Situation Report: Cyclone Pam, Vanuatu, March 2015

Situation Overview

Background

On 12 March, 2015, Cyclone Pam (#TCPam) was upgraded to a category 5 storm and was tracking in a southerly direction to the west of Vanuatu. It first impacted the Solomon Islands, Kiribati, and Tuvalu creating serious damage including lost homes, road damage, and power and communication outages. Vanuatu began preparing on 12 March, and a red alert was issued for the provinces of Torba, Sanma, Penama, Malampa, Shefa, and Tafea on 13 March. People living in low-lying areas, near the shoreline, and in unstable dwellings were advised to evacuate immediately to evacuation centers and substantial, concrete buildings. The storm made landfall in Vanuatu around 12:30am on 14 March. There are early reports of power outages, communication networks down, and many damaged homes and buildings. Vanuatu includes over 80 smaller islands.

Below are 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 Island Group followed by information on disaster relief agencies responding and animals.

Significant Updates (most recent first)

15 March:
- Via ABC News Australia - Vanuatu's president Baldwin Lonsdale has called for emergency aid from abroad. Peter Walton, head of international programs for the Red Cross in Vanuatu reports that the humanitarian needs are enormous. Shelter, food and water are urgent priorities right now. (source)

- via UNOCHA - A United Nations Disaster Assessment and Coordination (UNDAC) team is expected arrive in Port Vila on the evening of 15 March. OCHA will also deploy three staff with information management, public information and humanitarian coordination expertise on 15 March. (source)

- Via Volunteer Service Abroad - All our volunteers and staff in Port Vila and Santo now confirmed safe (19 of 23 people total). We have had text messages from several volunteers in Port Vila tonight, who say, for them, cellphones are now working (at least some of the time). We also have volunteers in Pentecost, Malekula and Tanna, where communications are still down. (source)

- 5:45am: via American able to reach relatives in Port Vila by phone - People in Port Vila are
wandering around sleeping wherever they can find shelter. Standing in the Beverly Hills area of Vila you can see 360 degrees all over the city because everything is knocked down. TVL has one tower for mobile working, near the hill going up from Vila town to Namba 2. All neighborhoods near the airport and the airport itself are severely damaged beyond repair. People in Vila are boiling water as it is unsafe to drink from the tap. People are worried about water supplies and food shortages due to destruction of gardens. (source)

- 3:00am: Via Convoy of Hope - Convoy of Hope is deploying a disaster response team to Vanuatu (source)

14 March:

- 11:00pm Via OXFAM - We have no power or running water and are still not able to move around freely,” - Oxfam’s @ColinCVR reported from in Vanuatu (source)
- 10:00pm: North Pentecost Update: Gardens were badly damaged, thatched roof houses blown away. Mauna Health Centre reports 5 casualties. Two admitted. (source)

- 7:30pm New Zealand Red Cross warehouse, 1200 tarps, water containers and essential first aid kits are being loaded up to send 3000 kilometres away. (source)
- via Guardian UK: Damage Photos Vanuatu (source)
- via UNICEF: Up to 90% of buildings in Port Vila affected. All mobile towers except one in Port Vila destroyed so no communication between Efate and both north and south provinces. There is therefore a complete absence of data on the impact of the cyclone outside of Port Vila. Weather permitting, the Franz group will activate aerial assessments within the coming days. The UNICEF field office in Port Vila is operable, and UNICEF staff are securing the warehouse, and repairing the national Immunisation cold room. EPI specialists and consultants have been reassigned to emergency roles, including supporting a Measles vaccination plan. (source)

- Via FaceBook / Humans of Vanuatu - Cell towers down in Port Vila (source)

- via Oxfam: Vanuatu’s National Disaster Management Office’s (NDMO) initial assessment: serious damage in Port Vila, airport is closed and runway flooded - public works is clearing the airport, roads blocked from debris, some bridges down, power is out, national broadcasting service is down, NDMO emergency communications radio room is working and sending broadcasts, hospital is damaged, 26 evacuation centres registered and a few more open - will be open for 2 weeks, 4 fatalities reported in Port Vila, red alert still in place, communications to outer islands is down. (source)

- 4:00pm: CARE Vanuatu has confirmed Port Vila is a scene of complete devastation, and Vanuatu's outer islands could be worse. They have received unofficial reports of fatalities. Most roads are blocked by fallen trees, and evacuation centres were damaged. Some in Port Vila were flooded and lost roofs. (source)
- 3:45pm: Digicel suffering major cellular outages up north. Tanna sites also down. Calls within Efate will depend on which sector customers are connected to; some sites down. (source)
- 12:00pm: Vanuatu Red Cross confirms that shelter, water & food are priorities, situation disastrous, hospital damaged. (source) Also confirms permanent structures destroyed and power lines and heavy rain are preventing cleanup. (source) Cyclone-proof buildings are badly damaged, thousands of people in light shelters likely to be affected. The Red Cross is sending 1000+ tarpaulins on NZC130 tomorrow. (source)

