well as property e.g. buildings, and other assets like interior furnishings

✓ Respect all building codes and guidelines regarding setback from the shoreline, wetlands, and riverbanks, including seasonal rivers (that only flow during times of heavy rains).

IN THE EVENT OF AN APPROACHING FLOOD

DOs

✓ Shut utilities off at the mains.

✓ Based on the intensity of the flood you may need to evacuate your residence/hotel especially if you are staying in a flood prone area where flash floods or floods are common. Listen to the news for updated information on worsening conditions or evacuation orders.

✓ If the floods are not intense and you choose to stay in your residence/hotel, move to the upper floor

✓ Move all essential items (food, water, first aid supplies and any other basic necessities) to safer areas- such as the upper floor of buildings, or as high as possible off the floor.

✓ Ensure that you have contact details of all key emergency responding agencies as well as designated personnel in your organisation. Be prepared for evacuation or other measures.

✓ If someone needs to be rescued, call professionals for appropriate assistance. Many people have been killed or injured trying to rescue others

✓ For more up to date information about the flood, listen to the news and/or call DRDM or the Green Line.

DON'Ts

x Stay away from moving water and fallen power lines or poles.

x Do not try to walk or swim through flood water – it may be dangerous due to downed power lines, debris and strong currents.

x Avoid driving through floodwater because it can be dangerous.

x Do not enter buildings that are surrounded by floodwaters.

x Everything that got wet during flooding should be disinfected and cleaned thoroughly because the residue from floodwater may contain chemicals, sewage, and a wide variety of other disease-causing bacteria.

x Cesspools, septic tanks, pits and the like should be inspected immediately after a flooding; if damaged, the sewage systems can create serious health risks.

DON'Ts

x If your residence/hotel was flooded, do not return there until a qualified authority/professional engineer has declared it to be safe.

x Do not turn on your utilities until a competent professional has checked the installations.

x The basic rule is that water and electricity do not mix. Exercise caution!

x Gas leaks are common after a flood so do not use candles or throw any cigarette butts near flooded areas, particularly near residences or your hotel. If you need light, use flashlights instead

X Do not try to handle electrical equipment or appliances in humid areas or in standing water, unless you are very sure that there is no risk of electrocution. To be safe, switch off the main electrical switch to the house/hotel before moving anything.

X Avoid using any television sitting on a wet carpet or on humid concrete floors.

X Avoid flood disaster areas. Your presence might interfere with emergency response operations and put you at further risk from the residual effects of floods.

Sources: *Division of Climate Change Adaptation, DRDM and Seychelles Meteorological Services*



AFTER THE FLOOD

DOs

✓ After the flood check yourself for injuries and get first aid as needed before helping injured or trapped persons.

✓ Test the depth and feel for debris by using a stick before attempting to walk through any flood water

✓ Wear solid gloves and boots when evacuating from flooded areas to protect yourselves from debris especially sharp objects that can easily cut or pierce your feet.

✓ Avoid contact with water that may be contaminated with sewage or other pollutants.

✓ After a flooding incident, seek professional help to verify the structural damage inflicted upon your residence/hotel, especially the most vulnerable areas like ceilings and roofs, since they may be subject to collapse at any time.



3.4 LANDSLIDES

A landslide is defined as the movement of a mass of rock, debris, or earth down a slope. Landslides are a type of "mass wasting," which denotes any down-slope movement of soil and rock under the direct influence of gravity. The term "landslide" encompasses five modes of slope movement: falls, topples, slides, spreads, and flows. These are further subdivided by the type of geologic material (bedrock, debris, or earth). Debris flows (commonly referred to as mudflows or mudslides) and rock falls are examples of common landslide types. Water is commonly the primary factor triggering landslide. Slides usually occur following intense rainfall when storm water runoff saturates soil on steep slopes or when filtration causes a rapid rise in ground water level. In Seychelles, landslides commonly occur after heavy and prolonged rainfall, often associated with tropical storms. The destruction of natural vegetation cover as a result of deforestation, clearing or forest fire can cause destabilisation and soil erosion, making an area vulnerable to flooding and landslides. Landslides are often associated with hilly areas and steep terrain, but they can occur in areas where excavation for road and building construction has taken place, or in areas where poorly planned retaining walls have been built. Below are some useful tips to consider in case of landslides.

