



THE ISLANDS OF THE
bahamas
HURRICANE
KIT 2019

BE PREPARED FOR THIS HURRICANE SEASON

BAHAMAS MINISTRY OF TOURISM
P.O. BOX N-3701, NASSAU, BAHAMAS
(242) 302-2000





KEY POINTS TO REMEMBER

The Islands Of The Bahamas: Prepared for 2019 Hurricane Season

Regardless of hurricane season, The Bahamas continues to attract an increasing number of visitors. This positive outcome is attributable to several factors with two of the most important being:

- The Islands Of The Bahamas are comprised of 700 islands, about 30 inhabited, which spread across 100,000 square miles of the Atlantic Ocean.
- Residents and business people in The Bahamas accept hurricanes as a fact of life in the destination and prepare for the occasional direct threat appropriately.

What should visitors know before planning a Bahamas vacation?

- With 100,000 square miles of ocean, a hurricane within The Bahamas' territorial waters, rarely disrupts the experience of a majority of visitors.
- Hotels have well-rehearsed preparedness plans should a hurricane threaten.
- The Bahamas Hotel and Tourism Association has a hurricane cancellation policy in which most members participate.



KEY POINTS TO REMEMBER

Is it safe to plan a Bahamas vacation during hurricane season?

Yes. The majority of Bahamas vacations are not affected by hurricanes even during “active seasons.” On the relatively rare occasions that a vacation is disrupted by a hurricane, Bahamian hotels and resorts make every effort to accommodate guests and extend all possible courtesies.

Many hotels participate in the Bahamas Hotel and Tourism Association hurricane cancellation policy.

Are The Islands of The Bahamas ready for the 2019 summer travel season?

The time to prepare for the 2019 hurricane season is now. In the event of a hurricane within The Islands of The Bahamas, the Ministry of Tourism and Aviation will coordinate communications with representatives throughout the islands to gather information and develop status reports. It is important to communicate accurate and timely information to the media and the public. Effective teamwork between the public and private sectors will facilitate better crisis management and communications.

Please take a moment to review the following:

- **Crisis Management Plan:** The Ministry of Tourism and Aviation, maintains a crisis plan for the destination. Draft or revise a crisis management plan specific to your interests.
- **Create/Update Emergency Contact List:** Emergency contact list should include current information for key personnel on- and offshore with alternate e-mail addresses where possible. It is helpful to include additional numbers for local and national Ministry of Tourism offices, Bahamas Hotel & Tourism Association, National Emergency Management Agency (NEMA), etc.



BAHAMAS HURRICANE PREPARATION TIPS

Please take a moment to review the following (cont'd):

- **Designate an off shore web site or spokesperson:** In the event of transmission issues, designate an off shore person, to collect information and forward to the Ministry of Tourism and Aviation.
- **Damage Assessment Form:** Download and store a Damage Assessment form in advance in case there is a power or phone failure. In the event of a hurricane, these forms are critical tools for the Bahamas Hotel & Tourism Association and the Ministry of Tourism and Aviation in collecting and evaluating information.
- **Satellite Phone:** If you have a satellite phone, please share the number with the appropriate Promotion Board, Bahamas Hotel & Tourism Association and the Ministry of Tourism and Aviation.
- **Prepare for Recovery:**
 - Draft an outline of communications in advance of the storm and fill in pertinent, verified information for distribution after the event. Prepare to distribute update to guests, reservation holders, post update on website, Facebook/Twitter, etc.
 - Create a script for front desk, reservation desk, etc. so inquiries from the public are responded to accurately and uniformly.



BAHAMAS HURRICANE PREPARATION TIPS

In the event of a hurricane:

- The Ministry of Tourism and Aviation will conduct task force conference calls to keep key agencies apprised of preparations and developments.
- Please keep your local Ministry representative and the Bahamas Hotel & Tourism Association (BHTA) current on status of your property.
- Post-hurricane please complete and return your damage assessment form as quickly as possible.

Answering questions from media and visitors:

- It is very important to communicate only accurate, verified information in times of crisis.
- Please refer media inquiries to the Ministry of Tourism and Aviation as they will collect information as widely as possible.
- Individual properties will receive inquiries from visitors and potential visitors. It is important to establish one spokesperson to direct responses to questions and ensure that inquiries are answered with accurate information. If you do not know the answer to the question, do not be afraid to record the pertinent details and follow up with the right information.

