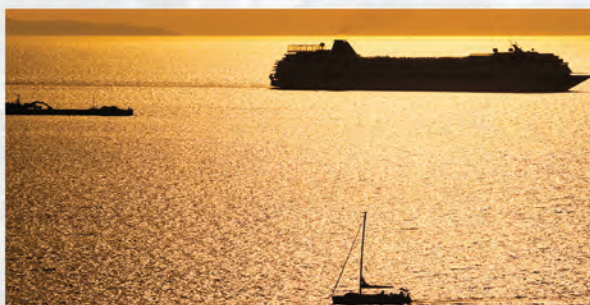
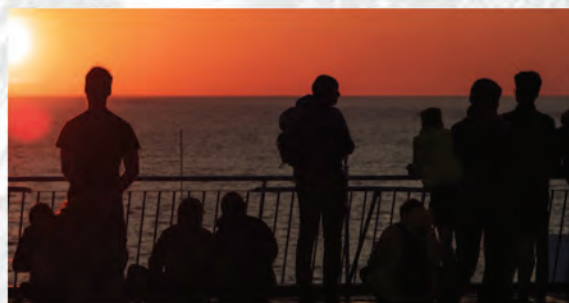
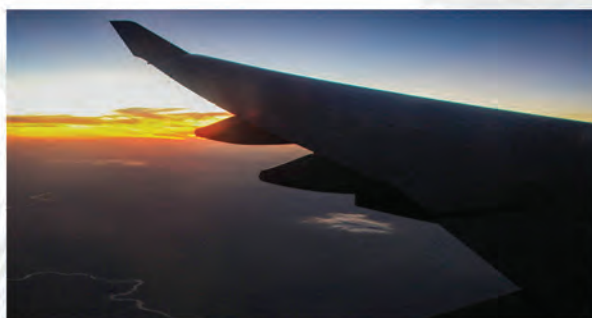


CROSS-BORDER EVACUATION PROTOCOL

FOR COUNTRIES OF THE
EASTERN CARIBBEAN IN THE CONTEXT
OF DISASTERS



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EXECUTIVE SUMMARY

The Cross-Border Evacuation Protocol serves as a tool to guide strategic objectives and activities to be implemented across six distinct phases of an evacuation process: the Planning Phase, Activation Phase, Pre-departure Phase, Departure and Transit Phase, Arrival Phase and Post-arrival Phase. These activities all share one main purpose: to ensure that affected and vulnerable populations can safely cross borders in the Eastern Caribbean Region with the support of national governments, regional and international organisations, civil society organisations and other relevant stakeholders. Based on best practices and research in disaster management, human mobility and human security, the recommended action points and steps are supported by a mapping of suggested stakeholders and resources that are instrumental in implementing the protocols.

Given that sudden-onset disaster uproots and negatively impacts an individual's sense of livelihood, security and well-being, the Cross-Border Evacuation Protocol details priority actions to be taken in the area of accountability towards the affected population. Communication is critical in driving awareness, understanding, relevance and ownership of this evacuation protocol, especially by national technical representatives tasked with managing the evacuation process. With several moving parts in research, accountability and communications at local, national and regional levels, the effective implementation of the protocols would benefit significantly from the regional mechanism embedded within the existing Caribbean Disaster Emergency Management Agency arrangement and supported by the Organisation of Eastern Caribbean States free movement arrangement. Collaborative and continuous work is therefore envisioned by national and regional stakeholders to strengthen the legitimacy and efficiency of this evacuation protocol. Additionally, at the core of the protocols is the understanding that there needs to be strategic co-ordination, planning, financing and monitoring among national governments, private sector entities, regional associations, community-based organisations and multilateral entities.

The six phases of the evacuation protocol are designed to reflect solidarity among the Eastern Caribbean States in partnership, dialogue and execution. The proposed framework is relevant, user-friendly and engaging and can be adjusted easily as regional challenges and opportunities present themselves in human mobility, human security and disaster management.

ACRONYMS

AAP	Accountability to the Affected People
ACS	The Association of Caribbean States
AGD	Age, Gender and Diversity
CARDI	The Caribbean Agricultural Development Institute
CARICOM	The Caribbean Community
CARICOM IMPACS	The Caribbean Community Implementation Agency for Crime and Security
CARPHA	The Caribbean Public Health Agency
CBO	Community-Based Organisation
CCCCC	The Caribbean Community Climate Change Center
CCDRU	The Climate Change and Disaster Resilience Unit
CDEMA	Caribbean Disaster Emergency Management Agency
CRC	Convention on the Rights of the Child
CSO	Civil Society Organisation
DRR	Disaster Risk Reduction
EOC	Emergency Operation Centre
FBO	Faith-Based Organisation
HSA	Human Security Approach
IDP	Internally Displaced Person
IFRC	International Federation of Red Cross and Red Crescent Societies
IOM	International Organization for Migration
IPCC	The Intergovernmental Panel on Climate Change
MOU	Memorandum of Understanding
NGO	Non-governmental Organisation
OECS	Organisation of Eastern Caribbean States
PA	Public Address
OHCHR	Office of the United Nations High Commissioner for Human Rights
SGBV	Sexual and Gender-Based Violence
SIDS	Small Island Developing States
SOP	Standard Operating Procedures
UNHRC	United Nations Human Rights Council
UN	United Nations
UNFCCC	The United Nations Framework Convention on Climate Change
WASH	Water, Sanitation and Hygiene

GLOSSARY OF KEY TERMS

This Glossary references terms that can be found in the International Organization for Migration's (IOM) Glossary on Migration, the Office of the United Nations High Commissioner for Refugees (OHCHR) Master Glossary of Terms and the Federal Emergency Management Agency's (FEMA) Glossary. Terms include:

Accountability to Affected People (AAP) - A commitment on the part of humanitarian actors and organisations to the intentional and systematic inclusion of the expressed needs, concerns, capacities, and views of the people they seek to assist in their diversity and to be answerable for organisational decisions and actions, in all protection, assistance and solution interventions and programmes.

Asylum Seeker - An individual who is seeking international protection. In countries with individualised procedures, an asylum seeker is someone whose claim has not yet been decided on by the country where they have submitted it. Only some asylum seekers will ultimately be recognised as refugees, but every recognised refugee is initially an asylum seeker.

Best Interests (of the Child) Principle - A principle set out in Article 3 of the Convention on the Rights of the Child (CRC) which affirms: "In all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be a primary consideration". A child's best interests are determined by various individual circumstances, such as the age and level of maturity of the child, the presence or absence of parents, and the child's environment and experiences.

Border Governance - The legislation, policies, plans, strategies, action plans and activities related to the entry into and exit of persons from the territory of a state, comprising detection, rescue, interception, screening, interviewing, identification, reception, referral, detention, removal or return, as well as related activities such as training, technical, financial and other assistance, including that provided to other states.

Borders (International) - Politically defined boundaries separating territory or maritime zones between political entities and the areas where political entities exercise border governance measures on their territory or extraterritorially. Such areas include:

1. Border crossing points such as airports, land border crossing points, and ports.

2. Immigration and transit zones.
3. The 'no-man's land' between crossing points of neighbouring countries.
4. Embassies and consulates, insofar as visa issuance is concerned.

Child Protection Services- This notion refers to a continuum of prevention, risk mitigation and response services that prevent and respond to child abuse, exploitation, violence, neglect and family separation.

Climate Change- (i) The Intergovernmental Panel on Climate Change (IPCC) defines Climate Change as: "a change in the state of the climate that can be identified (e.g., by using statistical tests) by changes in the mean and/or the variability of its properties, and that persists for an extended period, typically decades or longer. Climate Change may be due to natural internal processes or external forcings, or to persistent anthropogenic changes in the composition of the atmosphere or in land use".

Community-Based Approach to Protection- An inclusive partnership strategy that recognizes and builds on the capacities and resources of affected people by establishing trust, promoting meaningful participation, consultation and leadership in all aspects of programmes that affect them. It is a continuous process that engages communities as analysts, evaluators and implementers in their own protection.

Coordination-The bringing together of organizations and resources in accordance with the requirements imposed by the threat or impact of the emergency.

Country of Destination- In the migration context, a country that is the destination for a person or a group of persons, irrespective of whether they migrate regularly or irregularly.

Note: In the context of movements of internally displaced persons (IDPs) the term 'place of destination' should be used.

Country of Origin- In the migration context, a country of nationality or of former habitual residence of a person or group of persons who have migrated abroad, irrespective of whether they migrate regularly or irregularly.

Cross-Border Displacement in the Context of Disasters and the Effects of Climate Change- situations where people are forced to flee or are displaced across borders in the context of sudden- or slow-onset disasters, or in the context of the adverse effects of climate change.

Cross-Border Migration- A process of movement of persons across international borders.

Data Protection- The systematic application of a set of institutional, technical and physical safeguards that preserve the right to privacy with respect to the processing of personal data.

Disaster- A serious disruption of the functioning of a community or a society at any scale due to hazardous events interacting with conditions of exposure, vulnerability and capacity, leading to one or more of the following: human, material, economic and environmental losses and impacts. The effect of the disaster can be immediate and localized but is often widespread and could last for a long period of time. The effect may test or exceed the capacity of a community or society to cope using its resources and, therefore, may require assistance from external sources, which could include neighbouring jurisdictions or those at the national or international levels.

Displacement - The movement of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular, due to or to avoid the effects of armed conflict, situations of generalised violence, violations of human rights or natural or human-made disasters.

Disaster Displacement - Situations where people are forced to leave their homes or places of habitual residence due to a disaster or to avoid the impact of an immediate and foreseeable natural hazard. Such displacement results from the fact that affected persons are (i) exposed to (ii) a natural hazard in a situation where (iii) they lack the resilience to withstand its impacts. It is the effects of natural hazards, including the adverse impacts of climate change, that may overwhelm the resilience or adaptive capacity of an affected community or society, thus leading to a disaster that potentially results in displacement.

Note: Most disaster displacement, including in the context of climate change, takes place within national borders. However, some individuals, groups, or both may cross international borders to seek protection and assistance in another country.

Disaster Risk Reduction (DRR) - The concept and practice of reducing disaster risks through systematic efforts to analyse and manage the causal factors of disasters, including reduced exposure to hazards, lessened vulnerability of people and property, wise land and environment management, and improved preparedness for adverse events.

Durable Solutions – Refers to how the situation of

persons of concern can be satisfactorily and permanently resolved by ensuring national protection for their civil, cultural, economic, political and social rights.

