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### Special points of interest:

- 2012 Hazard Management Plan for Records template and guidelines
- Advice on records protection and recovery

## MITIGATING AGAINST THE RISK OF WATER DAMAGE ON YOUR RECORDS AND DOCUMENTS

When wet, paper-based documents and records can be damaged, sometimes irreparably so.

Water damage occurs when the documents and records are exposed to either water (burst pipes, leaks, flooding) or high humidity levels in damp spaces (higher moisture absorption). Coupled with high temperatures, water-exposed materials can also develop mould.

In the event that paper becomes soaked, there is a window of 1–4 hours before actual damage occurs. Mould can develop in 1–4 days depending on environmental conditions.

The best means of mitigating against water damage is prevention. Conduct a risk analysis to identify the risk from water then take appropriate measures to reduce the risk, increase the response time, and outline a salvage strategy.

In terms of natural hazards, the Cayman Islands are at high risk from hurricanes, floods and earthquakes. Flooding is caused mainly from rainfall and storm surge. Which other hazards can put agency records at risk from water damage? Leaking pipes, poor drainage, weak building structures (walls, roofs), someone not turning off a tap or closing a window properly, faulty air-conditioning, are some.

Wondering how to determine what are possible risks to records in your agency? Firstly, think in terms of the likelihood of an unexpected water-related event occurring.

Make a list of potential hazards and rate the likelihood of them affecting records. Consider the location and condition of the building, location of filing cabinets and computer equipment, location of pipes. Secondly, using the first list, carry out inspections to be sure. Express likelihood in these terms: low, moderate/likely, certain. Next, determine to what extent records can be affected. Would it affect the entire agency or just an office? What would be the consequences for business operations – disruptions, loss, health & safety complications, and inability to meet legal and other obligations? Express the consequences or estimated damage in each scenario in these terms: extreme/very high, medium, low/negligible. Finally, map likelihood against consequence for each water-related hazard to rank or assess the risk, using a scale of 1-5, where 1 is the highest and 5, the lowest.



### HISTORICAL NOTE

**“OVER 1300 LIVES LOST TO FLOODING IN THE CARIBBEAN IN THE PAST 20 YEARS”**

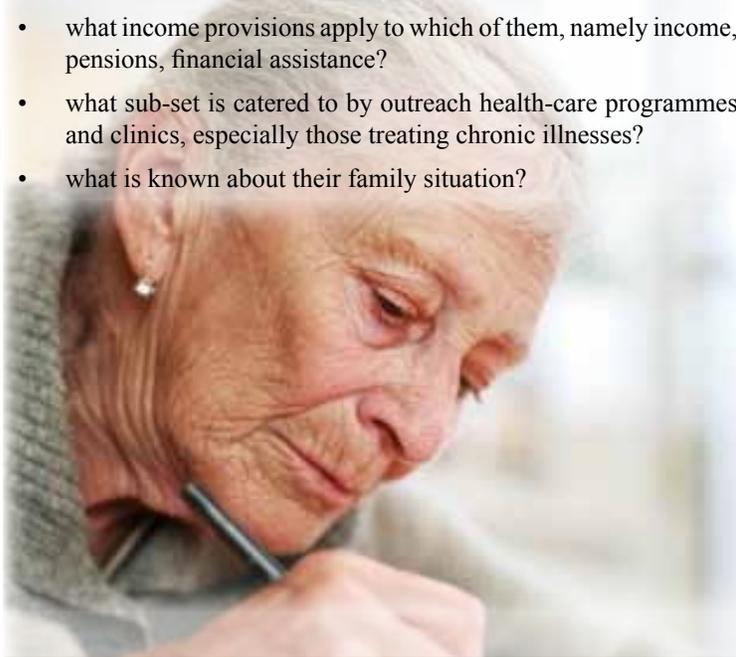
ECLAC

## OLDER PEOPLE IN DISASTERS: WHAT RECORDS AND DOCUMENTS SUPPORT RELIEF AND RECOVERY?

Generally thought to be a vulnerable sector of society, recent studies show a disconnect between what older people describe as critical issues for them in a disaster and what humanitarian and other agencies perceive them to be. The principal problems for older people, in particular, are income, access to health services, and shelter (HelpAge International).

