



Government of Saint Lucia

Guidelines for SUMA Team

Document of the Saint Lucia National Emergency Management Plan

Material source:

<http://www.disaster-info.net/SUMA/english/WhatisSUMA.htm>

<http://www.disaster-info.net/SUMA/english/faq.htm>

<http://ochaonline.un.org/AboutOCHA/Organigramme/EmergencyServicesBranchESB/LogisticsSupportUnit/LogisticsSupportSystem/tabid/1434/language/en-US/Default.aspx>

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INTRODUCTION

Information management of donations during a disaster is important to avoid the chaos caused by uncoordinated human assistance.

There is a variety of software available for the tracking of donations, the two available to Saint Lucia are:

- LSS/SUMA by the Pan American Health Organisation [PAHO], which a simple software to track items from the moment donors commit to sending supplies until they are distributed effectively to the affected population.
- Relief Supplies Tracking System [RSTS] by the Caribbean Disaster Emergency Response Agency [CDERA]

A main objective of the information management tools is to develop self-reliance in countries, ensuring that they can manage humanitarian assistance with their own resources. National Supply Management [SUMA] Teams are made up of volunteers from the membership of the National Emergency Management Organization, which included agencies such as national health agencies, Ministry of Foreign Affairs, Customs Departments, Red Cross, Saint Lucia Cadet Corps and other organizations.

These information management tools facilitate data collection for easier decision-making. All the data entered and processed by the system are property of the affected country under the auspices of the authorities responsible for emergency management.

INFORMATION MANAGEMENT TOOLS

These Information Management Tools outline the requirement to record the entry of donations to Saint Lucia during the response phase of a disaster

Both the RSTS and the LSS/SUMA include:

- a. Sorting/identification of supplies
- b. Software operation
- c. Use of priority labeling system
- d. Operational aspects of relief assistance (radio and satellite communications, use of generators, etc.)

The software packages are designed for use both during times of normalcy and during relief operations in the aftermath of disasters. It facilitates management and coordination of relief operations by providing the means to collect organize and analyze the large volume of information which normally has to be handled in such situations.

In cases where more than one software package is being used, their roles relative to each other must be clear. Each system should be used for the purpose for which it is best suited but duplication of effort by using two or more systems for the same purpose should be avoided.

LOGISTICS SUPPORT SYSTEM (LSS):

Formerly named Supplies Management [SUMA] the main characteristics of the Logistics Support System (LSS) are:

- a. Modern intuitive user interface
- b. Supports Standalone, Networked and Enterprise configurations
- c. Based on SQL Server database technology
- d. Multi-user support on Windows and the Web
- e. Can be installed using a royalty-free MSDE database or SQL Server 2000
- f. LSS' functionality is configurable to allow users to install a basic data entry model or complete inventory system
- g. Designed from the ground to support multiple languages
- h. Users can customize the menus, labels and captions of the LSS application to their local language conventions using the included
- i. Resource Editor Tool
- j. LSS includes a flexible report execution
- k. Custom Query allows easier data access for reporting agencies
- l. Custom Query Tool has advanced custom graphic capabilities
- m. Allows users to share data among LSS applications
- n. Supports import from non-LSS applications, using simplified CSV file format.

RELIEF SUPPLIES TRACKING SYSTEM [RSTS]

The system records information about the following:

- a. Needs:
- b. Requests
- c. Pledges
- d. Dispatches
- e. Receipts

SUMA TEAM

The reliability of the information produced depends entirely on the accuracy and completeness of the data entered.

Thus for successful and effective use of the system, steps must be taken to ensure that:

- Data is entered accurately
- That all relevant data is recorded.

Membership of SUMA Team includes but is not confined to the following:

1. Chairman – Supplies Management Committee
2. Inventories Officer – NEMO Secretariat
3. Disaster Officer – Saint Lucia Cadet Corps
4. Saint Lucia Customs and Excise
5. NEMO Auxiliary Corps

The system is composed of:

1. Relief Coordination Centre [RCC]
2. SUMA Field Unit
3. Stock Management
4. Pledges

The SUMA Team shall be maintained at a minimum of twenty [20] persons.

The NEMO Secretariat will provide all logistics and support as part of the response with the cooperation of the Customs and Excise Department.

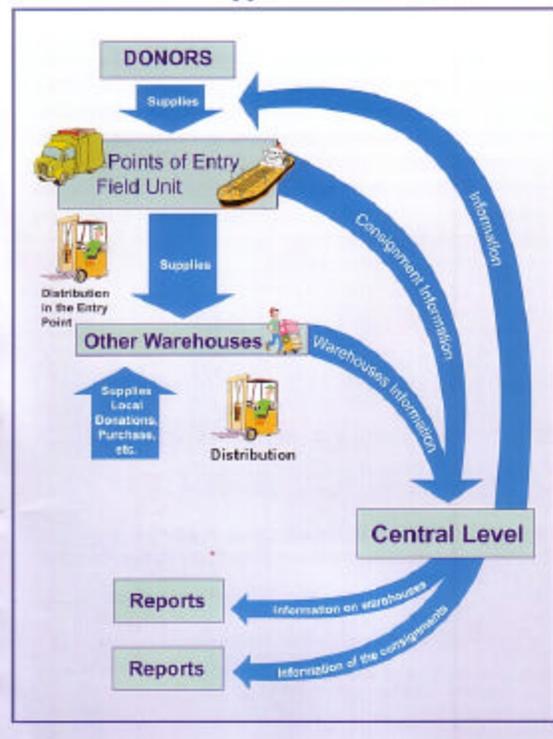
1. Coordinator at Relief Coordination Centre

It is necessary that there is a central point from where overall control of the operation is exercised. The information required for managing the operation should be maintained at this point.