Please be aware that comments on your hotel's social media channels or personal social media accounts that you may also use to comment on Bahamas or related sites will influence the public's perception of conditions on the island. Dramatic overstatements are not helpful.



BAHAMAS HURRICANE PREPARATION TIPS

Answering questions from media and visitors (cont'd):

Each hotel will need to establish its own policy regarding employees publishing comments or observations – particularly if these “updates” are not vetted for accuracy – that reference the business specifically. Updates on current conditions of or around a property should not be published by sources not designated as a spokesperson. As always, speculation should be avoided.

WHO TO CALL:

Joy Jibrilu - Director General

Clay Saunders - National Development & Special Projects, Office of the Minister

Mia Weech-Lange - Sr. Director, Global Communications

Step 1 - Getting the Facts

The Director General will act in liaison with Communications and obtain the maximum amount of information regarding the hurricane. Clay Saunders in turn, will contact tourism partners as appropriate.

In all cases the Director General and Clay Saunders will be the qualified spokespersons and will serve as liaison with the government and private sector.

The Director of Communications will be responsible for contacting the consumer and trade media. Any media calls received by others at the BMOT should be recorded and forwarded directly to Mia Weech-Lange, Bahamas Tourism’s Office in Plantation, Florida at (954) 888-1069; mlange@bahamas.com.



HURRICANE COMMUNICATIONS PLAN

Step 1 - Getting the Facts

The Ministry of Tourism and Aviation's Digital team will monitor social channels during and throughout the storm and will post appropriate updates. The Ministry of Tourism and Aviation's (BMOTA) and associate team members should be aware of organizations' social media policies and comply with all policies regarding discussion of events on personal social channels. Speculation, over dramatic or misleading posts on personal channels should be avoided during times of national crisis.

The key facts to be gathered by Clay Saunders on hurricane issues are:

1. When will the hurricane hit?
2. With what intensity?
3. What islands in the Caribbean will be the most affected?
4. Will it touch The Islands Of The Bahamas?
5. How widespread is the damage?
6. Are tourists/residents in danger?
7. Is there cause for evacuation?
8. Will transportation be affected?

Mia Weech-Lange and her team will track and be responsible for the following media activity:

1. Which media should be notified (TV, papers, radio, Internet)?
2. Where did/will all coverage run?
3. How many segments?
4. Obtain segments/articles
5. Arrange interviews



HURRICANE COMMUNICATIONS PLAN

Step 2 - Notifying Key People

Once the information is gathered, the Ministry of Tourism and Aviation's Communications Department will produce official press communiqués, updates and social posts. In the case of hurricanes, BMOTA Communications will issue statements at intervals appropriate to the situation and in consultation with the Director General and Clay Saunders. Regular updates on media coverage will be forwarded to the Director General and the Ministry of Tourism and Aviation's Executive team.

Step 3 - Notifying Crucial Publics

Statements should be sent to the following, as appropriate, by: Geneva Cooper and the Ministry of Tourism and Aviation's Global Communications are responsible for contacting:

- Bahamas Tourism Offices
- Promotion Boards and Hotels
- Media (consumer and trade)
- Tour operators/travel agents



HURRICANE COMMUNICATIONS PLAN

The Director General's office will contact and liaise with:

- United States Coast Guard
- Royal Bahamas Police Force
- Military (if national disaster declared)
- Embassies and Consulate offices
- Royal Bahamas Defense Force
- Bahamas Air Sea Rescue Association (BASRA)

Step 4 - Assigning One Media Spokesperson

Designate a spokesperson to discuss the situation and the effect that the hurricane has had on residents and on tourism.

The Bahamas Ministry of Tourism, Director General, Mrs. Joy Jibrilu is the spokesperson during times of crisis.

Step 5 - Responding to the Media & Being Accessible

Monitor the media coverage and collect all articles/taped segments. The Global Communications Department will send information to the director general. Establish one direct-dial phone number for key contacts. Always have the phone manned with appropriate persons with correct, up-to-date information.

A - Taking Control of Story

The Ministry of Tourism and Aviation's Communications Department will work with the spokespersons to draft a response to the media, such as a press release detailing how the situation is being handled. The releases may include key messages and tips for the consumers as well as talking points for the appropriate spokesperson.