If we proceed logically, the first step would be finding out who these older people are and where to locate them. Next, an understanding of the following helps to create a profile of the older person and relates to the third concern, which is shelter:

- what income provisions apply to which of them, namely income, pensions, financial assistance?
- what sub-set is catered to by outreach health-care programmes and clinics, especially those treating chronic illnesses?
- what is known about their family situation?



Profiles can be useful with disaster preparedness and relief planning. The concomitant documentation should help humanitarian and public agencies identify, locate and cater to older persons. Granted some such documentation is generated in the assessment and recovery period of a disaster but the entire process would be better served if relevant documentation were created before-hand, with a view to serving the needs of the preparedness planning and response phases. For example, to organise appropriate transport to shelters, better organise search and rescue, smarter distribution of medical response teams, medical stores that match needs, shelter security, etc.

### Here is a short list of documentation that would support disaster relief and recovery:

- ✓ records of health services outreach programmes, including clinic registers, surveys or needs assessments, reports, any supporting maps
- ✓ public service or media campaigns
- ✓ records of outreach programmes of humanitarian organizations, such as vulnerable persons data
- ✓ records of post-disaster needs assessment
- ✓ volunteer contact lists or registers
- ✓ disaster preparedness plans
- ✓ emergency shelter records
- ✓ list of shelters and any supporting maps
- ✓ evaluation reports
- ✓ feedback documentation

## BOOKSHELF

FOR "EYE-WITNESS ACCOUNTS AND OFFICAL REPORTS OF THE WORST NATURAL DISASTER IN THE HISTORY OF THE CAYMAN ISLANDS" READ **THE '32 STORM** BY HEATHER R. MCLAUGHLIN FOR SALE AT CINA AND FROM ON-LINE BOOKSTORES.

## TIPS FOR COPING WITH A TRAUMATIC EVENT

The needs of workers and collaborators can become neglected during emergency response and recovery, especially during efforts to get the business operations up and running again.

As with other aspects of disaster preparedness, provisions must be made before-hand, through scenario-planning or based on experience.

### Here are a few typical problems and tips for dealing with them:

- Some members of staff will be more affected than others so put a buddy system in place, for communication and support.
- Fatigue caused by stress can make it difficult for those affected to function so follow as normal a routine as possible since it takes time before people start feeling better.
- When overwhelmed, take regular 'time outs'. Breaks or rest periods, no matter how short, are important to recuperate and manage stress.



## MY HOME WAS DAMAGED IN THE STORM. WHAT RECORDS DO I NEED FOR INSURANCE CLAIMS?

The biggest problem with processing these claims is the lack of proper documentation on the part of the claimant, since these documents may be lost or incomplete. Fortunately, the problem is easily solved with a little preparation.

1. Call your insurance agent and ask what information and documentation are required to make a claim.
2. Gather all the relevant documentation, including photographs of the house (outside and room by room), and an inventory.
3. Make copies and have them notarized if possible.
4. Store your documents in a different location (not on the same property)!
5. Record the policy number and other information that identifies you as the policy holder and keep this with you (if possible).
6. As soon as it is safe to do so after the event, inspect your property and, if possible, take photos and videos.
7. Contact the insurance company with the information from step 5, and new photo/video documentation in hand.

Be sure to keep informed! For more information visit:

[www.caymanprepared.gov.ky](http://www.caymanprepared.gov.ky)

## TIPS FOR DISASTER PREPAREDNESS KITS NOT ALL KITS ARE CREATED EQUAL.

Consider these 10 items to make your disaster kit more useful to you.

