Situation Report: Cyclone Pam, Vanuatu, March 2015

Situation Report #5 Cyclone Pam, Vanuatu (period covered March 13 to March 18)
Prepared by: Humanity Road / Animals in Disaster Follow: @Humanityroad / @Disasteranimals / @jAIDDog

Situation Overview

Background

18 March - Day 4: Category 5 Cyclone Pam has caused widespread, severe damage and loss of life through the country of Vanuatu, particularly in the Central and Southern regions, which experienced a direct hit. A state of emergency is in place for Shefa Province, Vanuatu, and is likely to be extended to Tanna, Tafea, Malampa and Penama Provinces as previously inaccessible and incommunicado areas are reached and assessed. The storm made landfall in Vanuatu around 12:30am on 14 March. Communications networks have gone down, and there is massive property damage in many areas. Water has been restored to up to 80% of Port Vila but in other areas, waterborne diseases such as diarrhea are a major risk. Hospitals & supplies incurred serious damage; 2 UNICEF tents have been set up; supplies have arrived and more en route. (Source: NDMO Sitrep 3 - Mar 16)

Over the past 4 days, Humanity Road volunteers have sifted through nearly 300k Twitter and Facebook messages. Responders from across the globe are on-site and providing critically needed relief, but Pam’s devastation was widespread, and many nearly-obiterated communities desperately need basic relief. Vanuatu includes over 80 smaller islands, many of which are devastated and have so far been unreachable and/or may be underserved by responders.

Below are highlights for the past 48 hours, a section on underserved areas, and significant updates followed by information on specific sectors, such as hospitals and utilities and useful social media accounts. Under that is a section called Status by Provinces followed by information on disaster relief agencies responding and animals.

Needs:

18 March:
- Lenakel hospital -19.533948, 169.289778 needs Airlift for critically wounded, ORS, Medicines, Water, equipment including maternity. Video

17 March:
- 10:00am via Humanity Road - List of Aid Agencies responding (3W) is now available to download.
- Ambrym Island - serious damage, gardens destroyed so will need food. They have some

Support@humanityroad.org
www.Humanityroad.org
water but will probably need more. (source)
- **Moso Island** has received no relief - they need food and water. **They have been drinking saltwater.** (source)
- **Taunono Village** (coordinates: -16.376684, 167.562500) - totally destroyed, need food and water. (source)
- 3:00am **Tanna Island** - population 28,799, (coordinates -19.5, 169.333333), is in desperate need of food, drinking water, and medical care. Air Taxi Vanuatu (contact info) flew World Vision and NGOs to Tanna Mar 16; they report urgent children injured and only one doctor for 30,000 people. Air Taxi offering to carry 6-7 people and/or supplies (source) (source).

**Social Media Overview**

As of March 18 8:00am: Humanity Road volunteers have sifted through nearly 300k twitter messages in Twitter and facebook messages. Using a tool called Scanigo, tweets are aggregated noise is filtered out allowing us to focus on those tweets with high potential to be actionable. Based on this review, we are observing situational awareness about damage has increased with the release of aerial and local imagery. Much of the content reported is about the lack of food, shelter, water and extreme damages. Family members are still anxious to connect to loved ones. General twitter traffic is from aid response partners, and there is still very little citizen reporting General information about the severe damage to hospitals and lack of doctors is also emerging.

**Facebook Highlights:**
- **Vanuatu Cyclone Pam 2015**
  18 Mar: Unable to get updated information about Aniwa Island tourist locations (see underserved locations below)
  18 Mar: Citizens and diaspora discussing Unicefs report that 100% of crops are lost on Tanna many villages on the coastal area of west Tanna have hand pumps accessing underground water source.
- **Vanuatu Cyclone Pam 2015 Find My Family** - this was created for people to post information about missing loved ones.
- **Humans of Vanuatu** - information and pictures from a local in Port Vila.
- **Pacific Island Living** - this page has shared information and news including news from resorts and tourist areas reporting their status.

**Twitter Highlights from Last 48 Hours:**
18 March:
- 8:00am Aniwa Island - we have reviewed 250k tweets and have almost no information about Aniwa Island - we are seeing tweets from family tracing loved ones reportedly on Aniwa.
- Register or search missing persons @ICRC (Source)
- Video of inside Lenekal Tanna Hospital needing Airlift for critically wounded, ORS, Medicines, Water, equipment including maternity. via CNN
- Oxfam International Assessment teams reach Tanna and Erromango islands in Vanuatu (Source)
- Telecoms sans Frontieres will be assessing communications (Source)
- ICT responders on ground; share contact info with @WFP to facilitate coordination: (Source)
- Tikopia lost 90% of food crops & fruit trees, water contaminated. (Source)

17 March:
- Requests for transportation are emerging such as from @TanbokProject and @350
- Royal Australian Air Force base at Amberley in Australia is fielding some military aid transports such as UK DFID from RAF Brize Norton (source)
- WHO is sending health and emergency response experts with supplies. UNICEF are also working with the Ministry of Health to conduct an immunization campaign in response to a measles outbreak that began before the cyclone. (Source)
- No aid has reached Moso Island; urgent need for H2O, food. (Source)

Underserved Location Highlights

Shefa Province:

- **Tongoa Island, in Shepherd Islands** (coordinates for airport -16.891100,168.550995)
  - 17 Mar: In Tongoa - a small island that has about 3,000 people - 95% of homes are estimated to have been destroyed (unconfirmed). (source)