Note: In the refugee context, a durable solution generally involves voluntary repatriation, local integration or resettlement. In the case of IDPs, this is achieved when individuals no longer have specific assistance or protection needs linked to their displacement. For stateless persons, durable solutions are linked to the provision or recognition of nationality.

Early Warning System - The set of capacities needed to generate and disseminate timely and meaningful warning information to enable individuals, communities and organisations threatened by a hazard to prepare and act appropriately to reduce the possibility of harm or loss.

Emergency - Any occasion or instance that warrants action to save lives and to protect property, public health, and safety.

Evacuation - Organised, phased, and supervised movement of people from dangerous or potentially dangerous areas for their protection.

i. **Spontaneous Evacuation** - Residents or citizens in the threatened areas observe an emergency event or receive unofficial word of an actual or perceived threat and, without receiving instructions to do so, elect to evacuate the area. Their movement, means, and direction of travel are unorganised and unsupervised.

ii. **Voluntary Evacuation** - This is a warning to persons within a designated area that a threat to life and property exists or is likely to exist in the immediate future. Individuals who are issued this type of warning or order are NOT required to evacuate. However, evacuating would be to their advantage.

iii. **Mandatory or Directed Evacuation** - This is a warning to persons within the designated area that an imminent threat to life and property exists, and individuals MUST evacuate in accordance with the instructions of local officials.

Hazard - A dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.

Host Country - The country where a non-national stays or resides, legally or irregularly.

Humanitarian Crisis – Refers to an event or series of events representing a critical threat to a community's health, safety, security or well-being or another large group of people, usually over a wide area. Armed conflicts, epidemics, famine, natural disasters and other major emergencies may all involve or lead to a humanitarian crisis that extends beyond the mandate or capacity of any single agency.

Human Security - An approach to assist United Nations (UN) Member States in identifying and addressing widespread and cross-cutting challenges to the survival, livelihood and dignity of their people. Human security speaks to the right of people to live in freedom and dignity, free from poverty and despair. All individuals, particularly vulnerable people, are entitled to freedom from fear and freedom from want, with an equal opportunity to enjoy all their rights and fully develop their human potential.

Identity Document - An official piece of documentation issued by the competent authority of a state designed to prove the identity of the person carrying it.

Mass Care - The actions taken to protect evacuees and other disaster victims from the effects of the disaster. Activities include providing temporary shelter, food, medical care, clothing, and other essential life support needs to those people who have been displaced from their homes because of a disaster or threatened disaster.

Migration - The movement of persons away from their place of usual residence, either across an international border or within a state.

Migration Crisis - Crises with migratory dimensions. The term describes the complex and often large-scale migration flows and mobility patterns caused by a crisis, which typically involves significant vulnerabilities for individuals and affected communities and generates acute and longer-term migration management challenges. A migration crisis may be sudden or slow in onset, can have natural or man-made causes, and can take place internally or across borders.

Migrants in Vulnerable Situations - Migrants who are unable to enjoy their human rights effectively are at increased risk of violations and abuse and who, accordingly, are entitled to call on a duty bearer's heightened duty of care.

Mixed Migration Flows - Complex migratory population movements that include refugees, asylum-seekers, economic migrants and other migrants, as opposed to migratory population movements that consist entirely of one category of migrants.

Pathways for Migrants in Vulnerable Situations - Pathways for admission to countries of destination, building on existing national and regional practices for admission and stay of appropriate duration based on compassionate, humanitarian or other considerations for migrants compelled to leave their countries of origin due to sudden-onset natural disasters and other precarious situations, such as by providing humanitarian visas, private sponsorships, access to education for children, and temporary work permits, while adaptation in or return to their country of origin is not possible.

Permit - In the migration context, documentation, such as a residence or work permit usually issued by a government authority, that evidences a person's permission to reside or carry out or both a remunerated activity.

Protection - All activities aimed at achieving full respect for the rights of the individual in accordance with the letter and spirit of international human rights, refugee and humanitarian law. Protection involves creating an environment conducive to respect for human beings, preventing, alleviating, or both the immediate effects of a specific pattern of abuse, and restoring dignified life conditions through reparation, restitution and rehabilitation.

Protocol - An addition to the original text of a treaty. It may include further agreements or involve clarifications or amendments to the original text due to new circumstances. It can be procedural or substantive in nature. The advantage of a protocol is that, while it is linked to the parent agreement, it can focus on a specific aspect of that agreement in greater detail.

Refugee - A person who, owing to a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group or political opinions, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country.

The 1984 Cartagena Declaration states that refugees also include persons who flee their country "because their lives, security or freedom have been threatened by generalised violence, foreign aggression, internal conflicts, massive violations of human rights or other circumstances which have seriously disturbed public order.

Resettlement - The relocation and integration of people into another geographical area and environment, usually in a third country. The focus can be on the individual, not necessarily on communities, as in relocation.

Resilience - The ability of a system and its components or parts to anticipate, absorb, accommodate, or recover from the effects of a hazardous event in a timely and efficient manner, including ensuring the preservation, restoration, or improvement of its essential basic structures and functions.

Response - Actions taken in anticipation of, during and immediately after a disaster to ensure that its effects are minimised and that people affected are given immediate relief and support.

Risk - The potential for consequences where something of human value, including humans themselves, is at stake and where the outcome is uncertain. Risk is often represented as the probability of hazardous events or trends multiplied by the consequences if these events occur.

Safe, Orderly and Regular Migration - Movement of persons in keeping both with the laws and regulations governing exit from, entry and return to and stay in states and with states' international law obligations in a manner in which the human dignity and well-being of migrants are upheld, their rights are respected, protected and fulfilled, and the risks associated with the movement of people are acknowledged and mitigated.

Separated Children - Children, as defined in Article 1 of the CRC, who have been separated from both parents or their previous legal or customary primary caregiver, but not necessarily from other relatives. These may, therefore, include children accompanied by other adult family members.

Slow-Onset Event - Processes including sea level rise, increasing temperatures, ocean acidification, glacial retreat and related impacts, salinisation, land and forest degradation, loss of biodiversity and desertification.

Solution (for Evacuees and IDPs) - A result through which evacuees and other IDPs no longer have specific assistance needs linked to their displacement and can enjoy their human rights without discrimination due to their displacement. This can be achieved through the following:

- i. Sustainable reintegration at the place of origin ('return'),
- ii. Sustainable local integration in areas where evacuees have taken refuge ('local integration'), or
- iii. Sustainable settlement in another part of the country ('relocation').

Sovereignty (Territorial) - The existence of rights over territory and the authority a state exercises over all persons and things found on, under or above its territory. An aspect of territorial sovereignty relevant in the context of migration is the sovereign prerogative of a state to determine the admission and exclusion of non-nationals to and from its territory within limits imposed by international law.

Trafficking In Persons - The recruitment, transportation, transfer, harbouring or receipt of persons, employing the threat or use of force or other forms of coercion, abduction, fraud, deception, the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

Unaccompanied Children - Children, as defined in Article 1 of the CRC, who have been separated from both parents and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so.

Usual Residence - A place within a country where a person lives where they usually spend their daily period of rest.

Visa - An endorsement by the competent authorities of a state in a passport or a certificate of identity of a non-national who wishes to enter, leave, or transit through the territory of the state that indicates that the authority, at the time of issuance, considers the holder to fall within a category of non-nationals who can enter, leave or transit through the state under the state's laws. A visa establishes the admission criteria into, transit through or exit from a state.

Warning - The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects that specific hazards may cause. The purpose of warnings is to persuade and enable people and organisations to take action to increase safety and reduce the impacts of a hazard.

Xenophobia- No universally accepted definition of xenophobia exists at the international level. However, it can be described as attitudes, prejudices and behaviour that reject, exclude and often vilify persons, based on the perception that they are outsiders or foreigners to the community, society or national identity (UN, 2016).

ASSUMPTIONS

Given the scope and purpose of this Cross-Border Evacuation Protocol, the following assumptions must be considered upon its use:

- The protocol is a living document subject to adaptation based on emerging challenges and opportunities that interface with human mobility, human security and disaster management in the Caribbean Region. Updates to be progressively made to this document must be informed by the work of the Caribbean Disaster Emergency Management Agency (CDEMA) and represent a comprehensive reflection of national DRR and evacuation policies available in the Member and Associate Member States of the Organisation of Eastern Caribbean States (OECS).
- National governments within the OECS and the wider CARICOM are encouraged to adopt and adapt these protocols to their specific context to support response efforts in the event of hazard impact that necessitates cross-border evacuation.
- The protocol document can be championed and guided by select technical experts, practitioners, and decision-makers representing the OECS and CDEMA who possess the requisite authority and expertise to ensure that the protocol complements existing regional and national evacuation policies and plans and supports stronger coordination efforts when evacuating affected persons across borders during a sudden-onset disaster.
- The work of these technical experts, practitioners and decision-makers in areas related to but not limited to disaster management, law enforcement, human security, humanitarian response, and migration management can routinely convene strategic working sessions using existing regional platforms to ensure uptake and sustainability of the protocol.

Identified technical experts, practitioners and decision-makers can consider regional and national needs assessments, to support the recommended steps for each of the six phases, as well as the identification of stakeholders and financing of resources and availability as it relates to capacities. This assessment must be done to ensure the efficiency and relevance of the protocol. Gaps can be further addressed through collaborative means such as strategic, technical assistance and capacity-building initiatives.

- In preparation for global, regional, or both crises, these identified representatives in the OECS and CDEMA can ensure that all phases of this protocol are considered and are guided by international, regional and national guidelines, requirements, and protocols set up to best manage the situation especially, in the context of a sudden-onset disaster. They can, therefore, ensure that all recommended steps, as articulated by leading expert agencies with the mandate of addressing a particular crisis, are adhered to by the responding personnel and vulnerable population engaged in the evacuation response.
- Specific resources being contributed by countries and the arrangements that govern this exchange, sharing, or both of resources towards successfully implementing this protocol can be clearly articulated and confirmed via the select coordination mechanism spearheaded by technical experts, practitioners and decision-makers through national governments, the OECS Commission and CDEMA. National governments and regional entities can provide specific products such as maps for their confirmed shelters, a list of national volunteers and their areas of expertise, updated legislation on immigration matters and provision of durable solutions that would be made available during a sudden-onset disaster.
- It is understood that the protocol aims to provide guidance on the steps that should be ideally taken across all six phases. Therefore, country-specific matters such as resources, legislation, stakeholder capacities and other issues can be continuously and collaboratively assessed.