- 11:00am: Vanuatu’s National Disaster Management Office (NDMO) says part of the country’s main hospital, Vila Central, have been destroyed. (source)

- 11:00am: Vanuatu’s NDMO says it’s likely a State of Emergency covering the entire country will be declared today. (source)

- 10:00am: According to the Red Cross, communications are patchy, power is down, there is no water, shelter needs are enormous, and Government of Australia will do a fly-over as soon as weather allows. (source)

- 2:00am: Next warning from Vanuatu meteo / NDMO may be delayed. They’ve lost part of their roof. (source) Efate still feeling hurricane force winds; some communication returning. (source)

- 1:00am: NDMO says all of Efate affected, worse on the East Coast. Lots of damage and injuries. (source) It is difficult to get assistance to people due to power lines and trees blocking roads (source)

- 12:00am: A Vanuatu National Disaster Management Office spokesperson, Mishaen Garae Lulu said cellphone and other networks appeared to be down, and it has been difficult to collect other information from the northern provinces (source)

- UNOCHA: 44 unconfirmed deaths on Penama Province. Estimated hardest hit islands are Maewo (population 3,569), Ambae (population 10,407) and Pentecost (population 16,843). (source)

- 350 reports - Here in Port Vila (capital), we have experienced destructive winds and heavy rains. Flying objects from place to place. Outside the Meteorology office while trying to stay awake/ alert assisting the National Disaster Management office officers with the operations during the cyclone we have witnessed falling objects from the office roof and piles of water running through doors and windows in the office. (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  
gcrumb@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](http://Vanuatu Cyclone Pam 2015 Facebook page).

### Communications

#### Status of Communication Networks

**15 March:**  
-- TVL has one tower for mobile working, near the hill going up from Vila town to Namba 2. *(source)*

**14 March:**  
-- The NDMO emergency communications radio room is working and sending broadcasts. The National Broadcasting Service is down. Communications to the outer islands is down. *(source)*  
-- via Unicef - All mobile towers except one in Port Vila have been destroyed; complete lack of communication between Efate and both north and south provinces. *(source)*  
-- 5:00pm: Telsat Pacific’s main tower up on Joint Court Hill went down in the storm. The government lost multiple towers, including the one joining the e-gov network to the northern half of the country. *(source)*  
-- 3:45pm: Digicel suffering major cellular outages up north. Tanna sites also down. Calls within Efate will depend on which sector customers are connected to; some sites down. *(source)*  
-- 2:00am: Efate still feeling hurricane force winds; some communication returning. *(source)*  
-- 12:01am: The NDMO says cell phone and

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### 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

**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**  
Emergency number for people in Australia worried about friends/relatives in the Pacific: 1300 555 135

**Consular Emergency Centre, Canberra, Australia**  
Help for Australians:
other networks appeared to be down, and it has been difficult to collect other information from the northern provinces (source).

12 March:
-- Digicel and Telecom Vanuatu agreed to provide free SMS services to disseminate cyclone warnings (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
From overseas: +678 7781111
Email: customercare@tvl.net.vu

**Telsat Pacific**

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

**Vunic**

**Radio:**
FM107, Port Vila (online streaming)

**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)

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
### Hospitals

<table>
<thead>
<tr>
<th>Status of Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 March:</td>
</tr>
<tr>
<td>-- 11:00am: Vanuatu’s National Disaster Management Office (NDMO) says part of the country’s main hospital, Vila Central, have been destroyed. (<a href="#">source</a>)</td>
</tr>
</tbody>
</table>

#### Hospitals, Port Vila
- **Port Vila Bay Hospital**
  - Phone: 27 777
  - Email: vbhc@vanuatu.com.vu
- **Port Vila Central Hospital**
  - Phone: 22 100
  - Email: vch@vanuatu.gov.vu

#### Hospitals, Espiritu Santo
- **Northern Provincial Hospital**, Luganville
  - Phone: 36 345
  - Email: tvurobaravu@gmail.com or tsala@vanuatu.gov.vu