HURRICANE COMMUNICATIONS PLAN

Step 5 - Responding to the Media & Being Accessible (cont'd)

B - Crafting the Statement

The Ministry of Tourism and Aviation's Global Communications Department will develop an accurate, truthful statement to be delivered by the spokesperson. New releases will be drafted as conditions change. The Global Communications Department will develop an internal and external release. Internal releases are informational and NOT meant for media distribution.

C - Delivering the Statement

The Ministry of Tourism and Aviation's Global Communications Department will send release/statement over the wires to local and major markets and make follow up calls to the media.



HURRICANE COMMUNICATIONS PLAN

SAMPLE EXTERNAL RELEASE:

OFFICIAL BAHAMAS TOURISM COMMUNIQUÉ 1
HURRICANE IRMA AND THE ISLANDS OF THE BAHAMAS
Tuesday, September 5, 2017 6:00 PM EDT
Next Update Wednesday, September 6, 2017 at 12:00pm EST

[Bahamas Ministry Of Tourism and Aviation Fully Activates For Hurricane Irma](#)

Nassau, Bahamas - Based on the projected path and forecast of Hurricane Irma, a hurricane watch is now in effect for Inagua, Acklins, Crooked Islands, Mayaguana, Long Cay, Semana Cay and Ragged Islands in the southeast of The Bahamas. Hurricane conditions are expected in these islands within 48 hours.

The Bahamas Ministry of Tourism anticipates temporary closure of airports and ports on these southernmost islands, and those with travel plans that include these islands are advised to check directly with their air carriers and hotels regarding reservations.

Lynden Pindling International Airport in Nassau, Grand Bahama International Airport, cruise ports and other facilities throughout the islands remain OPEN and will continue to be monitored closely. As of 12pm EDT Sept. 5 no flights servicing The Bahamas have been cancelled, however cruise lines are altering their itineraries and passengers should contact cruise lines directly for updates.

All hotels and resorts throughout The Bahamas have activated their hurricane response programs and are taking all necessary precautions to protect visitors and residents, as safety remains the highest priority.

The Bahamas is an archipelago with more than 700 islands and cays, spread over 100,000 square miles; there could be a tropical storm or hurricane warning for the southern islands the central and northern islands remain unaffected.

-more-



HURRICANE COMMUNICATIONS PLAN

SAMPLE EXTERNAL RELEASE:

Bahamas Ministry Of Tourism and Aviation Fully Activates
For Hurricane Irma (cont'd)

All visitors and potential visitors are advised to follow the progress of Hurricane Irma closely (www.nhc.noaa.gov).

The Bahamas Ministry of Tourism will continue to monitor Hurricane Irma and will provide updates as the situation warrants

###

*All times are Eastern Daylight Time (EDT)



HURRICANE COMMUNICATIONS PLAN

SAMPLE EXTERNAL RELEASE:

OFFICIAL BAHAMAS TOURISM COMMUNIQUÉ 2
HURRICANE IRMA AND THE ISLANDS OF THE BAHAMAS
Wednesday, September 6, 2017 11:00 AM EDT
Next Update Wednesday, September 6, 2017 at 3:00pm EST

[Bahamas Ministry Of Tourism and Aviation Fully Activates For Hurricane Irma](#)

NASSAU, Bahamas – Hurricane Irma continues to move west-northwest and is projected to pass just north of Puerto Rico today. A hurricane warning is now in effect for Inagua, Acklins, Crooked Islands, Mayaguana, Long Cay, Semana Cay and Ragged Islands in the southeast of The Bahamas. Hurricane conditions are expected in these islands within 36 hours.

A hurricane watch is now in effect for the island of the Central Bahamas which includes Long Island, Cat Island, Rum Cay, San Salvador and The Exumas; hurricane conditions may affect these islands within the next 48 hours.

A hurricane alert is now in effect for the Northwest Bahamas which includes Eleuthera, New Providence, Andros, The Berry Islands, Bimini, Grand Bahama and Abaco; hurricane conditions may affect these islands within the next 60 hours.

VISITORS

There are no visitors on Inagua, Acklins, Crooked Island, Mayaguana, Long Cay, Samana Cay and Ragged Island based on reports from the various island administrators. The majority of visitors are expected to leave The Islands Of The Bahamas by Thursday afternoon.