Methodology Used to Develop the Cross-Border Evacuation Protocol

To design and develop a comprehensive Cross-Border Evacuation Protocol for the Member and Associate Member States of the OECS, the following methodology was applied in an attempt to capture key elements in governance, disaster management, communications, border security, law enforcement, and humanitarian response action:

- Reference was made to international and domestic legal frameworks, conventions, and protocols that govern and guide the response of OECS governments during crises triggered by climate change and disasters, such as the Model National Evacuation Policy, as presented by the CDEMA.
- Research was conducted on individual and collective national plans and strategies developed by Governments in the OECS to guide disaster management operations.
- Reference was made to regional disaster risk management strategies, action plans, tools, roadmaps, and research studies that provide data and evidence-driven recommendations on best practices to be considered and applied by stakeholders during a crisis triggered by climate change and disasters.
- Consultations were conducted with international, regional, and local stakeholders with expertise and knowledge in disaster mitigation, climate adaptation, and humanitarian response during crises, especially in the Caribbean region.
- Research was undertaken on piloted, validated, and adopted Cross-Border Evacuation Protocols that have been, and are being, used to manage human mobility and protection during sudden or foreseeable or both crises triggered by climate change and natural disasters.

What is The Cross-Border Evacuation Protocol?

The impact of natural and man-induced hazards presents a threat to one or more of the seven-plus dimensions of human security – economic security, food security, health security, environmental security, personal security, community security, and political security - of the affected population. The Human Security Approach (HSA) presents a dynamic perspective to address these impacts. The Cross-Border Evacuation Protocol is designed such that the principles of human security are embedded in its application. While the evacuation protocols seek to be prevention-oriented by supporting the movement of at-risk people, the evacuation process and provision of durable solutions should also be people-centred and context-specific, focusing on addressing the needs of the affected people. A multistakeholder and comprehensive approach is central to the successful implementation of the protocol, furthering the opportunity to deliver as one and ensuring no one is left behind.

This Cross-Border Evacuation Protocol maps out a system of clearly defined rules and shared procedures incorporating the HSA to be practiced by stakeholders in the OECS tasked with the responsibility to guide vulnerable persons safely and effectively across borders in the event of a crisis triggered by climate change and sudden-onset disasters. The mapping underscores these rules and procedures out of minimum standards that should be adhered to in the planning, execution, and monitoring of a Cross-Border Evacuation Plan during a crisis. This protocol will therefore serve to:

- Protect the rights and lives of persons forced to evacuate from their country of origin when a crisis occurs or who voluntarily decide to do so.
- Support border management during a crisis or disaster by providing guidance on regulating and managing population out and inflow across borders.
- Mitigate hazard impacts that arise at the onset of and during a crisis.

- Contribute to standardising and streamlining the delivery of lifesaving and humanitarian responses to all groups of persons being evacuated, especially those identified as most vulnerable, such as women, children, older persons or the elderly, and persons with special needs.
- Ensure that all persons involved in the evacuation are well-informed and equipped with relevant information on procedures and access to protection referral pathways and services.

The need for a standardised and effective evacuation protocol across OECS borders has intensified as the impact of climate change and disasters on its member states continues to intensify. Enhanced cooperation of relevant stakeholders and authorities engaged in disaster response not only aids to maximise constrained resources of Small Island Developing States (SIDS) but also provides a more human security and human rights-based approach towards actioning an inclusive, prevention-oriented and gender-responsive evacuation response that respects the affected population's dignity and rights.

The diverse needs and vulnerabilities of an affected population on the move during a crisis are anticipated and considered in developing this protocol. Special emphasis on tailored evacuation responses for more vulnerable groups of affected persons such as women, children, older persons or the elderly, and persons with special needs is considered across all phases. This protocol also considers broader issues such as equality, sexual and gender-based violence (SGBV), discrimination, and exclusion that can further impact the affected population's access to basic and lifesaving services and information during a crisis.

Who Does The Cross-Border Evacuation Protocol Apply To?

The Cross-Border Evacuation Protocol applies to National, Regional, and International Stakeholders engaged in the planning, execution, and monitoring of sudden or foreseeable movement or both of an affected population across borders of the protocol and Associate Member States of the OECS during a crisis. A mapping of stakeholders involves identifying of key players who possess the requisite resources, knowledge, networks, tools, and authority to respond and deliver evacuation services in a crisis. Stakeholders are mapped from the following main groupings:

- **Stakeholder Group #1 (National and Sub-National/Local Agencies/Bodies):** Refers to national and sub-national, local government entities, technical institutions, and the private sector. Examples of these include:
 - i. Government ministries that are responsible for disaster and emergency management, social welfare, education, healthcare, foreign affairs, planning and social development, national security, public communications, legal affairs, finance, public administration, labour, tourism, family services, public utilities, child affairs, community development, agriculture, and youth development.
 - ii. Local government, that is village councils or municipal or city corporations.
 - iii. Private sector, that is, local businesses, utility service providers, financial institutions, transportation companies, media entities, retail and e-commerce companies, technology and software development entities, hospitality companies, manufacturing and construction firms.
 - iv. Non-Governmental Organisations (NGOs), Civil Society Organisations (CSOs), and Faith-Based Organisations (FBOs) - Examples include but are not limited to Integrated Health Outreach (IHO), HERstoire Collective, the National Organization for Women (NOW), the Love One Teach One Foundation (LOTO), LifeLine Ministries, Rise Inc., Operation Triple Threat (OTT), New Life Organization (NEWLO), the Network of Empowerment and Advocacy Technicians (NEAT SKN), Save the Children Fund (VINSAVE), United and Strong Inc., the Sojourner Foundation and Volunteers United.
- **Stakeholder Group #2 (Regional Agencies or Bodies):** Regional Professional Associations, NGOs, CBOs, and FBOs. Examples of these include:

i. Regional Coordinating Bodies - Included but are not limited to the CDEMA, the Caribbean Community Implementing Agency for Crime and Security (CARICOM IMPACS), the University of the West Indies (UWI), the CARICOM Development Fund (CDF), the Caribbean Telecommunications Union (CTU), the Caribbean Community Climate Change Center (CCCCC), the Caribbean Meteorological Organisation (CMO), the Caribbean Development Bank (CDB), the Caribbean Court of Justice (CCJ), the Caribbean Public Health Agency (CARPHA), the Caribbean Agricultural Research and Development Institute (CARDI), OECS, and the Association of Caribbean States (ACS).

ii. Regional NGOs - Included but are not limited to the Caribbean Regional Representation Office (CRRO) of the International Federation of Red Cross and Red Crescent Societies (IFRC), the Caribbean Policy Development Center (CPDC) and the Eastern Caribbean Alliance for Diversity and Equality (ECADE).

- **Stakeholder Group #3 (International Agencies or Bodies):** UN Agencies, Multilateral Organisations, International and Regional Non-Governmental Organisations (NGOs) and Other Donors. Examples include:

i. UN Bodies - Included but are not limited to the IOM, the World Health Organization (WHO), the United Nations Development Programme (UNDP), the United Nations Human Rights Council (UNHRC), the United Nations High Commissioner for Refugees (UNHCR), the World Food Programme (WFP), the United National Population Fund (UNFPA), the Food and Agriculture Organization (FAO), the United Nations International Children's Emergency Fund (UNICEF), United Nations Entity for Gender Equality and the Empowerment of Women (UN WOMEN) and the United Nations Office for Disaster Risk Reduction (UNDRR).

ii. Other Donor and Humanitarian Agencies - Included but are not limited to the United States Agency for International Development (USAID), the European Union (EU), the World Bank Group (WBG), the Inter-American Development Bank (IADB), Save the Children International, Peace Corps, Catholic Relief Services (CRS), CARE, Doctors without Borders, the Development Bank of Latin America (CAF) and World Vision.

Stakeholder Registry for evacuation process

The following stakeholder registry presents an overview of the three main groupings of stakeholders identified as instrumental in successfully implementing all six phases of the Cross-Border Evacuation Protocol. More specifically, the Registry pinpoints the participation of these identified stakeholders in each Recommended Action Point and their corresponding four steps. Their placement is marked by a '•' in the Registry and signals where these groupings

of stakeholders would most likely be involved in activating, supporting, or both different segments of the Cross-Border Evacuation Protocol. It is further based on collective observations, experiences, and accounts shared by the OECS Commission, CDEMA, and other cooperating entities on the role of these stakeholders' traditional and emerging engagement and value-added expertise during disasters in the Eastern Caribbean

THE PLANNING PHASE

Recommended action point #1: Strategic planning, research, and communications

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National and sub-national agencies/bodies)	•	•	•	•
Stakeholder Group #2 (Regional agencies/bodies)		•	•	
Stakeholder Group #3 (International agencies/bodies)			•	

THE ACTIVATION PHASE

Recommended action point #2: Crisis Communication- Warnings, Alerts, and Advisories

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National and sub national agencies/bodies)	•	•	•	•
Stakeholder Group #2 (Regional agencies/bodies)				
Stakeholder Group #3 (International agencies/bodies)				

Recommended action point #3: Evacuation Assembly or Muster Point

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)				
Stakeholder Group #3 (International agencies/bodies)			●	●

Recommended action point #4: Registration of Affected Population and Documentation of Their Protection Needs

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)		●	●	
Stakeholder Group #3 (International agencies/bodies)				●

THE PRE DEPARTURE PHASE

Recommended action point #5: Registration of Affected Population and Documentation of Their Protection Needs

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)		●	●	
Stakeholder Group #3 (International agencies/bodies)				●

THE DEPARTURE AND TRANSIT

Recommended action point #5: Transportation from the Assembly Point to Departure Point

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)	●	●	●	●
Stakeholder Group #3 (International agencies/bodies)				●

Recommended action point #6: Embarkation at the Departure Point

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)				
Stakeholder Group #3 (International agencies/bodies)				●

Recommended action point #7: Departure and Transit

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)				
Stakeholder Group #3 (International agencies/bodies)	●	●	●	●

THE ARRIVAL PHASE

Recommended action point #8: Disembarkation at the Arrival Point

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)			●	
Stakeholder Group #3 (International agencies/bodies)	●	●		●

Recommended action point #9: Provision of Protection Services

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)		●		
Stakeholder Group #3 (International agencies/bodies)		●		●

THE POST ARRIVAL PHASE

Recommended action point #10: Provision of Follow-up Support Via Case Management

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)		●		●
Stakeholder Group #3 (International agencies/bodies)				●

Recommended action point #11: Provision of Durable Solutions

STAKE HOLDER CATEGORY	STEP #1	STEP #2	STEP #3	STEP #4
Stakeholder Group #1 (National sub national agencies/bodies)	●	●	●	●
Stakeholder Group #2 (Regional agencies/bodies)	●	●	●	●
Stakeholder Group #3 (International agencies/bodies)	●	●	●	●

When Can The Cross-Border Evacuation Protocol Be Used?