GENERAL LANDSLIDE PREPAREDNESS MEASURES

DOs

✓ Ensure that all buildings and other infrastructure in sloping areas are designed with landslide risk in mind, particularly if the area is prone to landslides. Seek the advice of a geotechnical expert for evaluating landslide hazards or designing corrective techniques to reduce landslide risk.

- ✓ A professional will be able to advise you of the best ways to prevent or reduce landslide risk, without creating further hazards. Learn how to monitor for changes and detect early signs of slope instability. The Planning Authority may also be able to guide and advise you.
- ✓ Direct storm water away from slopes, using well designed drains.
- ✓ Keep the weep holes in retaining walls open.
- ✓ Grow trees and vegetation around your property that can hold the soil with their roots. Choose native species that are adapted to the local soils and conditions and require minimal care.

DON'Ts

- x Don't let waste pile up or build water storage facilities on steep slopes above your building/hotel
- x Avoid construction of buildings in highly sloped areas or where there is a concentration of loose boulders, soil and other debris above the construction site.

IN THE EVENT OF A LANDSLIDE

DOs

- ✓ Listen for any unusual sounds that might indicate moving debris, such as trees cracking or boulders knocking together.
- ✓ Monitor the situation. Identify areas of rock fall and subsidence of buildings, cracks that indicate landslides and move to safer areas. Even muddy river waters indicate landslides upstream. A trickle of flowing or falling mud or debris may precede larger landslides. Moving debris can flow quickly and sometimes without warning.



✓ If you are in an area susceptible to landslides and debris flows, consider leaving only if it is safe to do so. If you remain at your establishments move to a part of the building/hotel farthest away from the source of the landslide or debris flows, such as an upper floor, but keep an escape route open should it become necessary to leave the building/hotel.

✓ Be especially alert when driving. Embankments along roadsides are particularly susceptible to landslides. Watch the road for collapsed pavement, mud, fallen rocks, and other indications of possible landslides or debris flows.

DON'Ts

x Do not try to approach a landslide site while an event is occurring.

x After a landslide, unless officially declared safe, stay away from the slide area. There may be danger of additional slides.

Sources: Planning Authority, DRDM, Land Transport Agency



3.5 DROUGHTS

Generally a drought is a prolonged period of abnormally low rainfall, leading to a shortage of water over an extended period of time. In Seychelles, water storage capacity in the country is very low, and water consumption is very high, partly due to hotel operations. As such, a drought may be declared after only a few weeks without rainfall. Integrating water conservation and efficiency measures into your business will help reduce the risk of droughts and water shortages in the country, but also help you save money. Below are some useful tips that you may wish to consider before and during drought periods.

GENERAL WATER CONSERVATION MEASURES

DOs

✓ Practice wise use of water to help reduce overall consumption of water and extend water resources in the country.

✓ Put in place water storage facilities: water tanks and small water holding facilities in case of water rationing and to use in times of emergency e.g. fire.

✓ Install a rainwater harvesting system to provide a water supply for the garden, for cleaning, washing machines, and emergencies such as fire.

✓ Choose appliances and fixtures for the kitchens, gardens, laundry and bathrooms that are more energy and water efficient.

✓ Install water efficient irrigation devices in the garden such as micro and drip irrigation, and soaker hoses. Use a self-closing nozzle on garden hoses.

✓ Check the soil moisture levels with a soil probe, spade or large screwdriver. You don't need to water if the soil is still moist. If your grass springs back when you step on it, it doesn't need water yet.

✓ Avoid installing ornamental water features (such as fountains) unless they use re-circulated water.

✓ Minimize water loss from pools by inspecting regularly for leaks, and covering them at night to reduce evaporation.