The Coordinator at Relief Coordination Centre shall report to the Chairman of the Supplies Management Committee.

Relief Coordination Centre is meant to be used wherever national authorities are managing a disaster or emergency. At this level, the principal duties include:

Overview flow of supplies and information



- a. Defining the parameters to be used by the Field Units, such as reception sites, shipment directories, main user identities...etc.
- b. Creation and set-up of Field Units
- c. Integration of information sent by the Field Units (consolidation)
- d. Providing consultations and making up reports which serve to aid the decision-making process and promote inter-institutional coordination
- e. Maintenance of the system tables (database)

2. Stock Manager

The Warehouse Management module is a tool that registers the arrival and the delivery of supplies at the storage centers or warehouses. Along with supplies, warehouses receive a data storage device with information coming from the Field Units and/or the Central Level. This allows for internal management, control and coordination with other institutions and organizations that may be working on the emergency. For example, the Red Cross might allocate a donation of medicines to the Ministry of Health, and SUMA enables solid and efficient tracking of such exchanges.

The main duties at this level are:

- a. Tracking of local inventory
- b. Elaboration of stock reports and deliveries by a number of parameters
- c. Inventory follow-up of other subordinate warehouses

3. SUMA Field Units

There shall be SUMA Field Units [one assigned to each Official Port equipped with the necessary safety equipment] with three members each. The Teams shall function on a rotation to be set by the Coordinator at Relief Coordination Centre.

The Field Unit is designed to operate at points of entry or reception sites, such as borders, water or river ports, and large storage centers, open areas (centers where supplies arrive during emergencies, such as airports, collection stands, etc.).

URGENT-INMEDIATE DISTRIBUTION
LOW PRIORITY DISTRIBUTION and
NON-PRIORITY ITEMS

The main tasks at this level are:

Sorting and identification of supplies using priority labels, under the categories:

- a. Classification of supplies by categories, subcategories and items
- b. Selective checks on items
- c. Making up various reports on the content of the supplies registered at the Field Units
- d. Making delivery receipts for the addressees
- e. Consolidating data on storage devices to be sent to the CENTRAL Level

The SUMA Field Unit shall use the manual registration forms in case of computer breakdown, or in the event that its use is required for gathering data.

The SUMA Team shall serve as a source of expertise to manage LSS/RSTS at the Official Ports of entry during the response phase of a disaster and be on duty as long as the Official Port is operational.

Using the LSS/RSTS program the team shall document every item entering Saint Lucia via official ports.

4. Pledges

Apart from these three modules, there is another module available, the Pledges Module, which manages information on supplies before their actual arrival on site (those supplies in the *"pipeline"*). It serves to follow-up on pledges made by donors and the needs expressed by recipient countries and then assigning pledges to the requirements. The module can be installed independently from the other three modules and is fully compatible with SUMA software.

RELATED DOCUMENTS

This plan is a "stand alone" document that may be activated to support hazard management plans. Other documents related to this plan are:

1. Donations and Importation of Relief Supplies Policy
2. Relief Distribution Plan

SOURCES OF INFORMATION

Needs -- This information is sent to the Relief Coordinating Centre [RCC] by designated local individuals. Typically such information would come from damage assessments or assessments performed at facilities such as shelters and hospitals. It is assumed that initial requests are based on identified needs.

Requests -- Requests are made by the RCC to donors. The RCC would make requests after comparing the needs reported to it against on resources available or expected in the near future.

Pledges -- Pledges are communicated by donors to the RCC. They may be either solicited - i.e. made in response to a specific request, or unsolicited - made because of the donor's conclusion that the resources he has to offer are required.

A solicited pledge will typically be a donor's immediate reaction to a request from the RCC. It acknowledges receipt of the request and gives a commitment to provide specified resources, in some cases by a specified date.

Note that the system has no difficulty recording offers of unsolicited assistance, or assistance which is not required. Each country however, has to define its policy with regard to the handling of unsolicited assistance.

Dispatches -- A dispatch is the information provided to the RCC by a donor to confirm that specified assistance has already been sent and to provide the necessary details. This information helps the RCC make confident predictions about what resources will be available by a specified time. It also allows the RCC to follow-up on delivery of the specified resources.

Receipts -- A receipt represents confirmation that specified quantities of certain resources have arrived in the country. This information is sent to the RCC from the point of receipt.

OFFICIAL PORTS

The Official Ports of Saint Lucia are:

Airports

1. George FL Charles Airport
2. Hewanorra International Airport

Seaports

1. Port Castries
2. Port Vieux Fort
3. Soufriere Port

Marinas

1. Rodney Bay
2. Marigot

CONCLUSION

These information management tools combine the strengths of these two successful initiatives (RSTS – SUMA) that have operated in different environments and have served complementary purposes. A joint use of the institutions will minimize duplication and improve the response to the actual needs of the affected population while building on the management capacity of institutions.