The Cross-Border Evacuation Protocol can be applied in sudden-onset disaster scenarios that are particularly relevant to the grouping of Eastern Caribbean Countries. These scenarios may include volcanic eruptions, earthquakes, hurricanes, tropical storms, tsunamis, and landslides owing to natural and man-made environmental threats. For more information on the Caribbean’s hazard landscape, the Regional Comprehensive Disaster Management (CDM) Strategy and Results Framework 2014-2024, published by the CDEMA, can be consulted for further insight and information.

Evacuation Phases

The Cross-Border Evacuation Protocol is divided into the following *six* main *Evacuation Phases*:

- The Cross-Border Evacuation *Planning* Phase
- The Cross-Border Evacuation *Activation* Phase
- The Cross-Border Evacuation *Pre-Departure* Phase
- The Cross-Border Evacuation *Departure and Transit* Phase
- The Cross-Border Evacuation *Arrival* Phase
- The Cross-Border Evacuation *Post-Arrival* Phase

The six (6) main phases of the cross-border evacuation protocol



Each Phase of this Cross-Border Evacuation Protocol consists of the following Sections:

- A phase overview
- Key, strategic objectives
- Recommended action points - inclusive of main steps to be followed and the roles of stakeholders
- Snapshot of required resources, auxiliary support, or both, such as technical, human, technological, and financial

Cross-Border Evacuation Protocol Phase Outline



The Planning Phase

The *Planning* Phase of the Cross-Border Evacuation Protocol entails the steps taken by officials to **strategically plan and co-ordinate technical efforts, resources, and capacity-building** at the national and regional levels to ensure that when the protocol has to be activated, it can be done in the most effective, time-efficient and seamless manner.

Objectives Include:

- i. To enhance strategic planning and coordination in the area of cross-border evacuation in the region.
- ii. To identify key inputs, tools, or both required for strengthened humanitarian protection that is rights-based, inclusive, and non-discriminatory.

To execute the requisite technical planning, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Endorsement of the Cross-Border Evacuation Protocol by National Governments in the OECS and Regional Agencies - OECS Commission, CDEMA, and CARICOM IMPACS

- i. The OECS Commission, in collaboration with CDEMA and other agencies such as CARICOM IMPACS, must aim to spearhead the uptake and actioning of the Cross-Border Evacuation Protocols in the region through the convening of strategic meetings through the existing working platform in support of furthering the development, awareness, legitimacy, application, and relevance of this instrument.

- ii. The OECS Commission and CDEMA must stage strategic dialogue and action planning in collaboration with relevant Heads of Government and both regional and national high-level officials representing disaster management, security, immigration, foreign affairs, humanitarian response, social welfare, healthcare, education, social development, labour and other related sectors on the uptake of the protocol.

- iii. Strategic dialogue and action planning must involve exchanges on items such as the evacuation response requirements across all six phases, the status of existing, regional and national response mechanisms and capacities, human protection risks and threats, international humanitarian support and technical assistance, legislation, financing, training, communications, and recovery. An action plan with a built-in implementation schedule, key outputs, and results can be developed and agreed upon to hold the relevant parties accountable for the uptake of the protocol.

Step 2: Advancement of Strategic Guidance Documents, Policies, and Agreements to Support Cross-Border Evacuation

- i. Stakeholders identified above must review and consolidate all regional and national supporting guidance documents, plans, policies, tools, or both that address human mobility in the OECS during a sudden-onset disaster and humanitarian crisis. Instruments such as Memoranda of Understanding (MOU) or regional ministerial declarations that either exist or need to be developed between governments representing countries of origin and host countries must be actively pursued. Such instruments must consider and reinforce the Cross-Border Evacuation

Recommended Action Point #1

Strategic Planning, Research and Communication

Strategic planning, research and crisis communication are critical steps to be taken during the first phase, that is, the planning state of the cross-border evacuation protocol among Members and Associate Member States of the OECS in collaboration with the CDEMA. By consolidating existing and developing new guidance documents, plans, policies, tools and mechanisms to manage recommended action steps, capacities and resources across all phases, it is anticipated that there will be stronger coordination and dialogue in regional disaster management, communications, human mobility, monitoring and evaluation and, security during an onset disaster. Stronger coordination and dialogue will also aid in eliminating the duplication of efforts and resources and facilitating the uptake of shared, credible for evidence-informed decision making.

1

Endorsement of the Cross-Border Evacuation Protocol by National Governments in the OECS and Regional Agencies - OECS Commission, CDEMA and CARICOM IMPACS

2

Advancement of Strategic Guidance Documents, Policies, and Agreements to Support Cross-Border Evacuation

3

Expansion of Capacity-Building Activities, Assessments, and Research for Evidence-Informed Decision-Making

4

Development of Communications Strategy and Plan to be Utilised Across all Six Phases of the Protocol

ii. In particular, these strategic guidance documents, policies, and agreements must tackle issues related but not limited to, the following:

- Immigration Documentation (temporary versus permanent), criteria and requirements, and treatment of affected populations between home and host or receiving countries. This will involve government stay-permits (issuance, renewal, expiration, and termination) in support of affected persons' access to durable solutions, protection services, and their rights as it relates to livelihoods and welfare such as education, childcare, decent work, psycho-social assistance, and healthcare.
- Treatment of foreign nationals and the engagement of their respective Consular Services.
- Treatment of sensitive groups of persons such as those incarcerated, detained, homeless, have terminal illnesses, and unaccompanied, including minors.
- Legal Waivers accessible on a case-by-case basis.
- Safety and security provisions by law enforcement officials throughout all phases of the Cross-Border Evacuation Protocol.
- Core Humanitarian Standards and Standard Operating Procedures (SOPs) to be applied in areas of Water Supply, Sanitation and Hygiene Promotion (WASH), Food Security and Nutrition, Shelter and Settlement, and Healthcare.
- The streamlining by Age, Gender and Diversity (AGD) in all actions and steps taken to ensure affected persons' unique priorities, needs, and strengths are considered and catered to.

iii. Regional and international guidance documents that will be pertinent to some of the points discussed may include but are not limited to: CARICOM's Protocol on Contingent Rights, the Sphere Handbook, The Mend Guide, UNHCR's Integration Handbook for Resettled Refugees, A Model National Comprehensive Disaster Management (CDM) Policy for Caribbean Countries, CARICOM's Crime and Security Strategy, and Community-Based Early Warning System Guidebook for the OECS.

Step 3: Expansion of Capacity-Building Activities, Assessments, and Research for Evidence-Informed Decision-Making

Stakeholders mentioned above must explore gaps in the region's collective capacities and countries' capacities required across technical, financial, human, technological, environmental, infrastructural, and security areas. These gaps must be further addressed jointly through planned and continuous assessments that confirm the strengths of

countries and make recommendations to address the weaknesses of others. Assessments that target countries and state institutions' infrastructural capacities and safety standards (i.e., warehouses, shelters, assembly or muster points, different mediums of transportation, etc.), humanitarian and relief supplies, country population data with demographic information for all communities, levels of public awareness and preparedness at the national and regional levels as well as, a database of criteria and checklists or tools used for screening, registration, verification, and administration of support to the affected population and, those deemed as most vulnerable owing to their needs

i. Relevant stakeholders should facilitate such assessments in the Planning Phase to privilege the documentation and application of current research and data on disaster management, human mobility, and human security issues pertinent to all six phases of the Cross-Border Evacuation Protocol. Action planning and decisions taken by the OECS Commission, CDEMA, and its' cooperating stakeholders at this regional level must be informed by research briefs, papers, and guidance documents that provide credible qualitative and quantitative accounts of the region's capacity and best practices when faced with facilitating the safe movement of persons during a disaster.

ii. The outcome of assessments presented in research briefs, papers, and guidance documents must be continuously examined, updated, discussed, and applied within the context of the Cross-Border Evacuation Protocol to further the Recommended Action Plan and, strategic allocation of expertise, resources, training, technical assistance, and humanitarian relief throughout all six phases.

Step 4: Development of Communications Strategy and Plan to be Utilised Across all Six Phases of the Protocol

i. The OECS Commission, CDEMA and cooperating stakeholders must collaborate on developing a crisis communication strategy and plan that supports the implementation of the six phases of the Cross-Border Evacuation Protocol in the context of a sudden-onset disaster. While it is understood that communication protocols already form part of most states' national disaster management plans, there is still a need for the OECS Commission and CDEMA to actively contribute to the development, validation, and dissemination of awareness materials, key early warnings, advisories, alerts, and updates during the implementation of the protocol.

ii. This Crisis Communications Strategy and Plan must speak to all internal and external communication aspects to be developed, managed, and facilitated pre-, during, and post-implementation of the protocol. Stakeholders, key messaging, communication products, technical resources, a budget, and other elements key to this strategy and plan must all be discussed and detailed.

iii. The OECS Commission, CDEMA, and cooperating stakeholders can explore creative, traditional, and contemporary dissemination tools in various languages that enhance regional and national awareness among various target groups, including foreign nationals who may be visiting or residing in a particular state affected by a sudden-onset disaster. Accompanying activities that help strengthen persons' awareness of the protocol and collective buy-in to support its roll-out can be explored and supported by identified stakeholders. These activities can range from national sensitisation quizzes among children to town halls in community spaces fostering dialogue.

Snapshot of Key Resources

- i. An existing platform comprising of representatives from the OECS Commission, CDEMA, and other technical experts and authoritative bodies that work on areas linked to disaster management, human mobility, and security.
- ii. An inventory or database of existing supporting guidance documents, plans, policies, or both, such as MOUs and Ministerial Declarations, to strengthen the legitimacy, uptake, relevance, and implementation of the protocol.
- iii. An Action Plan to support the mobilisation of support and technical expertise for the six phases of the protocol.
- iv. A Crisis Communications Strategy and Plan to activate early warning systems, advisories, alerts, updates, and other key messages.
- v. A research agenda focusing on human mobility and security within the context of sudden-onset disasters.

