

## **ESSENTIAL TELEPHONE NUMBERS**

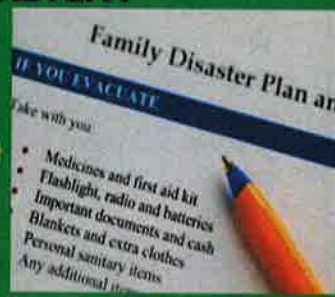
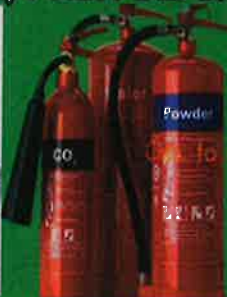
Emergency	911
Fire and Rescue Services	911
Royal Montserrat Police Service	999
Police Headquarters	1-664-491-2552/2802
Disaster Management Coordination Agency	1-664-491- 7166
DMCA HOTLINE	1-664-491-3800/4800
<b>John A Osborne Airport</b>	1-664-491-6218

### **Airline Services**

Fly Montserrat	1-664-491-3434
SVG Airline	1-664-491-4200
Montserrat Tourism Authority	1-664-491-2230
Access Division	1-664-491-3378/392-3600
Deputy Governor's Office (Consular Matters)	1-664-491-6523
Montserrat National Trust	1-664-491-3086

## **MONTERRAT DISASTER MANAGEMENT COORDINATION AGENCY**

### **PLAN, PREPARE & PREVENT**



**Follow us, share our content with others and talk to us.**

Facebook: Montserrat Disaster Management.

Twitter: Montserrat Disaster Management Coordination Agency.

Instagram: Montserrat Disaster Management.

Website: [dmca.gov.ms](http://dmca.gov.ms).



**Be safe and have fun!**

## **Emergency Preparedness Guide**

### **Enjoying Montserrat's Annual Festival & the Christmas Season Safely**

*"A vibrant fusion of Montserrat's culture and Christmas spirit"*



Information and Education Unit  
Disaster Management Coordination Agency (DMCA)

Yellow Hill Road  
Montserrat

1-664-491-7166





## Welcome to Montserrat!

The Disaster Management Coordination Agency (DMCA) warmly welcomes you to our beautiful island as we celebrate the vibrant fusion of Montserrat's rich culture and Christmas spirit.

This festive season is filled with joy, family fun, and community activities, but safety should always come first. This leaflet has been developed as a general educational and informational resource to promote public safety and enhance your experience on the island.

## Key Points to Remember:

**Stay Informed:** Keep updated on local developments via ZJB Radio and DMCA's social media platforms.

**Weather Updates & Emergency Information:** Daily updates on weather and important emergency-related information are shared on DMCA's social media pages.

The information provided here reflects the current conditions, which may change. We encourage you to stay alert and informed throughout your visit.

## Acknowledgments:

Prepared with the expertise of DMCA's Information and Education Officer Shirlian Queeley, and its partner agencies, this leaflet aims to help you have a safe, memorable, and enjoyable time in Montserrat. We wish you a warm welcome and hope your visit is truly unforgettable!



**MontserratRedCross**

## ALLERGIES

### If someone is suffering from an allergic reaction:

Keep the person calm. Ask if they use an EpiPen and have one with them. Have the person lie on their back. Keep their feet elevated 12 inches. Make sure the person's clothing is loose so they're able to breathe.

**Avoid giving them food, drink, or medicine.**

## NOSEBLEED



### If someone has a nosebleed, what should you do:

- \* Ask them to sit down and lean with their head tilted forward. Ask them to breathe through their mouth and pinch the soft part of their nose. Give them a clean tissue to catch any blood.

\*

- Do not tell them to lean their head back as this could cause the blood to trickle down the back of their throat and block the airway.

## FAINTING

### If someone has fainted, what should you do:

- \* Advise them to lie down.
- \* If possible, elevate their legs slightly using a stool, cushions or pillows.
- \* Reassure them and help them to sit up slowly over a few minutes, when they feel better.
- \* If they stay unresponsive, open their airway, check their breathing and prepare to treat someone who is unresponsive.