- **Moso Island, in Shepherd Islands** (coordinates: -17.533300,168.250000)
  - 17 Mar: Villagers in the community of Taseriki have received no help and many houses are flattened. There are no shops, people grow their own food, and their crops have been destroyed. Children are going hungry, and they are having to scavenge for food. Villagers have been having to drink saltwater for two days. These people cannot survive like that for long. (source)

- **Taunono Village** (coordinates: -16.376684,167.562500), population about 200.
  - 17 Mar: via UNICEF visit to Village Chief Narua Joe Kwane - All houses are damaged or destroyed. Everyone is sleeping outside. They have received no food or water and are scavenging for coconuts. All the fruit trees are gone. They owned a small Nakamal (a traditional gathering area) where local men used to come to drink cava. It was their main source of income but now it’s all gone. (source)

- **Nguna Island** (coordinates: -17.433300,168.350006), 13 villages, population 1,300.
Situation Report – Cyclone Pam, Vanuatu, Rev 3/18/2015
Glide TC-2015-000020-VUT

- No contact, no communications. It is likely houses were destroyed, and likely that there are needs. (source)

- Emau (Emao) Island (coordinates -17.483299,168.483002)
  - 17 March: Anyone looking for information for EMAU --- I have been able to reach one person in Mangarongo Village. As far as she knew, they are all alive! There is phenomenal damage -- loss of houses, food, clean water. All of Marou Village has moved up to Mangarongo School. People in Mangarongo are sleeping in the church. Not sure about the rest of the island, but as far as she knew, everyone is alive.

- Tongariki, Makira, Emae, Epi Islands
  - Aerial surveys showing they were seriously damaged. In some villages, not a single building is standing. (source)

Tafea Province

- Tanna Island (also Tana) - -19.5, 169.333333 - Population 29,047
  17 March:
  - 9:55pm via DFAT Vanuatu (excerpts)
    - Dillons Bay Airport (184610S 1691005E) T0010z, road leading to airport is blocked by broken trees and debris but is clearable, 1 x white building with red roof at the end of the runway, no damage observed. Hut near white building is damaged, water tank observed was intact, runway clear, airport terminal clear.
    - Village of Unpongkor (184859S 1690054E) 70% destroyed
    - Village of Happy Land (185358S 1690338E), 80% destroyed
    - Village of Unoroh (185619S 1691026E) 80% destroyed
    - Village of Yasauwi (185817S 1691415E) 80% destroyed
    - Ipota Airport (185123S 1691705E) 70% of adjacent buildings destroyed, runway is clear, 20 x pax observed, roads on ridge line are blocked, remainder of roads clear
    - Village of Ifo (185452S 1692009E) 50% destroyed, some repairs appear in progress.
    - Village in position (185021S 1691452E), 90% destroyed.
    - Village of Potnarvin (184452S 1691231E) 80% destroyed
    - Village in position (183950S 1690924E) 100% destroyed, 10 x pax observed, no approach roads observed.
    - Village in position (183758S 1690506E) 50% destroyed
    - 8:00pm via Oxfam Vanuatu - there is a possibility that a ferry will be leaving Port Vila for Tanna on 18 March with supplies. (source)
4:00pm - via Oxfam Australia - Assessment teams were sent to Tanna & Erromango islands and are due back to Port Vila within 24 hours to report back on what survivors need. Some of the medical personnel in assessment teams sent to Tanna & Erromango islands will stay until more help arrives. (source) (source)

3:30am via ABC News - Photo of Tanna airport (source)

3:00am Tanna is in desperate need of food, drinking water, and medical care. Air Taxi Vanuatu (contact info) flew World Vision and NGOs to Tanna Mar 16 and reports urgent children injured and only one doctor for 30,000 people. Air Taxi offering to carry 6-7 people and/or supplies (source) (source).

16 March:

8:00pm Digicel working on restoring cellular communications on Tanna (source)

7:30pm Care Australia - initial report from our staff now on Tanna that damage 'significantly worse than Port Vila'. Shelter & water critical needs. (source)

15 March:

A pilot who flew to Tanna and was able to make an initial assessment reported that all corrugated iron structures were destroyed, the concrete structures had lost roofs, and all the trees had been ripped out. There is no drinking water, and there were two reported deaths (though this is unconfirmed.) (source)

- Erromango Island (coordinates: -18.813889, 169.122778), Population 1,959

16 Mar, 1:00am via Humanity Road - Erromango seriously damaged, relief supplies needed (source)

- Aniwa Island, Tafea Chain (-19.234444, 169.600556) - population 341

17 Mar: in Tafea chain with villages Imalé, Isavaï, Ikaokao, Namsafoura, In the north part of there is the Aniwa Airport (IATA: AWD, ICAO: NVVB) that is connected to Dillon's Bay, Futuna, Ipota, Tanna. Air Vanuatu is the only airline connecting the local airport. Aniwa Ocean View Bungalows is the only tourist resort in the island and it is located in the south. Their FaceBook page is not updated since 2013 but here you can find the contact addresses of the owners. The island is also home to B&B tel +678 561 6506 http://www.aniwaceanview.com , aniwaceanviewbungalows@gmail.com

Malampa Province:

- Ambrym Island (coordinates -16.250000,168.116669)