The Activation Phase

The *Activation* Phase of the Cross-Border Evacuation Protocol entails the steps taken by officials to provide **systemic and continuous warnings, alerts, and continuous advisories** to vulnerable populations identified as being at risk of immediate or forecasted danger owing to a disaster and to activate **Assembly or Muster Points Services** to receive affected persons for onward transfer to a nearby, host country.

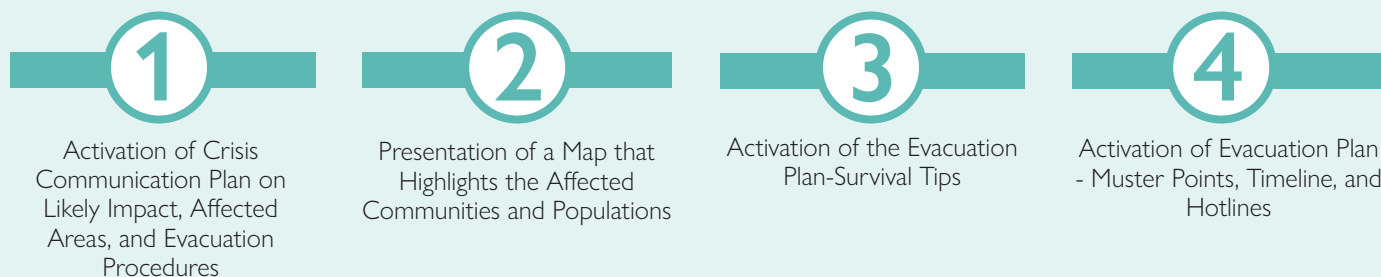
Objectives include:

- i. To alert the general affected population and those most at risk of being impacted by the hazard, its progression, risks, threats, and potential impact.
- ii. To activate Evacuation Assembly or Muster Points in preparation for cross-border movement in accordance with the national disaster management system of the affected country.
- iii. To activate the regional disaster management mechanism, including notification of relevant national disaster offices, ministries responsible for disaster management, and foreign affairs.

Recommended Action Point #2

Crisis Communication - Warnings, Alerts, and Advisories

Systematic warning, alert and advisories must be proactive and informed by credible data retrieved from hazard monitoring agencies and, risk assessments conducted by individual countries' official disaster management offices. The data being utilized by authorities to release warnings, advisories, alerts related to cross-border evacuation must clearly highlight credible, comprehensive and clear information informed by the crisis communications plan developed in the first phase. The crisis communications plan must be piloted and supported by domestic legislation governing emergency and disaster management in participating countries



To effectively provide information to the public, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Activation of Crisis Communication Plan On Likely Impact, Affected Areas, and Evacuation Procedures

i. A mass public campaign must be issued on the type of hazard, its magnitude, progression, potential threats, risks, and impact, as well as the populations deemed most at-risk and needing urgent evacuation, security, and protection. Timely communication and sensitisation campaigns are pivotal in alerting affected populations on populations on the information outlined above while activating plans for evacuation across borders.

ii. Usage of accessible channels of communication such as radio, television, print media, text messages on mobile phones, satellite phones, and social media platforms to disseminate nationwide messages are encouraged. Additional community-based Public Address (PA), or Alert Systems are recommended, such as vehicle messaging systems that can reach remote locations and provide communities with quick and reliable information on the evacuation process. Local meetings can supplement this if time permits.

Step 2: Presentation of a Map That Highlights the Affected Communities and Populations

i. A mapping must be presented on the geographic locations. That is the communities with affected populations in need of evacuation and protection. Additionally, an official timeline for the execution of the evacuation across borders must be included.

ii. Identifying evacuation assembly or muster points in communities and tips to identify officials conducting the evacuation are imperative. Information accompanying this map must outline well-defined travel and safety guidance for all persons, especially those identified as more at-risk and vulnerable, e.g., women, children, older persons or the elderly, and persons with special needs. A list of emergency hotline numbers should be accessible for families or persons requesting urgent assistance to evacuate their homes and communities.

Step 3: Activation of the Evacuation Plan - Survival Tips

i. Immediate life-saving tips must be shared with individuals and families to minimise risks and prevent any harm while participating in the evacuation process. These

tips can communicate house preparedness activities such as securing windows and doors, gathering important identification documents, and creating a 'go bag' with essential items such as clothing, water, food, and medicine.

ii. Note: Key items, documents, or both are required by persons being evacuated to validate their identities. This must be highlighted in public alerts and information campaigns. These include documents such as birth certificates, national identification cards, driver's licenses, marriage certificates, passports, academic and professional certificates, and any other type of official permit relevant to the country, region, or both of an affected person on the move.

Step 4: Activation of the Evacuation Plan - Muster Points, Timeline, and Hotlines

i. Emergency hotline numbers for persons requesting urgent assistance with relocating family members and friends to evacuation assemblies or muster points must be provided. Persons identified as most vulnerable, such as women, children, older persons or the elderly, and persons with special needs, may all require assistance to be transported to the required evacuation assembly or muster points owing to their functional and access requirements.

ii. Continuous advisories on the timeline against the progression and impact of the hazard must be updated and issued to the affected and general population. These advisories must again be updated and officially issued by the national disaster management authority. Any diversion, changes, or both with respect to planned assembly or muster points must be communicated to the evacuees and operatives.

Snapshot of Key Resources:

i. Monitoring and evaluation of data and information.

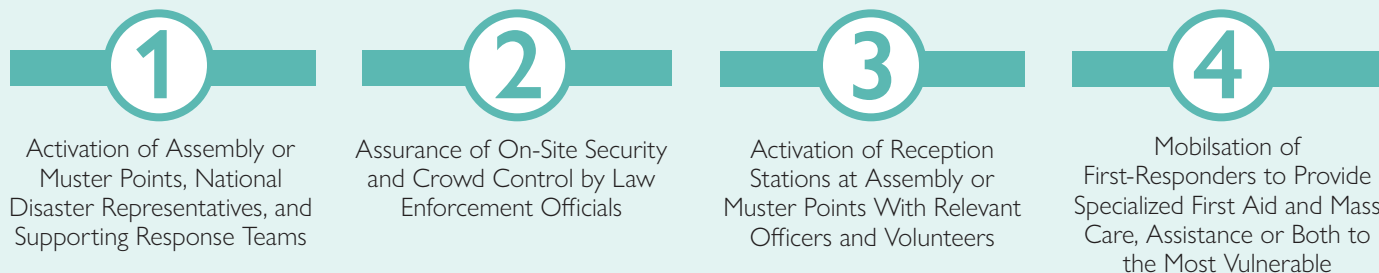
ii. Communication materials and key resources on evacuation procedures and tips.

iii. PA Systems.

iv. Diverse types and channels of media for mass communications, e.g., radio, television, print and social media.

Recommended Action Point #3 Evacuation Assembly or Muster Point

While the official crisis communication is ongoing, it is recommended that the official disaster management office, in collaboration with a steering committee of decision-makers representing the public and private sectors of the affected country or countries, mobilise all pre-determined logistics and resources needed at the evacuation assembly/ muster points and, ports of departure. This steering committee must consist of expertise, resources and knowledge from sectors and/or communities engaged in health, law enforcement/security, the environment, business, mass communications, humanitarian assistance and social welfare as obtained under the wider National Emergency Management Organizations that exists in OECS Member States.



To mobilise evacuation assembly or muster points, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Activation of Assembly or Muster Points, National Disaster Representatives, and Supporting Response Teams

- Each evacuation assembly or muster point must have the required infrastructural capacity to hold a pre-assessed, estimated number of persons directed to that specific point from nearby affected communities.
- Sufficient and designated national disaster representatives, first responders, volunteers, and law enforcement officials must be stationed at each assembly or muster point to receive affected persons about to be evacuated from their country of origin. These persons should have been pre-selected, engaged in requisite training and simulation exercises, and also received proper and easily identifiable humanitarian gear.
- It is advisable that there is a supervisor who oversees all operations at the evacuation assembly or muster point with the support of volunteers and must be identified and appointed by the host country's national disaster office.

Step 2: Assurance of On-Site Security and Crowd Control by Law Enforcement Officials

- Law enforcement officials and relevant first responders should be stationed at all key entrance points to ensure that protection, safeguarding measures, and order are maintained.
- These officials must support the management of crowd intake and flow at the assembly or muster points and should be stationed there ahead of setup activities to monitor access to the establishment. Law enforcement officials and other designated personnel should be provided with the necessary guidance by the national disaster representative on how to direct persons and what messages to communicate.

Step 3: Activation of Reception Stations at Assembly or Muster Points With Relevant Officers and Volunteers

- Reception officers must be on-site at different stations to receive affected persons and families.
- Volunteers must be positioned to support crowd management, provide information, and answer questions posed by affected persons, as well as lend general support to those identified as more vulnerable, such as older persons or the elderly, unaccompanied minors, pregnant women, and persons with special needs.

Step 4: Mobilisation of First Responders to Provide Specialised First Aid and Mass Care, Assistance, or Both to the Most Vulnerable

i. First responders certified in healthcare, psychology, and protection services must also be on-site to lend specialised services to treat persons needing medical and psycho-social support, protection support, or both.

Snapshot of Key Resources:

i. An Evacuation assembly or muster point is a centralised and accessible community facility with durable infrastructure and the capacity to accommodate the affected population.

ii. Reception checklists, tools, and information database.

iii. Designated national representatives, first responders, coordinators, volunteers, law enforcement personnel, and first responders with specialised skill sets

iv. Basic necessities such as food, water, medication, warm clothing or blankets, or both and first-aid kits and dignity kits tailored to meet special needs of persons such as babies, pregnant women, children and older persons, or the elderly.

The Pre-Departure Phase

The *Pre-Departure* Phase of the Cross-Border Evacuation Protocol entails the steps taken by officials to register all affected persons in preparation for departure, verify their documentation, and collect sufficient information on general protection challenges and needs in preparation for their transfer to and arrival in the receiving or host country or countries.

Objectives include:

- i. To register all affected persons, verify their government-approved identification documents, and provide emergency documents to persons who lack proper identification documents.
- ii. To collect data on general protection challenges and needs from affected persons in addition to existing data under the relevant disaster system.