## **FIRST AID TIPS**

These “3 P’s” are the primary goals of first aid.

Preserve life. Prevent further injury, Promote recovery. Before you provide help to an injured person, it’s important that you check the scene for danger. You don’t want to get yourself injured, too. This isn’t a cowardly precaution. The fact of the matter is this: if you get injured, you won’t be able to help someone else who’s injured. So, before you rush to help someone, take a moment to analyze the area and spot anything that could injure you.

## **WOUNDS**

### **When someone has a wound, you can help them by:**

- \* Clean the wound by rinsing it under running water or using sterile wipes. Do not rub.
- \* Pat the wound dry using a gauze swab and cover it with sterile gauze. If you don’t have these, use a clean, non-fluffy cloth, like a tea towel. For a cut, raise and support the injured part above the level of the heart. Avoid touching the wound.

## **CHOKING**

### **When someone is choking you can help them by:**

- \* Encourage them to cough and remove any obvious obstruction from their mouth. If coughing fails to work, you need to give five sharp back blows followed by five abdominal thrusts.

**REMEMBER ALWAYS CALL FOR HELP**

## **NATIONAL SIREN SYSTEM**



Montserrat’s island-wide national siren system plays a critical role in communicating urgent alerts during emergencies or potential hazards that could impact the island. The sirens are tested daily at 12 noon. During this routine test, there is no need for concern, and individuals should not be alarmed.

However, if the sirens sound at any other time, it is important to remain alert. Listen carefully to the siren and follow the instructions provided. For detailed guidance and updates, tune in to ZJB Radio FM 88.3/95.5. Some emergency messages may also be issued in audio form, such as the directive to **“EVACUATE”**.

## **MONTSERRAT SOUFRIÈRE HILLS VOLCANO ADVISORY**



The Soufrière Hills Volcano remains active. The current Hazard Level is 1. It is important to note that pyroclastic flows can occur without warning on all flanks of the volcano. On the western flank, such flows may travel rapidly into Plymouth.

Additionally, access routes across the Belham Valley are prone to being compromised or destroyed by flash flooding or lahars, especially during or after rainfall. Individuals crossing the valley are strongly advised to exercise caution during these times.

## **ZONES OF INTEREST**

**Zone A** - South of Nantes River including Salem, Hope, Friths, Flemmings, parts of Olveston, the upper part of Happy Hill and extending 500 metres out to sea.

**Zone B** - Isles Bay, Belham, waterworks, parts of Old Towne, the lower part of Happy Hill and extending 500 metres out to sea.

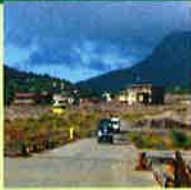
**Zone C** - Cork Hill, Weekes, Foxes Bay, Richmond Hill, Delvin's and extending 500 metres out to sea.

**Zone V** - Exclusion Zone including St George’s Hill, Plymouth, Trants and the Old WH Bramble Airport. Persons are asked to submit an application to the DMCA for access to Zone V.

**Maritime Exclusion Zone** - 2 km offshore south of Sturge Park to Ogarro’s on the Western Side and 4km from Spanish Point to Roaches Bluff on the Eastern Side.

## VISITING PLYMOUTH

Individuals interested in visiting the historic former capital Plymouth, often referred to as a "**Modern-Day Pompeii**," must first obtain permission from the Disaster Management Coordination Agency (DMCA).



Visitors are strongly encouraged to contact the Montserrat Tourist Board for a list of certified tour guides. These guides are equipped to arrange tours, which are dependent on favourable weather conditions.

## BEST VIEWING POINTS OF SOUFRIERE HILL VOLCANO

Montserrat Volcano Observatory (MVO)  
Jack Boy Hill  
Garibaldi Hill  
Salem Cricket Ground  
Richmond Hill  
Bentley Estate



## TIPS FOR HIKING THROUGH THE FOREST

**Hire a Registered Tour Guide:** Contact the Montserrat Tourist Board or the Montserrat National Trust for a list of certified tour guides.