18 Mar: Via update from someone who made it all the way past Willet to Megamone
last night (17 March) after dark. A lot of devastation in north Ambrym. The existing school is completely demolished except for sleeping quarters. Most of the homes, teachers homes included, are flattened, trees down everywhere. He is now making his way back on foot to Ranvetlam. He will check more carefully as he goes back. Taking some folks with him back to Ranon. Their gardens (food supplies) have for the most part been ruined. They have some water. (source)

17 Mar: Reported to have widespread damage in the southeast part of the island. (source)

- **Paama Island** *(coordinates -16.466700,168.216995)*
  - Island reported to have been badly hit. (source)

**Disaster Response Significant Updates in past 48 hours (most recent first)**

**17 March:**

- A medical team and field hospital is deploying from Darwin, Australia. They will be setting up their operations at Vila Central Hospital. (source)

- The Japanese government is sending a 14 person medical team to Vanuatu. They will arrive tonight 18th Mar. The Japanese Red Cross is also going to send their medical team. (source)

- An Urban Search and Rescue (USAR) Taskforce of 54 emergency services personnel led by Fire & Rescue New South Wales (NSW) (FRNSW), Australia will head to Vanuatu today to assist with disaster relief efforts. FRNSW has drawn together a USAR team comprising 42 fire officers who are rescue and disaster relief experts, six Ambulance Service NSW paramedics, one NSW Police Force officer, one member of Emergency Management Australia, two doctors and two engineers. The team is expected to depart from Richmond RAAF Base at around 2pm and will be based in Port Vila. Their tasks will focus on clearing critical infrastructure, in particular, the old Port Vila Hospital, which has been severely damaged. (source)

- MapAction has published a list of reference maps including: locations of evacuation centres, location of sites flown in aerial assessment, reference map for Erromango, reference map for Tanna. (source)

- A French Army flight from Noumea brought a dozen utility workers, who will be assisting in the mammoth task of rebuilding the local power grid. (source)

- Unconfirmed report that the municipal water tank in Ohlen burst and the ensuing flood sent three homes washing down the hillside. (source)
### National Links

- **Government of Vanuatu**
- **Vanuatu Meteorological Services**
  
  Email: forecast@meteo.gov.vu
  
  Phone: +678 22932
  

### Regional and Local Links

To get more info on Vanuatu situation, FB page of **Humans of Vanuatu** provided this email address: gcrum@gmail.com

Some information is being received by people overseas reaching relatives in Vanuatu - information is being posted on the **Vanuatu Cyclone Pam 2015 Facebook page**.

### Communications

#### Status of Communication Networks

**17 March:**

Digicel has phone charging stations @ Chew Store & Market House Kiosk 8.30am-4.30pm; Flagship Store 8am-5pm ([source](#)).

**16 March:**

Public charging stations are being deployed across the islands so that customers can power their phones and Digicel is providing US$250,000 in free credit so that customers can get in touch with their loved ones as services are restored. ([source](#)) ([source](#)).

**15 March:**

-- 5:00pm - Via Digicel Vanuatu - A jpg map has been posted on Digicel FaceBook with red circles of areas where service has been restored. Digicel advises the public to follow them in FaceBook for official updates on further restorals. Digicel also advises that while service may be restored, power remains out and cell phones may be dead ([source](#)).

Sites that re up include: VTU002 Shefa_SDA Secondary; VTU003 Shefa_Malapoa Estate;

### Emergency Numbers

#### Emergencies

- Free national emergency numbers:
  - Ambulance 112
  - Paramedics (Promedical) 115
  - Police 111
  - Fire 113
  - Ports 114

#### Reunification & Other Assistance

**Vanuatu Red Cross**

Phone: (+678) 27418

Emergencies: 777 37 53

[International Red Cross family reunification page](#).

List missing persons and register persons alive.

**Vanuatu Cyclone Pam website** (includes a Locate Friends/Relatives page)

**Vanuatu Cyclone Pam 2015 Find My Family**

(Facebook page being used by people searching for family/friends)

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**Support@humanityroad.org**

VTU007 Shefa_Erakor 3G Sector A
VTU008 Shefa_Ellouk; VTU023 Shefa_Pango; VTU024 Meteo Head office; VTU004 Shefa_Ohlen; VTU005 Shefa_Lalua
-- TVL has one tower for mobile working, near the hill going up from Vila town to Namba 2. (source)

Communications Companies & Contact Information

Digicel
Email: customercarevanuatu@digicelgroup.com
From a Digicel mobile (local): 123 (free call)
From a land line (local): 555 6001
From a Digicel mobile (International): +678 5556 001

Telecom Vanuatu
Phone: 081111
Email: customercare@tvl.net.vu

Telsat Pacific
Telsat Broadband
Phone: +678 23407
Email: telsat@telsatbb.vu

Radio:
FM107, Port Vila (streaming online - currently offline as of 8am, 15 Mar)
ABC Radio Australia (streaming online with #TCPam reports)

Ham Radio:
Very few operators in YJ. All I can suggest is IARU Region 3 COE's:
3.600, 7.110, 14.300, 18.160 and 21.360 MHz (source: @VK2CSW)

Vanuatu Cyclone Pam 2015 (Facebook page)
People are posting information about relatives they haven't reached.