HOTELS

All hotels and resorts throughout The Islands Of The Bahamas have activated their hurricane programs and are taking all necessary precautions to protect visitors and residents where necessary.



HURRICANE COMMUNICATIONS PLAN

SAMPLE EXTERNAL RELEASE:

Bahamas Ministry Of Tourism and Aviation Fully Activates
For Hurricane Irma (cont'd)

AIRPORTS/AIRLINES

All airports throughout The Islands Of The Bahamas are still open today.

The Lynden Pindling International Airport in New Providence is expected to close on Friday afternoon.

International flights to the Out Islands will be suspended as of Thursday and will resume as soon as conditions allow

- Air Canada is expecting to resume flights to the Out Islands on Sunday, September 10th
- Silver Airways is hoping to resume flights to its 5 destinations in The Bahamas on Saturday, September 9th

CRUISE

Five cruise ships have rerouted away from ports of The Bahamas to other destinations: Allure of the Seas, Carnival Glory, Carnival Magic, Carnival Splendor, Carnival Pride. Cruise lines and international ferry services have cancelled sailings to Grand Bahama Island for the week.

Regular Bahamas Ministry of Tourism updates on Hurricane Irma can be found at Bahamas.com/storms.

###



HURRICANE COMMUNICATIONS PLAN

SAMPLE EXTERNAL RELEASE:

OFFICIAL BAHAMAS TOURISM COMMUNIQUÉ 7- ALL CLEAR
HURRICANE IRMA AND THE ISLANDS OF THE BAHAMAS
Tuesday, September 12 12:00 PM EDT

[The Bahamas is Open for Business](#)

NASSAU, Bahamas – The Bahamas is getting back to business as airports are open in Nassau, Grand Bahama Island and on nearly all Out Islands; international flights resume, including service to some Florida airports; and ports have reopened allowing cruise ships to begin to return.

The Bahamas is very fortunate as nearly all islands escaped severe damage but our thoughts and prayers continue to be with all those adversely affected by Hurricane Irma, both in our islands as well as our neighbors to the south and north.

Throughout the major tourist areas, such as Nassau and Paradise Island, Grand Bahama Island, The Abacos and The Exumas, hotels are resuming normal operations and welcoming more guests while visitors return to beaches and attractions.

Parts of the southern islands were more heavily impacted with damage ranging from cosmetic to severe structural damage. Assessment of Ragged Island continues, but other islands, such as Acklins Island, Crooked Island, Inagua and Mayaguana are mostly cleared. Full assessments throughout The Islands of The Bahamas began Monday, and will continue throughout the week.

AIRPORTS

All airports throughout The Islands of The Bahamas are open, and travelers should contact their respective airlines for flight information.

-more-



HURRICANE COMMUNICATIONS PLAN

SAMPLE EXTERNAL RELEASE:

The Bahamas is Open for Business (cont'd)

Nassau and Paradise Island

Airlines have resumed operating inbound and outbound international and domestic flights at the Lynden Pindling International Airport (LPIA) in Nassau. Bahamasair will resume service into the United States today, Tuesday, Sept. 12, at the following airports:

- Ft. Lauderdale/Hollywood International Airport
- Orlando International Airport
- Miami International Airport

Grand Bahama Island

While airlines are operating international flights out of Grand Bahama International Airport, U.S. Customs and Border Pre-Clearance is currently unavailable and will be reinstated at a later date.

Out Islands

International service has resumed from Exuma International Airport in The Exumas and Marsh Harbour Airport in The Abacos today, Tuesday, Sept. 12. Travelers should continue to check with carriers for schedule updates, as some carriers have added additional services.

HOTELS

The majority of hotel and resorts throughout The Islands of The Bahamas are operating as usual or are expected to reopen on their regularly scheduled dates. Reservation holders are encouraged to contact their respective hotels for more information.