**Never Hike Alone:** Always hike with a companion or a group for safety.

**Respect Nature:** Do not litter or dispose of waste in the forest or ghauts. Help keep Montserrat's natural beauty pristine.

**Stick to Designated Trails:** Always stay on marked hiking paths to avoid getting lost or damaging the environment.

**Inform Others of Your Plans:** Let someone know your destination and expected return time before heading out.

**Dress and Pack Appropriately:** Wear suitable clothing and footwear, and carry essentials like water and insect repellent.

**Protect the Environment!**

**Take nothing from the forest but pictures.  
Leave nothing behind but footprints.**

## FLYING DRONES



**Avoid Congested Areas:** It is illegal to fly your unmanned aircraft over congested areas, including streets, towns, and cities.

**Stay Clear of Airports and Airfields:** Always maintain a safe distance from airports and airfields when flying your drone.

**Respect the 50-Meter Rule:** Do not fly your unmanned aircraft within 50 meters of any person, vehicle, building, structure, or group of people, regardless of altitude.

**Be Mindful of Privacy:** Consider how you use any images or footage you capture, as sharing them could potentially violate privacy laws.

**Commercial Use Requires Permission:** If you intend to use your unmanned aircraft for commercial purposes, you must obtain permission from ASSI (Air Safety Support International). Failure to do so may result in legal action or prosecution.

## DROWNING

**If someone is in difficulty while swimming, follow these steps:**

**Do not put yourself at risk.**

**Check if they are breathing:** Tilt their head back. Look for chest movement and listen/feel for breathing. If they are not breathing, proceed with rescue breaths and chest compressions.

**Call 911:** If you're alone, perform rescue breaths and compressions for 1 minute before calling for help.

**Give 5 rescue breaths:** Tilt their head back, seal your mouth over theirs, pinch their nose, and blow into their mouth 5 times.

**Perform 30 chest compressions:** Push firmly in the middle of their chest, at a rate of 2 pushes per second. Alternate between 30 compressions and 2 rescue breaths.

**Continue if unresponsive:** Keep performing rescue breaths and compressions until help arrives or the person becomes responsive.

## **EARTHQUAKE SAFETY REMINDER:**

- Remember, during an earthquake drop to the floor immediately.
- Take cover under a sturdy desk or table.
- Hold on firmly and be prepared to move with the covering until the shaking stops.



## **JELLYFISH WARNING FOR MONTSERRAT BEACHES**

**The waters around Montserrat may still be warm, increasing the likelihood of jellyfish. Be prepared:**

- \* Carry plain white vinegar to rinse jellyfish stings.
- \* Use over-the-counter treatments like **Calamine lotion, hydrocortisone cream, Zyrtec, Claritin, or Benadryl** to reduce pain and inflammation.
- \* **Avoid rinsing with fresh water** (tap or bottled water), as it may trigger more stingers to fire.

### **Seek immediate medical attention if you experience:**

- \* Hives, nausea, or vomiting.
- \* Difficulty breathing or swallowing.
- \* Dizziness or fainting.
- \* Stay safe while enjoying the beach!



## **IMPORTANT**

Avoid alcohol before swimming, and never swim alone. Ensure others are nearby if you're at the beach.

**Stay safe and enjoy the holiday season responsibly!**

## **RAINFALL Safety Advisory**

**To ensure your safety during periods of heavy rainfall, please observe the following precautions:**

- **Avoid Flood-Prone Areas:** Refrain from entering areas susceptible to flash floods, including Isle Bay Hill, Carr's Bay, portions of Robert W. Griffith Drive, and Little Bay.
- **Do Not Cross Floodwaters:** Crossing floodwaters is extremely dangerous and should never be attempted.

### **Exercise Caution While Driving:**

- Motorists should remain vigilant on the roads, as heavy rainfall can cause rockfalls and landslides in some areas due to soil saturation.
- Avoid crossing the Belham Valley, as prolonged rain can lead to lahars or mudflows.
- During heavy downpours, switch off your vehicle's headlights to increase visibility to other drivers.