✓ Check all plumbing regularly for leaks and repair them promptly. Repair dripping faucets by replacing washers.
One drop per second wastes over 12,000 litres of water per year.

✓ Install water efficient devices such as aerators with flow restrictors on faucets and showerheads.
✓ As much as possible use endemic or native plants in your garden (plants that normally grow in the area where you operate your business, especially those that do not need a lot of water or care)

✓ Do use a bowl of water to clean fruits and vegetables rather than running water over them. Reuse the water in the bowl to water garden or potted plants.

✓ Invite your guests to practise water conservation measures, particularly by participating in a program to reduce the frequency of changing sheets and towels.

DON'Ts

X Never pour water down the drain when there may be another use for it. For example, use it to water your indoor plants or garden.
X DON'T water gardens or lawns during the heat of day. Up to 90% of the water you use is lost through evaporation!
X DON'T use potable water to clean off sidewalks or driveways--use a broom and sweep them instead, or use rainwater.

DURING A DROUGHT

DOs

✓ Inform your guests of the situation and advise them to use water wisely.
✓ Ensure that all staff use water wisely.
✓ If water is being rationed, conduct water quality tests to ensure that your business's treated water supply is free of contaminants or bacteria.

DON'Ts

X Use treated water to water your gardens.
X Undertake any unnecessary maintenance operations involving intense use of water, such as cleaning out pools. Wait until water restrictions are limited.
X Drain any wetlands, rivers or other standing on your property during a drought – the availability of surface water is essential for wildlife.

Sources: Department of Energy and Climate Change, Seychelles Energy Commission and PUC

3.6 FIRE

Fire is the rapid oxidation of a material in the chemical process of combustion, releasing heat, light and other products. Although obviously also useful in controlled circumstances, fires can be extremely dangerous and quickly destroy a building and its contents, and the smoke, heat and fumes from a fire can pose extreme risks to human and other life. Fire can be caused by human negligence but conditions of drought can exacerbate the risk of fire from human activity or natural causes such as lightning. Below are some useful tips to consider in case of fires.

DOs

✓ Check all your electrical appliances to ensure that they have been properly switched off.
✓ Do not overload any adaptors. Use adaptors that are suitable for the different appliances.
Liaise with a competent electrician to check if you are using correct voltage.
✓ Do not stack flammable materials too close to the ceiling because if there are any electrical defects that can cause a spark, these materials can fuel a fire.
✓ Keep all flammable materials in safe locations away from any flames, sparks, electrical items or exposed electrical cables.

- ✓ If you come across a fire, alert everyone in the surrounding area and call the Seychelles Fire and Rescue Services Agency immediately. Keep this number handy in several locations around your property.
- ✓ Keep on hand a list of contact details of your emergency response team.
- ✓ Try to evacuate yourself as a priority.

DON'Ts

- x Do not burn any waste or light any fires during a drought period. Dry weather creates ideal fuelling condition to ignite and spread fires.
- x Do not underestimate any fire and its potential to spread and cause damage.
- x Do not take any risk to fight or extinguish a fire or enter a fire zone unless you are sure of what you are doing.
- x When you flee a fire, it is not advisable to return unless you have been well trained to do so and know exactly what you are doing.

Source: Fire and Rescue Services Agency



3.7 OUTBREAK OF DISEASES

A disease outbreak is the occurrence of disease cases in excess of what might normally be expected. The number of cases needed to classify an event as an outbreak varies according to the disease-causing agent, and the size and type of previous and existing exposures to the agent. Disasters such as drought, landslides, tsunamis, flooding, chemical explosion or radioactivity may lead to outbreak of diseases. Disease outbreaks are usually caused by an infection, transmitted through person-to-person contact, animal-to-person contact, or from the environment or other media. Outbreaks may also occur following exposure to chemicals or to radioactive materials. The following tips should be taken into consideration during or after a disaster has occurred in the community or during an ongoing epidemic as control and prevention measures.