US Embassy in Papua New Guinea (covers Vanuatu)
Emergency hotline for American citizens: 675-7200-9439

Department of Foreign Affairs & Trade, Australia
Australian High Commission emergency number for people in Australia worried about friends/relatives in the Pacific: 1300 555 135. Open 24/7. They need full names, date of birth and where they were when cyclone hit.

Consular Emergency Centre, Canberra, Australia
Help for Australians:
From anywhere in world: +61 2 6261 3305
From Australia: 1300 555 135

New Zealand Embassy in Vanuatu
La Casa D’Andrea E Luciano, Rue Pierre Lamy
Port Vila
Phone: 00 678 22933
Email: kiwi@vanuatu.com.vu

British High Commission Honiara (covers Vanuatu)
Phone: (+677) 21705
Email: bhc@solomon.com.sb

Support@humanityroad.org
www.Humanityroad.org
### Hospitals / Medical Support

#### Status of Hospitals
**17 March**
- A medical team and field hospital is deploying from Darwin, Australia. They will be setting up their operations at Vila Central Hospital. ([source](#))
- The Japanese government is sending a 14 person medical team to Vanuatu. They will arrive tonight 18th Mar. The Japanese Red Cross is also going to send their medical team. ([source](#))
- An Urban Search and Rescue (USAR) Taskforce of 54 emergency services personnel led by Fire & Rescue New South Wales (NSW) (FRNSW), Australia is deploying. Will include one doctor and 6 paramedics. ([source](#))
- Video of inside Lenekal Tanna Hospital via CNN -19.533948, 169.289778

#### Status of Evacuation Centres/Shelters
**17 March**
- [Location of Evacuation Centres Map](#), MapAction, 17 March 2015
- ShelterBox is sending 1,000 shelter kits from prepositioned stock to help repair damaged buildings in #Vanuatu. [http://bit.ly/1LfAzVl](http://bit.ly/1LfAzVl)
- @HabitatAu has sent assessment team to #Vanuatu [http://bit.ly/1LoMujI](http://bit.ly/1LoMujI)

**16 March:**
- around 3,300 people sheltering in 37 evacuation centres. ([source](#))
- 1,640 shelter kits for use by families of five people and more than 1900 solar lanterns with inbuilt mobile phone chargers enroute from @DFID
- Diesel fuel is needed for chainsaws and generators. ([source](#))
- Something to cook with is needed because the wood is too wet to make fires. ([source](#))
- Power is needed to turn on the water pumps or mosquitoes will become a problem. ([source](#))

**15 March:**
- Via NDMO Sitrep #3 - NDMO formed an Evacuation Centres Working Group to ensure that the safety, protection and needs of the evacuees are being prioritised with other operational planning.
- An Evacuation Centres Working Group comprised of Vanuatu Red Cross, Protection, Gender and Disability, WASH and Logistics specialists to manage assessments and assistance to people.
- Assessments of Evacuation Centres and Registration of evacuees are to start on Sunday, 15 March.

### Shelters

**16 March:**
- Assessment of Evacuation Centres and Registration of evacuees are to start on Sunday, 15 March.
### Health Service Profile for Vanuatu from 2012

*(reference)*

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<thead>
<tr>
<th>Hospitals, Port Vila</th>
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<tbody>
<tr>
<td>Port Vila Bay Hospital</td>
<td>Phone: 27 777</td>
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<tr>
<td>Email: <a href="mailto:vbhc@vanuatu.com.vu">vbhc@vanuatu.com.vu</a></td>
<td></td>
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<tr>
<td>Port Vila Central Hospital</td>
<td>Phone: 22 100</td>
</tr>
<tr>
<td>Email: <a href="mailto:vch@vanuatu.gov.vu">vch@vanuatu.gov.vu</a></td>
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<th>Hospitals, Espiritu Santo</th>
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<tr>
<td>Northern Provincial Hospital, Luganville</td>
<td>Phone: 36 345</td>
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<tr>
<td>Email: <a href="mailto:tvurobaravu@gmail.com">tvurobaravu@gmail.com</a> or <a href="mailto:tsala@vanuatu.gov.vu">tsala@vanuatu.gov.vu</a></td>
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<tr>
<th>Hospitals, Outer Islands</th>
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<tr>
<td>Norsup Hospital, Malakula, Ph: 678 48 410</td>
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<tr>
<td>Lolowai Hospital, East Ambae, Ph: 38 302</td>
<td></td>
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<tr>
<td>NduiNdui Hospital, West Ambae, Ph: 38345</td>
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<tr>
<td>Melsisi Hospital Melsisi, Pentecost, Ph: 38 366/38 170</td>
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<tr>
<td>Lenakel Hospital Isangel, -19.533948, 169.289778 Tanna, Ph: 68 659</td>
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<th>Doctors, Efate,</th>
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<tr>
<td>Pro Medical Paramedics, Port Vila, ph 25 566</td>
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<tr>
<td>Dr Jean Luc Bador, Port Vila, Drug Store, ph 23 036 22 925 Email <a href="mailto:jlbdr@vanuatu.com.vu">jlbdr@vanuatu.com.vu</a></td>
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<tr>
<td>Dr Finberg &amp; Dr Tulimanu, Port Vila, Drug Store, ph 22 826 26 946</td>
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<tr>
<td>Dr Frank Spooner, Port Vila Drug Store, ph 23 380</td>
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<tr>
<td>Dr Timothy Vocor, Luganville, ph 36 141 36 141</td>
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Medical evacuation from the outer islands is conducted by local aircraft with paramedic and
advanced life support equipment. Overseas medevac for non-critical patients (seated or on stretchers) is onboard Air Vanuatu’s Boeing 737-300 to Brisbane, Sydney, or Auckland. Seriously ill patients are evacuated by Queensland-based air ambulance with a medical team