Recommended Action Point #4

Registration of Affected Population and Documentation of Their Protection Needs

The registration of the affected population upon their reception at the evaluation assembly/muster points is an important step in ensuring that the protection, dignity and rights of all persons are well-monitored, respected and accounted for by responding authorities. This process also involves the verification of all affected person's documentation on-site prior to their departure (where practicable based on the unfolding hazard) and the issuance of a temporary form of identification in the event that individuals for one reason or the other are without originals or copies. Within a disaster context, it is imperative that authorities have an accurate record of all persons accessing evacuation support and humanitarian assistance. This record has bearings on Governments' and responding entities' legal, financial, human and infrastructural capacities in providing requisite protection. This information should be shared with the potential receiving country to support their planning and preparedness activities.

1

Registration of Affected Persons for Evacuation and Collection of Basic Demographic Data

2

Verification of Affected Persons' Identities

3

Issuance of a Temporary Form of Emergency Identification to People Without Documentation

4

Administration of Quick Vulnerability Assessments to Determine Immediate Protection Needs of Persons

To prepare the affected population for departure, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Registration of Affected Persons for Evacuation and Collection of Basic Demographic Data

i. Reception officers ensure that all affected persons are registered, and their supporting identification documents are presented on-site. Registration must entail the collection of basic demographic data, e.g., name, age, gender, nationality, and place of residence, that, if time permits, can be verified against at least one form of official identification. See Step 3 below for action to be taken in the absence of a valid form of identification.

Step 2: Verification of Affected Persons' Identities

i. For the verification step, someone is recommended to be directly assigned to assist in the document verification process to reduce delay and hampering of activities at the assembly or muster point.

Step 3: Issuance of a Temporary Form of Emergency Identification to People Without Documentation

i. In instances where there are persons without any form of identification, reception officers must issue a temporary form of identification before departure to allow for accountability for these persons when under the legal supervision of officials responsible for the

evacuation, both in the country of origin and the host destination.

ii. The ministries of national security, immigration, and foreign affairs of the impacted and receiving countries should collaborate on this process to ensure the seamless processing of persons using temporary forms of identification.

Step 4: Administration of Quick Vulnerability Assessments to Determine Immediate Protection Needs of Persons

i. Where feasible or necessary, vulnerability assessments must be quickly performed. This information will ensure that authorities in both the country of origin and the host destination can adequately provide urgent humanitarian assistance and protection services for evacuees.

ii. It is recommended that this information be stored on a shareable database to allow officials concerned with disaster management, border security and management, and social protection services to have ease of access to relevant information on the affected population and their needs to activate appropriate referral mechanisms and support in the receiving or host countries.

iii. In instances where minors are presented as unaccompanied or separated from a parent and relative or guardian, or both, there must be adequate child protection support on-site to conduct a rapid

assessment in the best interest of the child and ensure that the required safeguarding measures are put in place for state care or supervision before departure. The best interest of the child principle must be applied in dealing with this type of situation.

iv. Once registered and verified, all affected persons will be systematically ushered into different groups. Each group must be supervised by the designated national representative or supporting volunteers.

Snapshot of Key Resources:

i. Devices such as a tablet to quickly register all affected persons and upload, at minimum, one corresponding form of identification. Ideally, these devices should have adequate storage and data-sharing capacities.

ii. Temporary and durable cards that can be issued on-site for persons without any form of identification.

iii. Vulnerability criteria or checklist to determine protection risks and needs.

iv. Reception Officers, Reception Volunteers, and persons equipped to document and, if possible, lend immediate support to protection issues as they are presented at the point of registration, such as incidents of unaccompanied and separated minors, and SGBV, among others.

The Departure and Transit Phase

The *Departure and Transit* Phase of the Cross-Border Evacuation Protocol entails the steps taken by officials to safely transport affected persons to official ports of departure identified by national governments, ensure that persons embark on the mode of transportation (sea or air transport), and secure their lives during the transit to the receiving or host country.

Objectives include:

i. To facilitate the safe transfer of affected persons from the assembly or muster point to the port of departure and onward to the receiving or host country.

ii. To ensure that all affected persons safely participate in and follow embarkation and immigration procedures.

iii. To safeguard the lives and well-being of all affected persons during the sea or air transit.

Recommended Action Point #5

Transportation from the Assembly Point to Departure Point

Safe transportation of all registered persons to the designated ports of departure is critical and must be conducted in accordance with the official policy laid out in the country of origin's disaster preparedness and management legislation. It is expected that this policy addresses the mobilization of state resources and capacities especially in relation to border security and travel, for the purpose of evacuation during periods of disaster. The policy must also provide guidance on what is possible and available to be mobilized during any given scenario as it relates to the coordination of land, air and sea transportation. Relevant MOUs with responding authorities, civil society organizations (CSOs), nongovernmental organizations (NGOs), private sector entities and other community based bodies providing additional assistance with the evacuation procedures should also be activated for quick action.

1

Provision and Coordination of Transportation Schedule to Facilitate Transfers of Affected Persons to the Port of Departure

2

Administration of Checklists to Monitor Transfers of Affected Persons

3

Protection of Affected Persons Especially those Most Vulnerable, During Transfers to Port of Departure

4

Prioritization of Safeguarding Practices During Transfers of Persons to the Port of Departure

To facilitate the safe transportation of affected persons to designated ports, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Provision and Co-ordination of Transportation Schedule to Facilitate Transfers of Affected Persons to the Port of Departure

i. Designated authority or volunteer liaising with decision-makers in disaster management and border security officials must provide group leaders with a transportation schedule that clearly outlines all modes of

transportation, the capacity to hold affected persons, and the timetable for pick-up and drop-off.

ii. Priority should be given to people deemed more vulnerable and those with special needs in the transfer process. Any supporting resources or special technical assistance required to complete this task should have already been identified at the point of registration and be available for mobilisation at this stage.

iii. Task relating to baggage loading and boarding must be done based on the above prioritisation conducted.

Step 2: Administration of Checklists to Monitor Transfers of Affected Persons

- i. With support from their assigned volunteers and checklists, group leaders must provide clear instructions on the next steps to the affected persons in their zone and under their watch. That is, all affected persons must be properly briefed on the transportation schedule, modalities, what they can expect, how they can assist the evacuation team to successfully complete procedures, tips that they can practice mitigating any protection risks and threats experienced along the way and, how they can continue to alert their group leader, volunteers, or both of any issue or discomfort.
- ii. As official emergency transportation arrives, e.g., trucks, buses, vans, and other vehicles, group leaders and volunteers, with the support of reception officers, can systematically usher their groups for boarding while monitoring via a checklist or log tool transfer of evacuees.

Step 3: Protection of Affected Persons Especially, those Most Vulnerable, During Transfers to Port of Departure

- i. First responders providing specialised support, such as first-aid, must continue to work within groups to respond to any issues or discomfort raised.

Step 4: Prioritisation of Safeguarding Practices During Transfers of Persons to the Port of Departure

- i. A lead volunteer to the designated port must accompany each transported group. This volunteer must

ensure that safeguards are followed on this leg of the journey and observe and note any protection incidents that may arise. Should there be a need for backup support, emergency assistance, or both between the assembly or muster point and port, the volunteer should be provided with means of contacting disaster management focal points stationed at the port for advice.

- ii. If in the event, evacuation routes such as roadways are blocked owing to landslides, flooding, any other disruption type, or all this information should be provided to evacuation operatives by disaster officials.

Snapshot of Key Resources:

- i. National disaster representatives, reception officers, specialised first responders, law enforcement officials, and volunteers.
- ii. Assembly or muster point checklist or log tool and device.
- iii. Secure and available modes of transportation to transfer affected persons from assembly or muster point to designated port of departure.
- iv. First-aid supplies for continued and emergency care.

Recommended Action Point #6

Embarkation at the Departure Point

At sites of embarkation, authorities working in disaster management, law enforcement and border security must provide guidance to all affected persons arriving in their groups with volunteers, reception officers, disaster coordinators, and first responders. At this juncture, these authorities must ensure that a clear system is put in place to guide persons onto the predetermined mode of transportation for crossing borders in an effective and orderly manner that maintains appropriate safeguarding principles for all vulnerable persons. Where added care and special assistance are required for affected persons, the process of embarkation at the port of departure must accommodate such requests with minimal disruption.

1

Activation of Reception Services for Affected Persons at the Designated Port of Departure.

2

Verification and Stamping of Identification Document(s) by Immigration Officials.

3

Provision of Embarkation Instructions and Special Assistance to Affected Persons Boarding Evacuation Ship or Aircraft.

4

Prioritization of Protection and Safeguarding Practices During Embarkation in Preparation for Departure

To guide the safe and orderly embarkation of affected persons, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Activation of Reception Services for Affected Persons at the Designated Port of Departure

i. Authorities, coordinators, and volunteers working in disaster management, law enforcement, and border security must be positioned to receive and guide affected persons and their baggage onto the selected mode of transportation in a safe and orderly manner. These are reception services at the port to facilitate departure.

ii. These embarkation site personnel must clearly map out passageways and identify marked, holding bay areas or zones where affected persons accompanied by evacuation teams will be received and processed for boarding purposes.

iii. As they are being processed, groups must be maintained for their respective evacuation team leads and supporting personnel to continue monitoring or tracking their movements, safety, dignity, and rights.

Step 2: Verification and Stamping of Identification Document(s) by Immigration Officials

i. Immigration personnel must also be positioned at this juncture to stamp documents as persons board the ship or aircraft to signal their official departure from the country of origin.

ii. In the event that team leads note cases of missing persons (between the transfer from the assembly point to the port), law enforcement personnel must be quickly notified, and this incident must be logged in a respective incident checklist or log tool on their devices. Logged cases should clearly correspond to a pre-recorded, unique identity in the affected person database.

iii. Again, it is recommended that a shared, digitised system or tool, or both, such as a data management system, be set up (see the Planning Phase) between the ministry that deals with national security and immigration in countries of origin and host countries to share and protect the information of the affected population.

Step 3: Provision of Embarkation Instructions and Special Assistance to Affected Persons Boarding Evacuation Ship or Aircraft

i. Embarkation site personnel must ensure that all affected persons are properly boarded.

ii. Special assistance must be provided to those groups who have been identified as more vulnerable.