DOs

- ✓ Wash your hands between handling , raw and cooked food
- ✓ Prepare thoroughly cooked food for guest and staff and serve cooked foods that are still hot and steaming.



- ✓ Test your drinking and cooking water supply to check that it is free of contaminants.
- ✓ Encourage and facilitate good personal hygiene among your staff, using safe water sources. Ensure that your guests have access to safe water and liquid soap to also keep safe and minimize the spread of any potential diseases. Wherever water and liquid soap is not available, provide sanitizer with 70% alcohol for your guests and staff to sanitize their hands.
- ✓ Advise your staff or guests to practice good respiratory hygiene when coughing and sneezing. To always cover their mouth and nose with flexed elbow or use a tissue, then throw it away in a closed bin and to wash their hands. Display posters depicting good hand and respiratory hygiene practices in strategic areas on your premises.
- ✓ Advise your staff and guests to avoid close contact with other people when they are experiencing cough and fever or to wear a mask.
- ✓ In the event of heavy rains and flooding, encourage staff and guests to protect themselves from mosquito bites by covering exposed skin, using mosquito nets and using mosquito repellents.
- ✓ Clean around your premises and remove any water containers that can provide breeding ground for mosquitoes.
- ✓ Wear proper protective clothing such as waterproof boots and gloves if you need to work in a risky area that may be contaminated.



DON'Ts

- x Drink from potentially contaminated water sources, including floodwater, streams, rivers, or unsafe tap water.
- x Bathe or wade in floodwater or contaminated fresh water, especially when putting your head under water or if you have an open wound or scratch. Discourage swimming in areas near river outlets just after heavy rains, flooding or storms.
- x Serve food that has been exposed to contaminated water or potentially urinated on by rodents.
- x Serve raw vegetables and fruits that cannot be peeled or have not been washed properly with treated running water.
- x Visit disaster areas especially those that have been or are flooded, or where most sanitation infrastructures may have been destroyed. Avoid any locations that have been officially declared as unsafe due to water or chemical contamination.
- x Walk barefoot in water that may have been exposed to defective sewerage facilities after a flood or storm.

Sources: World Health Organisation (WHO), Centres for Diseases Control and Prevention (CDC), Diseases Surveillance Unit (DSRU) Seychelles Public Health Authority



5 – IMPORTANT TELEPHONE NUMBERS

i. Essential Numbers

| | |
|--|---------|
| a) Tourism Department Focal Point | 4286514 |
| b) DRDM- (Department of Risk and Disaster Management)..... | 4672200 |
| c) Seychelles Fire and Rescue Services Agency | 4289950 |
| d) Seychelles Hospital..... | 4388000 |
| e) Seychelles Police..... | 4288000 |
| f) Seychelles Red Cross..... | 4374544 |
| g) Seychelles Maritime Safety Administration..... | 4224866 |
| h) Ministry of Local Government | 4225477 |
| i) Planning Authority..... | 4674444 |
| j) Seychelles Land Transport..... | 4224449 |
| k) Department of Energy and Climate Change | 4670500 |
| l) Public Utilities Cooperation..... | 4678000 |
| m) Tourism Department | 4286500 |

ii. Emergency and Hotline Contact Numbers!

For emergency related incidents only!

| | |
|---|----------------|
| a. DRDM (Department Responsible for Risk and Disaster Management) | 2522622/ 160 |
| b. Seychelles Fire and Rescue Services Agency | 999/4323242 |
| c. Seychelles Life Guard Services | 4323242 |
| d. Seychelles Hospital Emergency..... | 151 |
| e. Seychelles Police | 999 |
| f. Seychelles Coast Guard..... | 4290900 |
| g. Seychelles Maritime Safety Administration..... | 272160/2722956 |
| h. Public Utilities Cooperation (PUC)..... | 2713032 |
| i. Seychelles Land Transport | 2723056 |
| j. Planning Authority..... | 2724949 |
| k. Department of Energy and Climate Change | 2723217 |
| l. Ministry of Local Government | 2724169 |
| m. Tourism Department | 2724227 |

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