<table>
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<tr>
<th>AMBULANCE SERVICE / MEDICAL</th>
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<tr>
<td>Tel (678) 122 Vila Central Hospital</td>
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<td>Tel (678) 37112 Santo Hospital</td>
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<td>Tel (678) Lenakel Hospital Tanna</td>
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<td>Tel (678) Lolowai Hospital Ambae</td>
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<td>Tel (678) Norsup Hospital Malekula</td>
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### Red Cross

**Offices & Contact Information**

- **Vanuatu Red Cross**
  - Rue d'Auvergne
  - PO Box 618 Port Vila
  - Phone: (+678) 27418
  - Emergencies: 777 37 53
  - Fax: (+678) 22599
  - Email: redcross@vanuatu.com.vu
  - Facebook

**13 March:**

-- The VRCS has coordinated with the Vanuatu NDMO to mobilize VRCS volunteers through national radio broadcasts. The VRCS headquarters in Port Vila was closed for safety reason at midday 13 March prior to Pam’s landfall in Port Vila. The NDMO headquarters is being used as operational base during this period. VCRS is co-lead of the logistics cluster and has been tasked with the provincial logistics cluster in Tafea Province. VCRS is coordinating with Australian Red Cross and New Zealand Red Cross to provide relief supplies. (source)

### Vulnerable Populations

**Organizations offering help, rides, etc.**

- CARE
- World Vision

**16 March:**

-- All schools have been damaged or destroyed. School supplies, temporary schools, and rebuilding materials and plans are needed. (source)

-- Vanuatu Society for People with Disability Center was destroyed but all staff are safe. (source)

-- Via UNOCHA Sitrep: Many of the evacuation centres have numerous women and young children sleeping in close quarters, so protection issues will be paramount in coming weeks. (source)

### Status of Nursing Homes, Orphanages, Schools, etc.

Port Vila has been badly damaged, so the kids have nowhere to go to school. [http://bit.ly/1baaqXT](http://bit.ly/1baaqXT)
**Airports**

**Airport Status:**

16 March:
-- Port Vila airport has reopened with limited facilities. Planned flights for Monday 16 March are: NF11 Sydney - Vila DEP 0600 ARR 0920 | NF10 Vila-Sydney DEP 1120 ARR 1515 | NF 01 Sydney - Vila DEP 1615 ARR 2000 | NF20 Vila - Brisbane DEP 2200 ARR 2345 | All Timings local time. Check in 2 hours prior departure Tuesday flight schedules to be advised. VANUATU DOMESTIC FLIGHTS ARE SUSPENDED UNTIL FURTHER NOTICE. (source)
-- via UNOCHA - the Port Vila airport is now open for commercial flights. (source)
-- Military flights are being allowed to land.

**Airports and where to find information**
- Linua Island (TOH)
- Torba (VU-TOB)
- Vanuatu (VU)

There are three international airports ranked in order of importance:
-- **Santo-Pekoa International Airport.** Main destinations: Brisbane, Craig Cove, Gaua, Longana, Port Vila, Sola, Walaha.
-- **Whitegrass International Airport:** Anatom, Aniwa, Dillon's Bay, Futuna, Ipota, Port Vila.

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**Status of Highways/Roads**

16 Mar: Teouma Bridge and Creek Ai bridge both gone, so ground transport cannot even get to Teouma or north Efate. (source) (source)

**Maritime, Shipping, and Ports**

Interactive Chart (map) of Vanuatu

Port Arrivals, Departures, Wind Forecast: (Click buttons for each feature after following link)

Port of Maewo

Port of Vila

Port of Espiritu Santo
## Power, Gas and Water

### Status Reports

**16 March:**
-- Access to water and electricity is rapidly being restored in Port Vila. ([source](#))

**15 March:**
-- Via NDMO Sitrep 3 - As of Mar 14 - UNELCO have advised that the electricity is out everywhere. There appears to be greater than 80% damage to power lines, and the power will not be fully restored for several weeks.

### Companies & Contact Information

**Unelco**
Customer service number: 26 000

Malekula
Lakatoro
PO Box 19 Lakatoro
Phone/Fax: 48 415
Emergency: 77 44 323

Tanna
Lenakel
PO Box 899, Lenakel
Phone/Fax: 88 959
Emergency: 77 62 450

## Maps/Situational Awareness Reports

**Maps:**
-- Reliefweb [Sitreps for Vanuatu](#)
-- Emergency Response Coordination Centre (ERCC), [ECHO Daily Map](#), 17 Mar 2015.
-- [Location of Evacuation Centres](#), MapAction, 17 March 2015
-- [Map Real time Wind Surface Currents](#)
-- [Digital Maps](#): Digital-Cyclone.org
-- Vanuatu Met [Current Bulletins and Warnings](#)
-- Humanitarian Response.info [Maps](#)