1. Juice crystals to make boiled water more pleasant to the taste
2. Whistle for attracting attention
3. Over the counter drugs like Benadryl, Peptobismol, Imodium tablets
4. Sweets provide energy and make you feel good, think about chocolates, energy bars
5. Sparkle fire lighter (which can stay dry as opposed to matches)
6. Vaseline (on cotton balls as an accelerant for cooking fires, grills and the like)
7. Insect repellent
8. Household bleach (plain, without added detergents)
9. Sturdy shoes (or water boots)
10. Folding blade or Swiss army knife

## POST-DISASTER ANALYSIS

The disaster is over, now what? Broadly speaking, an objective assessment of what happened needs to be done, preferably by external analysts, for accountability, in order to identify what worked and what did not, and to identify lessons learned and put them in context.

With respect to records, such an analysis addresses the robustness of the record-keeping system and infrastructures, by taking into account the nature of the event, the disaster response, and the consequences with respect to the administration as well as vital records and business continuity.

### Here are a few aspects that should be covered in the analysis:

- Use of procedures by staff and other collaborators
- Support shown at different levels of the administration
- Role of outside agencies
- To what extent staff were able to adapt to changing situation in the response and recovery phases
- Disaster recovery record-keeping

### The Caribbean Archives Association CARTAS model covers the following elements as well:

- Narrative of the event with chronology of events and disaster response
- Effects on record-keeping systems
- Preservation survey
- Damage and loss to records and archives
- Vital records
- Analysis of leadership at varying levels (including cross-sectoral alliances)
- Identification of critical issues and recommendations
- Cumulative bibliography

The resulting report is valuable for planning at different levels. There can be implications for cross-sectoral structures, staff skills-training, conservation and preservation units, wider archives service development.



## Location:

# 37 Archive Lane  
(off Shedden Road)

## Mailing Address:

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For advice on identifying, managing, protecting and salvaging vital records or creating your organisation's Hazard Management Plan for Records, contact CINA at CINA@gov.ky or call 949-9809.

**CINA Intranet**

<http://cina.gov.ky>

**CINA Website**

[www.cina.gov.ky](http://www.cina.gov.ky)



## SERVICES OFFERED BY CINA TO ASSIST YOU WITH RECORDS PROTECTION

- Model Continuity of Operations Plan
- Advice on identifying vital records, protecting and salvaging records



### CINA STANDARD S1 ON VITAL RECORDS

Vital records are those records on which continuation of business depends in the event of a disaster or emergency.

They are vital in ensuring that Government can continue its operations to meet its usual obligations, as well as respond to and manage the current crisis situation.

A vital records programme identifies, safeguards and provides access as required to such records. An important part of such a programme is a recovery plan.

**A thorough vital records recovery plan will also address the following information for vital records stored in-house or on-island:**

- A list (with a backup copy delivered to CINA) of vital records, along with their locations. Prioritisation of records to be recovered and restored should be made and communicated.
- Identification of the procedures for removing these records, relocation destination, transportation, vendors 24-hour contact information and essential staff assigned to accompany the records should be made.
- Identification of specific recommended handling and preservation techniques, based on the media involved should be made.

### HAZARD MGT PLANS FOR RECORDS & COOP

The agency hazard management plan for records and COOP are related as the former identifies vital records in the wider scope of preparedness and business continuity. With vital records secure, the organization can resume normal operations as soon as it is safe to do so. The resilience of government machinery depends on having agencies up and running as soon as possible, so all agencies must develop a COOP plan that provides for the protection of records. By participating in the annual hazard management plan for records with CINA, these essential records are identified. This is the critical first step in protecting them. Bearing in mind that criteria for defining and thereby selecting vital records can change over time, identifying vital records as part of the agency's hazard management plan for records should be an annual exercise, at the very least.

**Vital records are:**

- Critical to the ongoing operations of the organisation.
- Protect the rights of Government and citizens.
- Protect the rights of employees, clients and companies doing business with Government.