HURRICANE COMMUNICATIONS PLAN

SAMPLE EXTERNAL RELEASE:

The Bahamas is Open for Business (cont'd)

Nassau and Paradise Island

Hotels on Nassau and Paradise Island received no damage. While many remained open, others are resuming normal operation:

- Atlantis, Paradise Island and Warwick Paradise Island remained open during the storm and continue to welcome guests.
- Baha Mar Resort and Casino resumes full hotel, casino and retail operations today, Tuesday, Sept. 12.
- Melia Nassau Beach Resort is open and will resume full operations on Wednesday, Sept. 13.
- One&Only Ocean Club on Paradise Island will be welcoming guests as of Wednesday, Sept. 13.

Grand Bahama Island

Grand Bahama hotels will begin resuming operations on Wednesday, Sept. 13.

CRUISE

The Port of Nassau and the Freeport Harbour are open for business. Cruise Lines will resume sailing to The Islands of The Bahamas on Wednesday, Sept. 13. Cruise reservation holders should check directly with their cruise provider for updates on departures and itineraries.

The Bahamas Ministry of Tourism and Aviation will be releasing updates on islands, hotels and services on [Bahamas.com/storms](https://www.bahamas.com/storms).

###



HURRICANE COMMUNICATIONS PLAN

SAMPLE: Hurricane Recovery Talking Points

HURRICANES IRMA AND MARIA

Between September 5 and 21, 2017, The Islands Of The Bahamas were impacted by Hurricanes Irma and Maria. Hurricane Irma's impact was limited to our southern islands and it appears at this time that Maria will only brush past us. Our southern islands of Acklins and Crooked Island were impacted, and Ragged Island was devastated by Irma. Assessment and recovery planning is underway and we will rebuild.

We have watched Hurricane Maria do serious damage to islands that were spared by Irma, and deal a second blow to neighbors already affected by Irma.

This is wrenching to see and our hearts are with them. We feel that The Bahamas is lucky to be in this position, as the impact of Irma and Maria on many of our neighbors was very serious. Our thoughts and prayers are with them.

The Bahamas and the Caribbean Tourism Organization are working on recovery plans and we will seek to assist as we can in the recovery of our region.

The Islands of The Bahamas are fortunate, our tourism centers are operating normally and providing the experience that consumers expect and desire from an island getaway.

A Swift Post Hurricane Response

The extensive tracking of Hurricanes Irma and Maria and advance warning allowed ample time for storm preparation and organizing of response strategies to address the aftermath of the storm. Visitors were evacuated well in advance of the storm and all measures were put in place to secure the safety of residents, and visitors who rode out the storm with us.



HURRICANE COMMUNICATIONS PLAN

Hurricane Recovery Talking Points (cont'd)

About Hurricanes in The Bahamas

- The Bahamas is actually comprised of 700 islands across 100,000 square miles of Atlantic Ocean and it is unusual for a storm to affect all of our islands.
- Hurricanes are a fact of life in our region and The Islands Of The Bahamas take hurricanes very seriously. We take precautions to protect our residents and our visitors throughout the islands as safety is our first priority.
- The Bahamas welcomes about 6 million visitors each year and relatively few of these trips are affected by a weather event like a tropical storm or hurricane.

Travel to The Bahamas

- The Bahamas have 16 islands from which visitors may choose. The capital of Nassau has all the dining and developed attractions that many resort visitors find attractive; Grand Bahama Island blends larger hotels with a slower pace that makes it easy to connect with local culture; and the Out Islands each have their own personality built around fishing, diving, boating – the heart of island life.
- Accessing any or all of these experiences is easy with many direct flights into Nassau from major cities and direct flights from Florida into many of the Out Islands, such as Abaco and The Exumas.
- Families, couples, honeymooners, anglers, divers and cultural explorers all can find an island that truly suits their personality.

###



HURRICANE COMMUNICATIONS PLAN

SAMPLE: Hurricane Disaster Relief Operations

The Ministry of Finance advises the public that where disaster relief operations are carried out by charitable and non-profit organizations, provisions exist under the Value Added Tax (VAT) Act for exemptions and refund of Valued Added Tax (VAT) expenses. Charities must register online and obtain a TIN or Tax identification number from the Valued Added Tax (VAT) Department. They must ensure that the TIN is quoted on all of their local expense receipts.

Most relief organizations have already received a TIN. Others are encouraged to register. In most cases, the process of getting a TIN takes less than 24 hours.

All donations of relief supplies shipped from outside The Bahamas are eligible for exemptions of both the Valued Added Tax (VAT) and Bahamas Customs duties, once advance notice and documentation is given to the Ministry of Finance, or National Emergency Management Agency (NEMA) sanctions the request.