#### Hospitals, Outer Islands
- **Norsup Hospital**, Malakula, Ph: 678 48 410
- **Lolowai Hospital**, East Ambae, Ph: 38 302
- **NduiNdui Hospital**, West Ambae, Ph: 38345
- **Melsisi Hospital Melsisi**, Pentecost, Ph: 38 366/38 170
- **Lenakel Hospital Isangel**, Tanna, Ph: 68 659

#### Doctors, Efate,
- **Pro Medical Paramedics, Port Vila**, ph 25 566
- **Dr Jean Luc Bador**, Port Vila, Drug Store, ph 23 036 22 925
  - Email jibdr@vanuatu.com.vu
- **Dr Finberg & Dr Tulimanu**, Port Vila, Drug Store, ph 22 826 26 946
- **Dr Frank Spooner**, Port Vila Drug Store, ph 23 380

#### Doctors, Espiritu Santo
- **Dr Timothy Vocor**, Luganville, ph 36 141 36 141

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### Shelters

<table>
<thead>
<tr>
<th>Status of Evacuation Centres/Shelters</th>
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</thead>
<tbody>
<tr>
<td>14 March:</td>
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<tr>
<td>-- 7:31pm At the New Zealand Red Cross warehouse, 1200 tarps, water containers and essential first aid kits are being loaded up to send 3000 kilometres away. (<a href="#">source</a>)</td>
</tr>
</tbody>
</table>

-- 12:01am: Up to 4000 people across Vanuatu have taken refuge in shelters such as concrete churches and schools. Of those, 1000 are in shelters in the capital, Port Vila. "We have evacuated over 1000 people to different evacuation centres and we've just called off that process at the moment," Mr Lulu said. "We are delivering some basic rations to the evacuation centres, and that is in process at the moment." ([source](#))
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.

**AMBULANCE SERVICE / MEDICAL**
Tel (678) 122 Vila Central Hospital  
Tel (678) 37112 Santo Hospital  
Tel (678) Lenakel Hospital Tanna  
Tel (678) Lolowai Hospital Ambae  
Tel (678) Norsup Hospital Malekula

### Red Cross

**Vulnerable Populations**

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

*CARE*  
*World Vision*

Big hugs to @CAREAustralia for helping 195 ppl including 3 disabled people into evac centers  
http://bit.ly/1NTnHTT #DAFN

Good to hear this from CARE Aus " ‘There has been a big focus on making sure that women, children and people living with disabilities are being informed,’ Ms Damon said."  

Aurelia Balpe @aureliabalpe 10h10 hours ago Fiji TuvaluRC distributed blankets tarps H20 containers today to 100 people+, helped elderly w/ house repairs @federation

@CAREAustralia has launched a donation campaign aimed at providing  
1) Water purification kits  
2) Family hygiene kits  
3) Emergency food packages  
Care Emergency Relief

**Red Cross & 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 Mar: The VRCS has coordinated with the Vanuatu NDMO to mobilize VRCS volunteers through national radio broadcasts. The VRCS has 200 active volunteers who are being mobilized and another 200 volunteers on standby. 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)
### Transportation/Infrastructure/Roads

<table>
<thead>
<tr>
<th>Airport Status: 14 March:</th>
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<tbody>
<tr>
<td>The Port Vila airport is closed and the runway is flooded. Public works is clearing the airport. (<a href="#">source</a>)</td>
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<table>
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<tr>
<th>13 March:</th>
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<tbody>
<tr>
<td>All Vanuatu Airports remain closed. The closure will extend into Saturday 14 March. All Air Vanuatu flights International and Domestic have been cancelled until further notice. Flight NF11/14 March is indefinitely delayed.</td>
</tr>
</tbody>
</table>

**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

**Railways**
No Railway system present.

### Situation Reports:

<table>
<thead>
<tr>
<th>14 March:</th>
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<tbody>
<tr>
<td>UNICEF Pacific Situation Report #1</td>
</tr>
<tr>
<td>UN OCHA Sitrep 2: Mar 14 44 unconfirmed deaths on Penama Province. Estimates hardest hit islands are Maewo (population 3,569), Ambae (population 10,407) and Pentecost (population 16,843)</td>
</tr>
<tr>
<td>350 Pacific Overnight Update</td>
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<table>
<thead>
<tr>
<th>13 March:</th>
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<tbody>
<tr>
<td>IFRC Bulletin 13 Mar: International Federation of the Red Cross</td>
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<table>
<thead>
<tr>
<th>Power, Gas and Water</th>
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</thead>
<tbody>
<tr>
<td><strong>Companies &amp; Contact Information</strong></td>
<td><strong>Status Reports</strong></td>
</tr>
</tbody>
</table>
| *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 | |