**Stay informed by monitoring DMCA social media platforms and ZJB Radio Montserrat for real-time updates, alerts, and instructions.**

## **HEALTH AND HYGIENE REMINDER**

**Residents, returning Montserratians, and visitors are kindly reminded to follow these health and hygiene practices:**

**Cover Coughs and Sneezes:** Use your inner elbow or a tissue to cover your mouth and nose when coughing or sneezing.

**Dispose of Tissues Properly:** Throw used tissues into a bin immediately and wash your hands thoroughly afterward.

**Stay Home if Unwell:** If you feel unwell, stay home to prevent the spread of illness and seek medical attention as needed.

**By practicing these simple steps, we can help protect ourselves and others.**

## **TIPS FOR OUTDOOR FIRES AND COOKING**

Before lighting an outdoor fire, individuals are strongly advised to contact the Montserrat Fire and Rescue Services to obtain a fire permit. The Fire and Rescue Services will provide guidance on the proper procedures to follow to ensure safety and compliance with local regulations.

## **ENJOYING THE ISLAND'S BEACHES**



### **Life Jackets for Children and Inexperienced**

**Swimmers:** Young children and inexperienced swimmers should always wear life jackets in and around the water. Avoid using any other flotation device unless you are a confident swimmer.

**Watch Over Vulnerable Individuals:** Always pay close attention to children and the elderly while at the beach. Even in shallow water, wave action can cause a loss of footing.

**Diving Safety:** Be cautious when diving. Protect your neck, check the depth of the water, and ensure there are no obstructions. Dive feet first the first time to be safe.

**Get Help If You're Struggling:** If you feel discomfort or difficulty reaching the shore, wave your arms and call for help to draw attention to yourself.

**Clean Up After Yourself:** Always take your waste and rubbish with you when leaving the beach.

**Avoid Walking Alone at Night:** Do not walk on the beaches late at night alone for your safety.

## **SWIMMING POOL SAFETY**

**Check Water Depth:** Always check the water depth before diving to avoid injury from shallow water.

**No Running:** Running around the pool can lead to slips and falls, potentially injuring yourself or others. Never push others into the pool.

**Supervision is Key:** Always ensure competent adult supervision when the pool is in use. Be aware of everyone's swimming abilities to ensure safety.

**Swim with a Buddy:** Never swim alone—always swim with a companion for safety.

**Teach Safe Play:** Caution children against showing off or engaging in rough play.

**Keep Safety Equipment Accessible:** Keep rescue devices and first aid supplies near the pool for emergencies.

**Avoid Swimming Under Certain Conditions:** Never swim after consuming alcohol, eating a heavy meal, or taking medications that impair your ability to swim.

**Be safe and have fun!**

## **PROTECTING YOU AND YOUR LOVED ONES**

**Secure Important Documents:** Take precautions by securing your passport, ID cards, and all other personal documents.

**Lock Your Vehicle:** Always turn off all lights and lock your vehicle when leaving it.

**Guard Your Money:** Keep your money secure and stay cautious when handling it.

**Inform Someone of Your Plans:** Always let someone know where you're going and how long you intend to stay when heading out.

**Set a Meeting Point:** If you're going out in groups or with children, assign a central or rendezvous point in case you get separated.

**Charge Your Phones:** Ensure your phone is fully charged before leaving the house.

**Share Contact Information:** Share and familiarize yourselves with each other's phone numbers. If any group member becomes separated, you can easily reach out to them.

## **POWER OUTAGES**

Occasionally, Montserrat may experience power outages. If you are attending an event and there is a disruption in the power supply, please remain calm, stay where you are, and listen to the announcer for further instructions.

## **DRIVING ON MONTSERRAT**



### **Familiarize Yourself with Local Traffic Laws:**

Make sure you understand the local traffic laws and rules of the road before driving. Obtain a temporary driver's license if necessary.

**Drive on the Left:** Always drive on the left-hand side of the road. Always drive with due care and attention.

**Obtain a Driver's License:** You can obtain a temporary driver's license at the Royal Police Service Headquarters in Brades, the Salem Police Station, or at the John A. Osborne Airport.

**Speed Limit:** The speed limit is 20 mph.

**Don't Drink and Drive: Think safety first—never drive under the influence of alcohol.**