Where charities incur direct expenses on their relief operations, whether for supplies or charter operations, they can apply to the Valued Added Tax (VAT) Department for refunds. Refunds however, cannot be provided to private individuals for goods donated to charities, whether purchased or used. However, where monies are donated, the relief organizations qualify for the Valued Added Tax (VAT) refund, when they use these funds.

To avoid being victims of fraudulent schemes, it is strongly recommended that persons making donations to relief organizations request proof that the organization has a tax identification number.

The Ministry of Tourism and Aviation has issued a notice to industry partners advising them to allow National Emergency Management Agency (NEMA), the appropriate Government agency, to conduct the initial damage and needs assessment in all the affected areas so that offers of assistance are appropriate. BMOT stressed that it is not recommended for private entities to travel to the affected areas at this time.



HURRICANE COMMUNICATIONS PLAN

Disaster Relief Operations (cont'd):

Once the reconnaissance has been done, a State of Emergency will be declared and that will then determine the next step in a well-established protocol on how to donate items and assess various concessions. Upon completion of the needs assessment, National Emergency Management Agency (NEMA) will advise aid distribution protocols, as well as manpower needs.

Six Royal Bahamas Defence Force (RBDF) officers have been deployed to Acklins. Five Royal Bahamas Defence Force (RBDF) officers are enroute to Crooked Island. An RBDF team left for South Long Island this morning, while another team is on standby for deployment to North Long Island. A team of Royal Bahamas Defence Force (RBDF) officers was sent to San Salvador and Rum Cay.

The Bahamas Red Cross Association is accepting supplies and donations at their Headquarters on Mackey Street. Contact The Bahamas Red Cross.

Address:

John F. Kennedy Drive
P.O. Box 8331
Nassau, Bahamas
Tel: +1 (242)-323-7370, +1 (242)-328-4415
Fax: +1 (242)-323-7404
Email: redcross@bahamas.net.bs

The Ministry of Tourism and Aviation's crisis management team continues to liaise with the National Emergency Management Agency (NEMA), Bahamas Hotel and Tourism Association (BHTA), Nassau Airport Development Company, the Port Authority and other relevant authorities.

Media contact: Mia Weech-Lange
Email: mlange@bahamas.com
Telephone: 954-236-9292



HURRICANE COMMUNICATIONS PLAN

HURRICANE IMPACT DAMAGE ASSESSMENT FORM

It is essential that we quickly gauge the initial impact of the hurricane on the hospitality industry. This will best position us to respond to media and travel partner inquiries as well as to assess the industry's readiness to return to business. Please take a moment to complete this form and respond via fax, email or phone to:

Clay Saunders

Email: csaunders@bahamas.com

Tel: (242) 397-2746

Cell: (242) 397-2746

Sue Pattusch

Email: spattusch@bahamashoteltourism.org

Tel: (242) 322-8381

Fax: (242) 502-4221

Satellite and Telephone Numbers

Director General Satellite Number:

870776127671

Tel: (242) 302-2760

HURRICANE IMPACT DAMAGE ASSESSMENT FORM (Pg. 23)



HURRICANE COMMUNICATIONS PLAN

HURRICANE IMPACT DAMAGE ASSESSMENT FORM

1. HOTEL NAME & ISLAND: _____

2. # of Rooms: _____ # Rooms Occupied w/Guests during Storm: _____

3. Damage Assessment (rate on a scale of 1,2,3 – 1 being minimal; 3; extensive). Briefly describe any major damage to structure and surrounding property:

4. Overview of Island (roads, electric, telephone, airport, services):

5. Personal Injuries (please indicate if any, and severity):

6. Anticipated Date to Open: _____

7. Anticipated Date to Full Normal Operations (normal room capacity):

8. Is there any other storm-related matter impacting or potentially impacting the industry, which we should be aware of?

Name: _____ Tel: _____

Fax: _____

Alternative Tel: _____

Email: _____

THANK YOU.