Step 4: Prioritisation of Protection and Safeguarding Practices During Embarkation in Preparation for Departure

i. Personnel managing the seating of affected persons must make deliberate efforts to keep families and children

together to avoid further harm and possible occurrences of separation, child protection issues, and SGBV.

Snapshot of Resources:

- i. National disaster representatives, reception officers, specialised first responders, officials, and volunteers involved in disaster management, law enforcement, border security, and immigration.
- ii. Embarkation checklist or log tool, incident reporting tool, and devices.

iii. Mode of transportation: air or sea.

iv. First-Aid Supplies for continued, immediate, and emergency care, and medication.

v. Food supplies, drinking water, masks, flashlights, radios, blankets, sanitary supplies, and other hygiene items specific to groups such as pregnant women, lactating mothers, babies, children, older persons or the elderly, and persons with special needs.

Recommended Action Point #7 Departure and Transit

The departure of affected persons from their country of origin towards their assigned host country in a neighboring OECS state is an action point where the preservation of life is of critical importance. In this step, all evacuation personnel onboard specifically assigned to transit duties must ensure that the health and well-being of all persons are prioritized and safeguarded. In instances where special care and/or assistance is needed, there must be first-responders and volunteers with requisite medical and psycho-social skills and resources to lend immediate and urgent support.

1

Conducting of Routine Wellness and Protection Checks During Transit by the Evacuation Team

2

Prioritization of Special Care or Assistance for the Most Vulnerable Person

3

Administration of Basic Supplies Such as Food and Drinking Water to Affected Persons During Transit

4

Provision of Clear and Comprehensive Updates, Reminders, and Tips to Affected Persons During Transit

To ensure that the affected person's health and well-being are preserved during transit, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Conducting of Routine Wellness and Protection Checks During Transit by the Evacuation Team

Evacuation personnel assigned to transit duties must routinely check on all affected persons and attend to their requests for help, care, special assistance, and information.

Step 2: Prioritisation of Special Care or Assistance for the Most Vulnerable Persons

i. Lactating mothers, pregnant women, older persons or the elderly, children, babies, individuals with special needs, and others who are identified as most vulnerable must be prioritised and afforded close attention to ensure that their rights are respected, and requests are responded to in a dignified manner.

Step 3: Administration of Basic Supplies Such as Food and Drinking Water to Affected Persons During Transit

i. The transit staff must schedule and adhere to Routine distributions of adequate food, drinking water, medication according to proper dosage, and other sanitary supplies. For medication, only first responders with requisite authority can administer such.

Step 4: Provision of Clear and Comprehensive Updates, Reminders, and Tips to Affected Persons During Transit

i. The transit staff, including the captain (sea or air), must routinely provide the affected persons being transported with sufficient, comprehensive, and timely updates on their journey, such as expected arrival time and details on what they can expect upon arrival. It is expected that focal points onboard will be in constant contact and communication with officials in the receiving or host country in preparation for arrival.

Snapshot of Resources:

i. Evacuation transit staff inclusive of first responders with specialised skills sets such as sea or air captains, and

supporting staff, disaster management officials, law enforcement focal points and border security and immigration personnel.

ii. Incident reporting tool and devices.

iii. First-aid supplies for continued and emergency care and medication.

iv. Food supplies, drinking water, masks, flashlights, radios, blankets, sanitary supplies, and other hygiene items specific to groups such as pregnant women, lactating mothers, babies, children, older persons or the elderly, and persons with special needs.

v. Information updates or materials.

The Arrival Phase

The *Arrival* Phase of the Cross-Border Evacuation Protocol entails the steps taken by officials to safely disembark and process affected persons at the designated port of the host country and provide comprehensive and basic protection services such as safe shelter, healthcare, psycho-social support, food, and proper sanitation support. The disembarkation of affected persons and the activation of protection services must be pre-planned and approved in collaboration with the designated OECS host country, providing temporary security, relief, and humanitarian assistance. To adequately regulate this collaboration, instruments such as MOUs aligned to international frameworks, regional policies, and SOPs are expected to be established and adhered to.

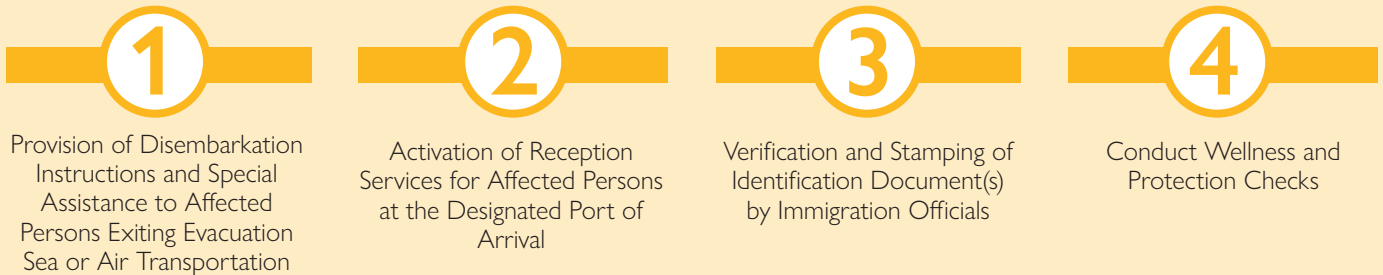
Objectives include:

- i. To ensure that all affected persons safely participate in and follow disembarkation and immigration procedures.
- ii. To activate access to comprehensive and basic protection services upon arrival of disaster-displaced people.

Recommended Action Point #8

Disembarkation at the Arrival Point

At sites of disembarkation, authorities in the host country who work in disaster management, law enforcement, border security and immigration must provide guidance to all affected persons arriving in their groups with their respective evacuation personnel. At this juncture, these authorities must ensure that a clear system is established to guide persons off of the sea/air means of transportation in an effective and orderly manner that still maintains appropriate safeguarding principles for all vulnerable persons. Where added care and special assistance are required for affected persons, the process of disembarkation at the port of arrival must accommodate such requests with minimal disruption.



To guide the safe and orderly disembarkation of affected persons or disaster-displaced people, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Provision of Disembarkation Instructions and Special Assistance to Affected Persons Exiting Evacuation Sea or Air Transportation

- i. Authorities, coordinators, and volunteers who work in areas of disaster management, law enforcement, immigration, and border security in the host country must be positioned to receive and guide affected persons and their baggage off the relevant mode of sea or air transportation in a safe and orderly manner.

- ii. Disembarkation site personnel must clearly map out passageways and identify marked holding bay areas or zones where affected persons or evacuees accompanied by evacuation teams will be received and processed for arrival. Special assistance must be provided to those groups who have been identified as more vulnerable.

Step 2: Activation of Reception Services for Affected Persons at the Designated Port of Arrival

- i. Persons must be directed to reception services, and all groups must be maintained for their respective evacuation team leads and supporting personnel to continue monitoring or tracking their movements, safety, dignity, and rights.

Step 3: Verification and Stamping of Identification Document(s) by Immigration Officials

- i. Immigration Personnel must be positioned at reception areas to verify and stamp identification documents to signal the official arrival of evacuees in the host country. For foreign nationals, the host country's immigration laws, guided by international law, will determine how their documents are verified and stamped distinctly to allow onward follow-up via case management services later.
- ii. Evacuation Teams who would have logged incident reports linked to pre-recorded, unique identities in the system must ensure that relevant law enforcement and protection authorities can access this secured database for follow-up.

Step 4: Conducting Wellness and Protection Checks

- i. First-Aid Responders and other volunteers at the reception site of disembarkation in the receiving country should continue to routinely check on all affected persons and attend to their requests for help, care, special assistance, and information.

Snapshot of Resources:

- i. Reception officers, border security and immigration, specialised first responders, officials and volunteers involved in disaster management, and law enforcement.
- ii. Disembarkation checklist or log tool, incident reports or data and devices.
- iii. First-aid supplies for continued and emergency care and, medication.

Recommended Action Point #9

Provision of Protection Services

Host countries receiving affected persons for a temporary period of time must collaborate with relevant stakeholders to provide a range of comprehensive and basic protection services. Data gathered at the assembly/muster points in the country of origin, extracted from incident reports and provided via self-referrals on arrival can serve to best guide authorities and first responders in host countries on the type of services, expertise, resources and other auxiliary support required. This data must be made accessible to receiving countries ahead of the affected population's arrival to ensure that there is sufficient time for preparation. Noting that within the group of affected population there are persons who are more vulnerable owing to factors such as age, gender, medical condition and special needs, host countries are expected to activate a referral pathway that consists of responding agencies and networks that cater to diversity and inclusion in the provision of their response and services.

1

Facilitation of Secure Transportation to Designated, Safe Shelters

2

Activation of the National Disaster System, including National Emergency Operation Centres (NEOC), Humanitarian Response Teams, Law Enforcement Officials, and Stakeholders

3

Reception of Affected Persons at Designated Safe Shelters and Facilitation of Their Access to Basic Protection Services

4

Provision of Specialized Assistance, Secondary Care, or Both Required by Extremely Vulnerable Cases

To facilitate the provision of comprehensive and basic protection services, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Facilitation of Secure Transportation to Designated, Safe Shelters

i. Transfers to designated pre-determined and approved safe shelters in the Planning Phase must be conducted once Immigration Officials have processed persons. Safe transportation and shelter accommodation are critical services that will be required to maintain the protection of all evacuees. The diverse needs of the evacuated population pre-identified during the Data Collection Phase, and any incident reports should be considered when providing transportation and accommodation.

ii. Affected populations and their assigned evacuation team must maintain their groups and await instruction by the host country officials on a transportation schedule that clearly outlines all modes of transportation, capacity to hold affected persons, and timetable for pick-up and drop-off. Host country officials operating in the humanitarian response must also clearly brief the affected population and their accompanying evacuation team personnel on the location, capacity, arrangements, conditions, facilities, and regulations at the safe shelters.

Step 2: Activation of the National Disaster System, Including National Emergency Operation Centres (EOC), Humanitarian Response Teams, Law Enforcement Officials, and Stakeholders

i. Prior to being transferred to safe shelters, affected persons must be presented with information on available protection services that will be provided and the supporting agencies that will be delivering these services. The population must be given an opportunity to ask questions or seek further clarification during briefing sessions conducted by the host country's Humanitarian Response Team.

i. Law enforcement officials must be posted at shelters to manage crowds and ensure that the safety and protection of all persons are maintained.

ii. The National Disaster Office, in accordance with the shelter management plan, must identify leaders to oversee and manage safe shelter quarters and ensure that safeguards are established to eliminate and mitigate risks of Child Sexual Abuse (CSA) and SGBV. These leaders must also mediate any disputes that can occur among the affected population and ensure that persons deemed most vulnerable are well-accommodated and protected.