<table>
<thead>
<tr>
<th>Twitter</th>
<th>FaceBook</th>
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**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, Ambraym, 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
@UNICEFNZ
@CAREAustralia
@Hal_Needham
@unisdr
@apluspacific
@Colincvr
@jsovick
@niuslad
@ABCNews24
@L3xyphoto
@pascal_ailick
@jaksilmaestro

**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

Humanityroad.org
@WSBTheatre
@radionz
@HalifeshFijiTV
@FijiOneNews
@350Pacific
@VanuatuHumans
@ShelterCluster
@RNZInews
@radioaustralia

**Pictures and Videos**

**Vanuatu Live Cams**

15 March 2015

Photos of damage in Vanuatu via Guardian UK

14 March 2015

video of

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

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### Status by Island Group

<table>
<thead>
<tr>
<th>Island Group</th>
<th>Capital</th>
<th>Province</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Banks &amp; Torres</strong></td>
<td>Sola</td>
<td>Torba</td>
<td>7,757</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
|                       |         |            | - 14 Mar 5:40am very little updates found in social media  
|                       |         |            | - 14 Mar 5:40am Loh/Linua Island, Torba, Vanuatu Airport- ([Great Circle Mapper](#)) |
| **Pentecost**         | Loltong | Penama     | 12,000     |
| Remote villages made of leaves and other flimsy materials are vulnerable |
|                       |         |            | - 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](#)) |
|                       |         |            | - 14 Mar, 1:40am: Hotel residents taking shelter in local Holiday Inn ([source](#)) |
|                       |         |            | - 14 Mar, 1:30am: High winds of 240km/h reported ([source](#)) |
|                       |         |            | - 13 Mar, 3:00pm: Phone service reported as being out ([source](#)) |
| **Ambae & Maéwo**     | Longana | Penama     | 14,646     |
| **Santo & Malo**      | Luganville | Sanma  | 36,084     |
| - 13 Mar, 3:00pm: Conditions in Luganville ([source](#)) |
| - 13 Mar, 3:00pm: Conditions in Luganville ([source](#)) (same video, different source). |
| **Ambrym**            | Eas     | Malampa   | 7,787      |
| - 13 March, 6:00 pm: Communications tower on Ambrym island has fallen down. There seem to have |

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been fatalities, but of course it's impossible to confirm (source)

<table>
<thead>
<tr>
<th>Location</th>
<th>Capital</th>
<th>Province</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malakula</td>
<td>Lakatoro</td>
<td>Malampa</td>
<td>23,361</td>
</tr>
<tr>
<td>Paama</td>
<td>Liro</td>
<td>Malampa</td>
<td>1,557</td>
</tr>
<tr>
<td>Éfaté</td>
<td>Port Vila</td>
<td>Shefa</td>
<td>50,000</td>
</tr>
<tr>
<td>Epi</td>
<td>Ringdove</td>
<td>Shefa</td>
<td>3,000</td>
</tr>
<tr>
<td>Shepherd Islands</td>
<td>Morua</td>
<td>Shefa</td>
<td>1,439</td>
</tr>
<tr>
<td>New Hebrides</td>
<td>Port Vila</td>
<td>Shefa</td>
<td>186,678</td>
</tr>
<tr>
<td>Taféa</td>
<td>Isangel</td>
<td>Taféa</td>
<td>29,047</td>
</tr>
</tbody>
</table>

**Animals in Disaster**

- **Animal Shelters / Rescues**
  - **Veterinarians**
    - Vets Beyond Borders
      - Vet Clinic Port Vila
        - Phone: (678) 25702

- **Other Relief Information:**
  - World Animal Protection is ready to deploy to assess impact on communities and their animals. (source)

**Relief & Agencies Responding**

- **Where to Donate, Needs, Volunteering**
  - Give to Vanuatu (information on where to take donations in Australia)
  - Vanuatu Cyclone Pam 2015 (Facebook page - share information about needs and offer help).

- **Agencies Providing Relief and Recovery Work**
  - 350 Pacific, @350
  - CARE Australia, @CAREAustralia
  - CARE Canada, @carecanada
  - CARE Vanuatu
  - Convoy of Hope, @ConvoyofHope
  - Oxfam Australia, @OxfamAustralia
  - Pacific Humanitarian Team (UNOCHA), @UNOCHA_ROP
Situation Report – Cyclone Pam, Vanuatu
Rev 3/15/2015

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Volunteers Reporting

Alice, Anne, Cat, Chris, Gijs, Joshua, Allyson, John, Alberto, Robert, Judith, Gerald, Cindy