HURRICANE COMMUNICATIONS PLAN

Bahamas Hurricane Crisis Contacts

Hon. Dionisio D'Aguilar, Minister of
Tourism
[Bahamas Ministry of Tourism](#)
ddaguilar@bahamas.com
Tel: (242) 302-2019/2034/2058
Cell: (242) 818-5168

Charles Albury, Permanent Secretary
[Bahamas Ministry of Tourism](#)
calbury@bahamas.com
Tel: (242) 302-2000
Cell: (242) 357-3278

Joy Jibrilu, Director General
[Bahamas Ministry of Tourism](#)
jjbrilu@bahamas.com
Tel: (242) 302-2760
Cell: (242) 376-0050

Ellison Thompson, Deputy Director
General
[Bahamas Ministry of Tourism](#)
ethompson@bahamas.com
Tel: (242) 302-2000
Cell: (242) 422-6452

Clay Saunders, National Development &
Special Projects
Office of the Minister
[Bahamas Ministry of Tourism](#)
csaunders@bahamas.com
Tel: (242) 397-2746
Cell: (242) 826-4802

Jacqueline Ramsey, Director
Domestic Tourism
[Bahamas Ministry of Tourism](#)
jramsey@bahamas.com
Tel: (242) 302-2000
Cell: (242) 376-0890

Mia Weech-Lange, Sr. Director
Global Communications
[Bahamas Ministry of Tourism](#)
mlange@bahamas.com
Tel: (954) 888-1069
Cell: (561) 665-1530

Andre Miller, Director
Global Communications
[Bahamas Ministry of Tourism](#)
amiller@bahamas.com
Tel: (954) 888-1096

Anita Johnson-Patty, GM Communications
Global Communications
[Bahamas Ministry of Tourism](#)
ajohnson@bahamas.com
Tel: (954) 888 -1102
Cell: (305) 607-9946

Karen Seymour, Director
[Grand Bahama Ministry of Tourism](#)
kseymour@bahamas.com
Tel: (242) 350-8614
Cell: (242) 357-5076

Trevor Basden, Director
[Department of Meteorology](#)
t.basden@gmail.com
meteo@batelnet.bs
Tel: (242) 356-3734
Cell: (242) 424-0654

Doyle Fox, Inspector
Hotel Licensing Department
[Bahamas Ministry of Tourism](#)
dfox@bahamas.com
Tel: (242) 397-2724



HURRICANE COMMUNICATIONS PLAN

Bahamas Hurricane Crisis Contacts

Ms. Sherrylee Smith, Permanent Secretary
Ministry of Social Services and Community Development
sherrleesmith@bahamas.gov.bs
Tel:(242) 397-8610/8601

Ross Smith, Controller
Ministry of Transport/ Road Traffic Department
rosssmithr@bahamas.gov.bs
Tel: (242) 302-3851

Commander Dr. Raymond King
Acting Port Controller
Port Department
Tel: (242) 302-0225/ 326-7354/
322-1596/8832/2049

Michael Benson
US Coast Guard
nassauexecoffice@state.gov
Tel: (242) 322-1181 (ext.) 4224

Fred Lounsberry, Chief Exec. Officer
Nassau Paradise Island Promotion Board
fred@npipb.com
Tel: (954) 888-5915

Anthony Ferguson, Commissioner of Police
New Providence District/Paradise Island, Police Department
anthony.ferguson@rbpf.bs
Tel: (242) 376-1834

Samuel Butler, Asst. Commissioner of Police
Grand Bahama District, Police Department
samuel.butler@rbpf.bs
Tel: (242) 352-5048

Kerry Fountain, Exec. Director
Bahama Out Island Promotion Board
Executivedirector@boipb.com
Tel: (954) 647-0703
Cell: (242) 424-1130
Work: (242) 322-1140

Suzanne Pattusch, Executive Vice President
Bahamas Hotel Association
spattusch@bahamashotel tourism.org
Tel: (242) 322-8381
Cell: (242) 427-2164

Mr. Wesley Ferguson, President
Bahamas Taxi Cab Union
Tel: (242) 323-5818
btcunion@coralwave.com



HURRICANE COMMUNICATIONS PLAN

Bahamas Hurricane Crisis Contacts

Zhivago Dames
Chief Superintendent of Police
[Officer in Charge of Communication](#)
zhivago.dames@rbpf.bs
Tel: (242) 376-1928