Step 3: Reception of Affected Persons at Designated Safe Shelters and Facilitation of Their Access to Basic Protection Services

i. Upon arrival at the safe shelter, the affected population must be received by reception services and directed to their designated quarters with access to Water, Sanitation and Hygiene (WASH) that is, safe drinking WASH facilities, that are also setup in a dignified manner that respects persons' rights, and privacy. Persons deciding to stay with their family or friends in the host country will indicate such to a relevant reception officer with information to assist in follow-up via case management.

ii. In addition to transportation and safe shelters, disaster offices, humanitarian response agencies, and other designated personnel should provide, as necessary, food, clothing, health screenings, hygiene packages, baby hampers, disaster survival kits, information and education material, legal advice or protection services, psycho-social support and any other service to support of hosting evacuees.

iii. Consideration must be given to the type of services being rendered and suitable facilities required for effective delivery that protects persons' rights. For example, one on-one psycho-social support must be done in a manner that honours persons' privacy if so required.

Step 4: Provision of Specialised Assistance, Secondary Care, or Both Required by Extremely Vulnerable Cases

i. For cases requiring secondary medical care, any other specialised support, or both available off-site and away from the designated safe shelter, coordination should be established among humanitarian response personnel, national representatives, shelter leaders, and volunteers to facilitate adequate service provision.

Snapshot of Resources:

i. National disaster system, humanitarian response agencies, disaster volunteers, and special resources.

ii. A documented referral pathway that outlines emergency services and participating agencies.

iii. Safe shelter that is adequately outfitted and approved for the secured housing of persons.

iv. Means of transportation.

v. Food supplies, clothing, drinking water, masks, flashlights, radios, blankets, sanitary supplies, and other hygiene items specific to groups such as pregnant women, lactating mothers, babies, children, older persons or the elderly, girls, and persons with special needs.

The Post-Arrival Phase

The *Post-Arrival* Phase of the Cross-Border Evacuation Protocol entails the steps officials take to provide **sustained follow-up** and **durable solutions** to the affected population. As the affected population is provided with temporary relief, state supervision, and care in the host country, there must be procedures established to ensure that referral pathways remain accessible, inclusive, and tailored to address the protection needs identified. Authorities operating in the response must consider the livelihoods, integration, and well-being of the affected population. Long-term, legal solutions that address their temporary displacement through internationally recommended means, namely, voluntary repatriation, resettlement, and integration, must be considered, strategised, and offered to affected persons systematically that respect their basic human rights and reduces human

insecurities characteristic of displacement. Solutions provided to displaced people should be people-centred, ensuring that the affected population is afforded the space to contribute to these solutions while managing expectations.

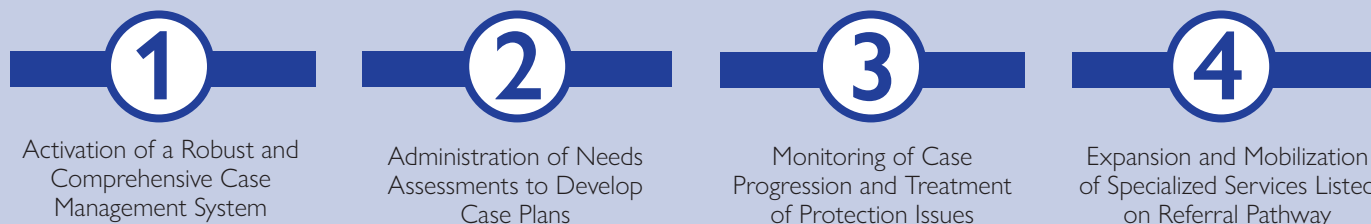
Objectives include:

- i. To facilitate the provision of sustained follow-up through a robust case management system.
- ii. To ensure that the affected population is assessed and presented with durable solutions for their protection and empowerment.

Recommended Action Point #10

Provision of Follow-up Support Via Case Management

Following the displacement of the affected population and their relocation to a select host country, it is imperative that humanitarian response personnel in collaboration with Government agencies, multilateral donor agencies, NGOs and CSOs collaborate to sustain the provision of continued care and resolve protection challenges and issues presented by individuals and families. It allows for professionals engaged in social work to coordinate, mobilize and advocate for comprehensive services, resources, evaluations and follow-up to be systematically prioritized for vulnerable cases and to be delivered in an efficient and timely manner.



To facilitate sustained follow-up with the affected population, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Activation of a Robust and Comprehensive Case Management System

i. A robust case management system must be implemented by relevant Government Authorities responsible for social services or welfare in collaboration with social work professionals, advocates, and volunteers. This system must be guided by SOPs from the point of case opening to closure and must clearly address the management of individual and group cases (families)

whose assessment may present varying protection needs and demands a greater mobilisation of service delivery and resources.

Step 2: Administration of Needs Assessments to Develop Case Plans

i. The vulnerability of all affected persons at the safe shelter must be thoroughly evaluated using specific criteria or tools to determine the appropriate type and duration of response required via the case management system. This data must be kept confidential in the case management system, which a director or manager for case management oversees at each shelter site.

Step 3: Monitoring of Case Progression and Treatment of Protection Issues

i. Each individual or family case must be assigned a case management officer or advocate responsible for overseeing the progression of their case and the delivery of comprehensive care, special assistance, or both to treat their unique challenges triggered by displacement. This information would be logged in case files comprising of unique identifier codes corresponding to persons' identities and group composition, that is, family composition.

Step 4: Expansion and Mobilisation of Specialised Services Listed on Referral Pathway

i. The case management system must be supported by an expanding slate of specialised services to adequately address the needs of complex cases requiring longer-term solutions and secondary resources that may not be readily Available at: safe shelters.

Snapshot of Resources:

- i. Public and private sector entities with expertise and resources in social work and case management.
- ii. Trained case management officers, advocates, and volunteers.
- iii. Digitised case management system with requisite files, needs assessment checklist or tools, follow-up report templates, etc.
- iv. Referral pathway with access to expanded and diverse services and resources (inclusive of specialists) required for short to medium-term care.

Recommended Action Point #11 Provision of Durable Solutions

Once affected persons' immediate protection needs have been met, Governments (country of origin and host country) and other stakeholders from the regional and international humanitarian community must convene high-level discussions on the provision of durable solutions for long-term support. Based on international law and guidance, working with populations who have been displaced on a longer-term basis may require consideration of durable solutions such as voluntary repatriation in safety and dignity, local integration into the host community or resettlement to another country. This evacuation protocol considers steps that must be taken by authorities responsible for the protection, safety and well-being of displaced populations in determining and activating appropriate solutions.



To facilitate considerations around durable solutions for the affected population, the following procedures are recommended to be executed by the identified key stakeholders:

Step 1: Facilitation of High-Level Dialogue and Decisions on Durable Solutions that includes Dimensions and Principles of Human Security

i. High-level dialogue and negotiations between governments and relevant authorities representing the country of origin, the host country, and the wider region must be convened to discuss collective opportunities and challenges in providing durable solutions. Legislative conventions, tools, protocols, and corresponding requirements to facilitate durable solutions for displaced populations must be considered in these discussions to frame the decisions taken. Other implications relating to society, culture, education, the economy, livelihoods, social welfare systems, politics, security, and the environment must also be discussed. Based on the HSA principles, these solutions should be people-centred, multi-sectoral, and comprehensive in approach, context-specific, and prevention-oriented.

Step 2: Prioritisation of Actions, Capacities, and Resources in Support of Durable Solutions

i. Dialogue must be informed by credible and timely data retrieved from the case management system and disaster management operations at the national and regional levels to best guide the prioritisation process. Special technical assistance and capacity-building support can be retrieved from International Humanitarian Agencies such as the United Nations and its relevant bodies – the IOM, the OHCHR, and the IFRC. Regional bodies relevant to this process would include agencies such as the CDEMA, and OECS, including the Climate Change and Disaster Resilience Unit (CCDRU) of the OECS, the CARICOM Implementation Agency for Crime and Security (IMPACS), and the CARPHA.

Step 3: Administration of Requisite Eligibility Criteria for Durable Solutions

i. The affected population must be consulted while developing and providing durable solutions aimed at their protection and empowerment. Continuous and structured assessments of their vulnerabilities, long-term needs, livelihood status, and eligibility to access certain types of durable solutions must be conducted systematically to also guide the decision-making process at the higher levels.

Step 4: Activation of Durable Solutions

i. Relevant information and requirements must be communicated through formal channels in the case management system to the affected population on available durable solutions. All appropriate legal support and other special capacities and resources must be mobilised and offered to further secure the safety, welfare, and future livelihoods of the affected population in the post-disaster context.

Snapshot of Resources:

- i. Durable solutions, requisite resources, and technical capacities.
- ii. Data and research from governing agencies and authorities in case management, disaster operations, security, and other areas.
- iii. Eligibility criteria and other applicable assessment tools and devices.
- iv. Experts, advocates, and officers working in humanitarian response, case management, livelihoods programming, and security.

Accountability to the Affected People (AAP) and Human Security

Accountability to the affected population is integral to effectively implementing the Cross-Border Evacuation Protocol. It must be streamlined with a participatory approach across all six phases, from the Planning to the Post-arrival Phase. Authorities, national disaster agencies, and first responders operating in the humanitarian response with the responsibility of providing short-medium-long term relief must be equipped with the right tools and mechanisms to gather information from the affected population and utilise data to ensure adequate and efficient delivery of protection services to evacuees. Again, these tools and mechanisms, such as vulnerability criteria, registration forms, vulnerability checklist, among others, are to be developed and agreed upon during the Planning Phase. It is imperative that regular communications that include announcements, notifications, consultations, information awareness sessions, and other types of engagement are considered and executed to keep the affected population well-informed and engaged in all steps and activities designed to cater to their protection. Anonymous feedback mechanisms and expert-facilitated psycho-social sessions should also be implemented through trauma-informed therapy and approaches. Efforts should be made to empower affected persons to voice their concerns and challenges and provide suggestions through safe, inclusive, dignified, and accessible means. Furthermore, while offering protection to the affected population, provision must be made for actively empowering the people to participate in co-designing and implementing solutions with relevant authorities.

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