**Mapping Efforts**
[Hot-OSM](#) Help map Vanuatu
[Mapaction](#) has deployed a team

**Situation Reports:**
17 March:
[United Nations in Geneva Press Briefing on Vanuatu](#)

16 March:
-- [UNOCHA Situation Report No. 2](#), 16 Mar 2015
-- Red Cross Emergency Plan of Action Operation Update ([download](#))

15 March:
-- [Emergency Telecommunications Cluster (ETC) Situation Report #01](#)
-- [UNOCHA Situation Report No. 1](#), 15 Mar 2015

14 March:
-- [UNICEF Pacific Situation Report #1](#)
-- 10:00pm: North Pentecost Update: Gardens were badly damaged, thatched roof houses blown away. Mauna Health Centre reports 5 casualties. Two admitted. ([source](#))
-- [UN OCHA Flash Update](#)- Mar 14 44 unconfirmed
<table>
<thead>
<tr>
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<th>deaths on Penama Province. Estimates hardest hit islands are Maewo (population 3,569), Ambae (population 10,407) and Pentecost (population 16,843)</th>
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<tr>
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<td>-- 350 Pacific Overnight Update</td>
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<td>13 March:</td>
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<td>-- IFRC Bulletin 13 Mar: International Federation of the Red Cross</td>
</tr>
</tbody>
</table>

**Twitter**  
**FaceBook**
Hashtags: As of Mar 14 7:00am Vanuatu time
- This event includes tweets across multiple countries and many islands, towns and villages
- With no evidence of common hashtags in use by any general population. There are location mentions, event mentions, variations of event names and variations of location names. This is complicating data mining efforts. Highlights on Hashtags:

Major Hashtags #TCPam, #Pam,
#CyclonePam, #Vanuatu, #PortVila

Micro Hashtags (Locations) Lakatoro,
Luganville, Malampa, Malakula, Ambrym,
Paama, Penama, Pentecost, Ambae, Isangel,
Maewo, Pénama, Port Vila, Sanma, New Caledonia, Torba, Tafea, Torres Islands, Banks Islands, Efate,

Noisy Hashtags (unrelated tweets in stream)
Malo, Santo,

Silent Hashtags (no mentions in the stream)
Gaua, Kwakea, Merelava, Merig, Mota,
Motalava, Ureparapara, Vanua Lava, Hiw, Linua,
Metoma, Tegua

Twitter Accounts of Interest
@RAPacificBeat
@FijiGov_RMDNDM
@aureliabalpe
@PacIsLiving
@UNOCHA_ROP
@UNICEFPacific
@UNICEF NZ
@CAREAustralia
@Hal_Needham
@unisdr
@apluspacific
@Colincvr
@jsovick

Facebook Accounts of Interest
Vanuatu Red Cross
Humans of Vanuatu
Pacific Island Living
Fijian Government
Impact Vanuatu
Digicel Vanuatu
Telsat Broadband
350 Pacific
350 Vanuatu
Give to Vanuatu
Vanuatu Cyclone Pam 2015
Vanuatu Cyclone Pam 2015 Find My Family
Telecoms Sans Frontieres

Support@humanityroad.org
www.Humanityroad.org
Situation Report – Cyclone Pam, Vanuatu, Rev 3/18/2015
Glide TC-2015-000020-VUT

@niuslady
@ABCNews24
@L3xyphoto
@pascal_alick
@jaksilmaestro
@WSBTheatre
@radionz
@HaliteshFijiTV
@FijiOneNews
@350Pacific
@VanuatuHumans
@ShelterCluster
@RNZinews
@radioaustralia
@raetlomi

Pictures and Videos

Vanuatu Live Cams

17 March 2015
Drone footage - cyclone damage
Photo - school in Freshwota being used as an evacuation centre
Photo collection - from the Guardian

16 March 2015
Video - Water tank collapse
Photo - Tanna Airport
Photo - crushed car
Photo - huge uprooted tree
Photo - damage to Vanuatu Society for People with Disability Center
Photo - downed tree in front of Australian High Commission
Photo - destroyed ferry shelter.

15 March 2015
Photo - destroyed bridge, only one from north Efate to Port Vila.
Photos - via Facebook Group
Photo - aerial photo from Efate.

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Video - damage / interviews in Port Vila:
Photos - hospital damage in Port Vila
Video - devastation in Mele Village
Photo - damage to Teouma bridge restricting access to the most affected areas of Efate.

15 March 2015

Photos of damage in Vanuatu via Guardian UK
Photo of destroyed house in Port Vila
Photos of Holiday Inn
Photos of damaged CARE office

14 March 2015

Photo of NDMO office
Video of damage in Vanuatu
Photo of damage from Save the Children
Photos from Unicef Pacific
Photo - downtown Port Vila
Photo - BP Wharf
Slide show preparing for TCPam

Status by Provinces
Torba Province - Capital Sola, Banks & Torres, Population 7,757
- 16 Mar, 11:30am: News just in from our volunteer in Sola via relay to volunteer in Hui - extensive damage to crops, food security issues in next 2 weeks. (source)
- 16 Mar, 11:30am: Red Cross has begun assessments on Banks Island and is working with the government to arrange boats as soon as possible to deliver relief supplies. (source)
- 14 Mar 5:40am very little updates found in social media
- 14 mar 5:40am Loh/Linua Island, Torba, Vanuatu Airport- (Great Circle Mapper)

Penama Province - Capital Loltong, includes Pentecost Island, Ambae & Maéwo Capital Longana
Remote villages made of leaves and other flimsy materials are vulnerable
- 16 Mar: Pentecost Island, Penama Province - Facebook conversation continuing - No records of deaths. No news of beautiful Laone yet and even central Pentecost. Poor network visibility. (source)
- 14 Mar, 10:00pm: North Pentecost Update: Gardens were badly damaged, thatched roof houses blown away. Mauna Health Centre reports 5 casualties. Two admitted. (source)

Sanma Province, Capital Luganville, includes Santo and Malo
- 13 Mar, 3:00pm: Conditions in Luganville (source)
- 13 Mar, 3:00pm: Conditions in Luganville (source) (same video, different source).