Mr. Charles Sealy, Chief Executive
Officer (CEO)
[Doctor's Hospital](#)
cesealy@doctorshosp.com
Tel: (242) 302-4600
Tel: (242) 302-4640 (Direct Line)

Mary Lightbourne-Walker,
Chief Hospital Administrator
[Public Hospital Authority](#)
mlwalker@phabahamas.org
Tel: (242) 364-9600

Sharon Williams,
Hospital Spokespersons
[Rand Memorial Hospital](#)
sawilliams@gbhs.phabahamas.org
Tel: (242) 350-6700
Cell: (242) 457-3717

Jean Simmons, General Manager
Web Content
[Bahamas Ministry Of Tourism](#)
jsimmons@bahamas.com
Tel: (242) 302-2053
Cell: (242) 356-6965

Carolyn Turnquest, Director General
[Bahamas Red Cross](#)
carolyn.turnquest@gmail.com
Tel: (242) 323-7370/328-4415
Cell: (242) 477-7989/424-4201

Captain Stephen Russell, Director
[Director, National Emergency Management Agency \(NEMA\)](#)
stephenrussell@bahamas.gov.bs
Tel: (242) 322-6081/5
Cell: (242) 376-6362

Captain Charles B. Beneby, Director General of Civil
Aviation
[Bahamas Civil Aviation Authority \(BCAA\)](#)
charles.beneby@bcaa.gov.bs
Tel: (242) 326-0317
Cell: (242) 823-5488

Juliea Brathwaite-Rolle, Manager
State Safety Programme (SSP)
[Bahamas Civil Aviation Safety Authority \(BCAA\)](#)
juliea.brathwaite@bcaa.gov.bs
Tel: (242) 397-4715

Mr. Keith Major, General Manager
[Bahamas Air Navigation Services Division \(BANSD\)](#)
keith.major@bansd.gov.bs
Tel: (242) 397-4745
Cell: (242) 376-0860

Dr. Geannine Moss, Controller
[Bahamas Customs Department](#)
geanninemoss@bahamas.gov.bs
Tel: (242) 326-4406
Tel: (242) 604-3124/5
Tel: (242) 322-6223

Mr. Lenn King, Operations Manager
[Bahamas Air Navigation Services Division \(BANSD\)](#)
jimy3377@hotmail.com
Tel: (242) 377-2009
Cell: (242) 823-5487



HURRICANE COMMUNICATIONS PLAN

Bahamas Hurricane Crisis Contacts

Designee Mrs. Terentia Braynen
Air Traffic Operations (ATO)
Bahamas Air Navigation Services Division
(BANSO)
terrybraynen@hotmail.com
Tel: (242) 377-2004

Ms. Vernice Walkine
President and Chief Executive Officer (CEO)
Nassau Airport Development Company
(NAD)
vernice.walkine@nas.bs
Tel: (242) 377-0209

Mr. Cleavon Nixon
Manager, Safety and Emergency Planning
Public Safety
Nassau Airport Development Company
(NAD)
cleavon.nixon@nas.bs
Tel: (242) 377-0209/ 702-1091



HURRICANE COMMUNICATIONS PLAN

Bahamas Ministry of Tourism - Satellite Phone Numbers

Voice Number	Card Name
870776127669	Hon. Dionisio D'Aguiar Minister of Tourism
870776127670	Charles Albury Permanent Secretary
870776127671	Joy Jibrilu Director General
870776127672	Clay Saunders
870776127673	Jacqueline Ramsey
870776127674	Vincent Harris
870776127675	Karen Seymour , GBI
870776127668	Mia Weech-Lange
870776127676	June Cartwright, Harbour Island
870776127677	Jacqueline Gibson, Eleuthera
870776127678	Emmet Saunders, Exuma
870776127679	Wynsome Ferguson, Abaco
870776127680	Peter Douglas, Central Andros
870776127681	Mcroy Wilson, South Andros
870776127682	Kevin Wallace, Berry Islands
870776127660	Antoinette Stuart, Bimini
870776127661	Jermaine Johnson, San Salvador
870776127662	Dawn Simmons, Long Island

Ensure that the Sat phone on screen instructions are followed

011 + Sat number (Land or Cell phone to Sat phone)

00 + Sat number (Sat phone to another Sat phone)

001+ Area Code + Land or Cell number (Sat phone to Land or Cell Phone)