



**THE OFFICE OF DISASTER PREPAREDNESS
AND EMERGENCY MANAGEMENT**



CITIZEN'S CHARTER



DISASTERS DO HAPPEN...BE PREPARED!

CUSTOMER SERVICE STANDARDS

We commit to the following standards:

- Maintain an Information Desk at our Head Office to provide information on request by telephone or visits.
- Provide a cadre of professionals to conduct appropriate training and consultancy services in the areas of disaster preparedness, loss reduction and response.
- Maintain a Documentation Centre at our Head Office to provide information on a wide range of topics pertaining to disaster management.
- Disseminate information on hazards and emergency situations to the public via the media for public information. In the case of the passage of a hurricane or other significant metrological events, news releases will be disseminated at **least thirty six (36) hours prior to the event and every six (6) hours as the event progresses.**
- Operate on a twenty-four (**24**) **hour** basis to enable the public to contact us by telephone or by visits in the event of a disaster
- Provide general information on disaster management and disaster situations on both our adult and children websites.
- Coordinate the provision of relief to disaster victims for incidents affecting twenty (20) families or more on receipt of a **certified victims list** from relevant organisations within **ten (10) days.**
- Coordinate the response mechanism immediately on receipt of reports of emergency situations.
- Shelter listings will be posted on the ODPEM website, (*www.odpem.org.jm*) and at strategic locations in parishes.
- Building designated as shelters will be identified by an Emergency Shelter sign.
- Disseminate situation reports to all stake holders within **twenty-four (24) hours** of the event and every **six (6) hours** thereafter.
- We commit to treating all members of the public with absolute respect and courtesy, maintaining a high level of professionalism at all times.

ENQUIRIES

The ODPEM is committed to dealing promptly, courteously, and effectively with all personal, telephone and written enquiries. In order to ensure this, service standards have been established for each area as follows:

Telephone Enquiries

- Voice mails will be responded to within **one (1) working day**.
- Your calls will be answered within **three (3) rings**.
- Customers will not be kept on hold for longer than **30 seconds** during normal working hours.
- Customers will not be transferred to more than **two (2) employees**.
- Your telephone enquiries will be dealt with by trained and experienced staff.
- In dealing with your enquiries our staff will assist you by:
 1. Firstly, identifying themselves, then
 2. Referring your call to the designated officer who will deal with you appropriately.

Written Enquiries

Replies to all correspondence will be acknowledged within **five (5) working days** and if there is need for further information, every effort will be made to resolve your enquiry in full before a reply is sent. Where this is not possible, we will indicate when a final response can be expected.

Personal Enquiries

- Personal enquiries are received at the Reception Desk at the Head Office.
- Acknowledgement of walk-in clients within **one (1) minute** of entry.
- A welcoming, and neat environment is provided.
- Our officers are identified by their **name badges** or **identification cards**.
- In dealing with your enquiries our officers will assist you by:
 1. Being professional and efficient by– confirming the action to be taken.

2. Providing information and direction to facilities and services.
3. Receiving your views and comments and passing them on for action.

Customers are seen within **ten (10) minutes** of the agreed time of any appointment:

Customers without appointment are seen within **thirty (30) minutes** or an appointment is arranged.

INFORMATION/OPENNESS

- The Annual Report, along with the audited financial statements will be available on request **six (6) months** after the end of each financial year.
- Telephone numbers for all offices are listed at the back of this brochure for easy access and in the emergency listing at the front of the telephone directory.
- Information brochures on who we are and what we do will be provided.
- The ODPEM will assess the impact of our public awareness programmes through the use of surveys at least **once (1) per year**.
- Information on disasters such as news releases, situation report and hazard facts are posted on the ODPEM website (www.odpem.org.jm)
- We also have a more user friendly website for children (www.odpem.org.jm/kids)
- Other requests for documents produced by the ODPEM will be responded to within **thirty (30) days** of receipt of application

CUSTOMER'S ROLE

- Ensure that you read brochures on hazards published by ODPEM.
- Obey advisories sent out by the ODPEM
- Be courteous and cooperative with the interaction of ODPEM's Staff.
- Report any hazards or emergencies caused by hazards immediately to the offices of the ODPEM.
- Cooperate by answering our customer service survey.
- Ensure adequate contact information is available for all requested and/or emergency response needs.

COMPLAINTS PROCEDURE

1. Complaints may be filed in writing or by calling the Senior Director of Corporate Services.

1-888-991-4262 or 928-5111-4
2. Your complaint will be acknowledged & resolved within seventy-two (72) hours.
3. If you are not satisfied, you should seek further redress from the Director General.
4. Once the internal complaints procedure has been exhausted, a report may be made to the Ministry of Land & Environment.
5. For further redress, you may contact:

Mrs. Carol Royes
Senior Director, Standards & Monitory Unit
Citizen's Charter Programme
Cabinet Office
2a Devon Rd.
Kingston 6.

Tele: (876) 929 - 1423
Fax: (876) 929 - 6676
E-mail: Caboff-cfre@cwjamaica.com

6. And finally;

The Public Defender
78 Harbour Street
Kingston

Tele: (876) 922 - 7089
Fax: (876) 922 - 9830
E-mail: publicdefender@mail.infochan.co

Head Office and National Emergency Operations Centre

12 Camp Road
Kingston 4

Telephone #: 928-5111 – 4
Tel/Fax: (876) 928-5503
E-mail: odpem@cwjamaica.com
Website: www.odpem.org.jm
Kids Website: www.odpem.org.jm/kids
Toll Free: 1-888-991-4262

Western Regional Office

St. James Parish Council
19A Union Street, Montego Bay
St. James
Tele: 952-5500 – 2
Fax #: 952-4066
E-mail: rhaye@odpem.org.jm

Southern Regional Office

Manchester Parish Council
32 Hargreaves Avenue
Mandeville P.O.
Tele: 962-2279 – 9
Fax #: 962-0611
E-mail: cdelgado@odpem.org.jm

Northern Regional Office

RADA

Address

Tele: 994-9203

Fax #: 994-2632

E-mail: agordon@odpem.org.jm