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**Malampa Province** - Ambrym, Capital Eas, Malakula, Capital Lakatoro, Paama, Capital Liro

- 17 Mar: Ambrym has widespread damage in the southeast of the island. Nearby Paama was also badly hit. ([source](#))
- 13 March, 6:00 pm: Communications tower on Ambrym island has fallen down. There seem to have been fatalities, but of course it's impossible to confirm ([source](#))

**Shefa Province** - Éfaté, Capital Port Vila and Shepherd Islands and its Capital Morua, and New Hebrides

- **Tonga Island, in Shepherd Islands** (coordinates for airport -16.891100,168.550995)
  - 17 Mar: In Tongoa - a small island that has about 3,000 people - 95% of homes are estimated to have been destroyed (unconfirmed). ([source](#)) ([source](#))

- **Moso Island, in Shepherd Islands** (coordinates: -17.533300,168.250000)
  - 17 Mar: Villagers in the community of Taseriki have received no help, and many houses are flattened. There are no shops, people grow their own food, and their crops have been destroyed. Children are going hungry, and they are having to scavenge for food. Villagers have been having to drink saltwater for two days. You cannot survive like that for long. ([source](#))

- **Nguna Island** (coordinates: -17.433300,168.350006), 13 villages, population 1,300.
  - 17 Mar: No contact, no communications. It is likely houses were destroyed, and there are needs. ([source](#))

- **Epi Island** (coordinates: -16.716700,168.250000)
  - 16 Mar: via FB flyover of Epi island indicates Epi Guesthouse appears ok ([Source](#))

- **Emau (Emao) Island** (coordinates -17.483299,168.483002)
  - 17 March: Anyone looking for information for EMAU --- I have been able to reach one person in Mangarongo Village. As far as she knew, they are all alive! There is phenomenal damage -- loss of houses, food, clean water. All of Marou Village has moved up to Mangarongo School. People in Mangarongo are sleeping in the church. Not sure about the rest of the island, but as far as she knew, everyone is alive.

- **Taunono Village** (coordinates: -16.376684,167.562500), population about 200.
  - 17 Mar: Via UNICEF visit to Village Chief Narua Joe Kwane - Village is outside Port Vila. All houses are damaged or destroyed. Everyone is sleeping outside. They have received no food or water and are scavenging for coconuts. All the fruit trees are gone. They owned a small Nakamal (a traditional gathering area) where local men used to come to drink cava. It was their main source of income but now it’s all gone. ([source](#))
Port Vila
- 16 Mar: Via UNOCHA Sitrep 1 - Although Port Vila’s water supply is back online in at least some areas, there are concerns for non-reticulated areas, as well as for the safety of drinking water. The provision of WASH services in the more than 25 evacuation areas is urgent, as is the assessment of WASH needs in rural areas in all affected provinces. (source)

Taféa Province, Capital Isangel Province Taféa Population 29,047

17 March:
- Aneityum and Mystery Island - Location 20°11′18″S 169°49′34″E Population 915
  NDMO staff have visited Aneityum and Mystery Island; they look ok. Communications Towers are still up but they can’t get communications through due to the tower on Tanna being broken. source link referred to us via UNOCHA
- Tanna Island (also Tana) - Location -19.5, 169.333333 - Population 29,047
  17 March:
  - 9:55pm via DFAT Vanuatu (excerpts)
  - Dillons Bay Airport (184610S 1691005E) T0010z, road leading to airport is blocked by broken trees and debris but is clearable, 1 x white building with red roof at the end of the runway, no damage observed. Hut near white building is damaged, water tank observed was intact, runway clear, airport terminal clear.
  - Village of Unpongkor (184859S 1690054E) 70% destroyed
  - Village of Happy Land (185358S 1690338E), 80% destroyed
  - Village of Unoroh (185619S 1691026E) 80% destroyed
  - Village of Yasauwi (185817S 1691415E) 80% destroyed
  - Ipota Airport (185123S 1691705E) 70% of adjacent buildings destroyed, runway is clear, 20 x pax observed, roads on ridge line are blocked, remainder of roads clear
  - Village of Ifo (185452S 1692009E) 50% destroyed, some repairs appear in progress.
  - Village in position (185021S 1691452E), 90% destroyed.
  - Village of Potnarvin (184452S 1691231E) 80% destroyed
  - Village in position (183950S 1690924E) 100% destroyed, 10 x pax observed, no approach roads observed.
  - Village in position (183758S 1690506E) 50% destroyed
  - 8:00pm via Oxfam Vanuatu - there is a possibility that a ferry will be leaving Port Vila for Tanna on 18 March with supplies. (source)
  - 4:00pm - via Oxfam Australia - Assessment teams were sent to Tanna & Erromango islands and are due back to Port Vila within 24 hours to report back on what survivors
need. Some of the medical personnel in assessment teams sent to Tanna & Erromango islands will stay until more help arrives. ([source] [source])

- 3:30am via ABC News - Photo of Tanna airport [source]
- 3:00am Tanna is in desperate need of food, drinking water, and medical care. Air Taxi Vanuatu ([contact info]) flew World Vision and NGOs to Tanna Mar 16 and reports urgent children injured and only one doctor for 30,000 people. Air Taxi offering to carry 6-7 people and/or supplies ([source] [source]).

**16 March:**
- 8:00pm Digicel working on restoring cellular communications on Tanna ([source])
- 7:30pm Care Australia - initial report from our staff now on Tanna that damage 'significantly worse than Port Vila'. Shelter & water critical needs. ([source])

**15 March:**
- A pilot who flew to Tanna and was able to make an initial assessment reported that all corrugated iron structures were destroyed, the concrete structures had lost roofs, and all the trees had been ripped out. There is no drinking water, and there were two reported deaths (though this is unconfirmed.) ([source])

- **Erromango Island - Location -18.813889, 169.122778** - Population 1,959,
**16 March:**
- 1:00am via Humanity Road - Erromango seriously damaged, relief supplies needed ([source])

- **Aniwa Island, Tafea Chain (-19.234444, 169.600556)** - population 341
  - 17 Mar: in Tafea chain with villages Imalé, Isavai, Ikaokao, Namsafoura, In the north part of there is the Aniwa Airport  (IATA: AWD, ICAO: NVVB) that is connected to Dillon's Bay, Futuna, Ipota, Tanna. Air Vanuatu is the only airline connecting the local airport. Aniwa Ocean View Bungalows is the only tourist resort in the island and it is located in the south. Their FaceBook page is not updated since 2013 but here you can find the contact addresses of the owners. The island is also home to B&B tel +678 561 6506 [http://www.aniwaoceanview.com](http://www.aniwaoceanview.com), aniwaoceanviewbungalows@gmail.com

### Animals in Disaster

<table>
<thead>
<tr>
<th>Animal Shelters / Rescues/ Veterinarians</th>
<th>Relief &amp; Agencies Responding</th>
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<tbody>
<tr>
<td>Vets Beyond Borders</td>
<td>Where to Donate, Needs, Volunteering</td>
</tr>
<tr>
<td>Vet Clinic Port Vila Phone: (678) 25702</td>
<td>Give to Vanuatu (information on where to take donations in Australia)</td>
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<tr>
<td><strong>Other Relief Information:</strong></td>
<td>Vanuatu Cyclone Pam 2015 (Facebook page - share information about needs and offer help).</td>
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<tr>
<td>World Animal Protection has deployed a disaster</td>
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response team and will immediately begin helping animals. Their work will complement humanitarian relief by protecting people's friends, and often their main source of livelihood. In Port Vila we anticipate pets will need vet care, shelter and emergency feed. In more rural areas, we know that most farms would not be equipped for a disaster of this magnitude so, working with local vets and agriculture officials, we will go where the animal needs are greatest and focus our relief efforts there. ([source](source))

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<tr>
<th>Agencies Providing Relief and Recovery Work</th>
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<tbody>
<tr>
<td>Adventist Deployment and Relief Agency</td>
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<tr>
<td>Save the Children</td>
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<tr>
<td>Plan Australia</td>
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<tr>
<td>350 Pacific, @350</td>
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<td>ADRA Vanuatu</td>
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<tr>
<td>Australian Air Force, @Aus_AirForce</td>
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<td>CARE Australia, @CAREAustralia</td>
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<td>CARE Canada, @carecanada</td>
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<td>CARE Vanuatu</td>
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<tr>
<td>Convoy of Hope, @ConvoyofHope</td>
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<tr>
<td>Croix-Rouge Francaise (French Red Cross), @CroixRouge</td>
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<td>Fiji Red Cross Society</td>
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<td>International Federation of the Red Cross &amp; Red Crescent Societies (IFRC), @Federation</td>
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<td>International Federation of the Red Cross &amp; Red Crescent Societies (IFRC) Pacific Regional Office (PRO), @aureliabalpe</td>
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<tr>
<td>Oxfam Australia, @OxfamAustralia</td>
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<td>Pacific Humanitarian Team (UNOCHA), @UNOCHA_ROP</td>
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<td>Plan Australia, @PlanAustralia</td>
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<td>Red Cross AU, @RedCrossAU</td>
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<td>Red Cross New Zealand, @NZRedCross</td>
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<td>Samaritan’s Purse, @SamaritansPurse</td>
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<tr>
<td>Save the Children Australia, @savechildrenaus</td>
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<td>UNICEF Asia Pacific, @UnicefAsiaPac</td>
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<td>Unicef Australia, @unicefaustralia</td>
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<td>Unicef Pacific Islands, @UNICEFPacific</td>
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<td>UNICEF New Zealand, @UNICEFNZ</td>
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<td>UN Disaster Assessment &amp; Coordination (UNDAC)</td>
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<td>Vanuatu Red Cross</td>
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<tr>
<td>Volunteer Service Abroad (VSA), @VSAvolunteer</td>
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<tr>
<td>World Vision, @WorldVision</td>
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| World Vision Australia, @WorldVisionAus |