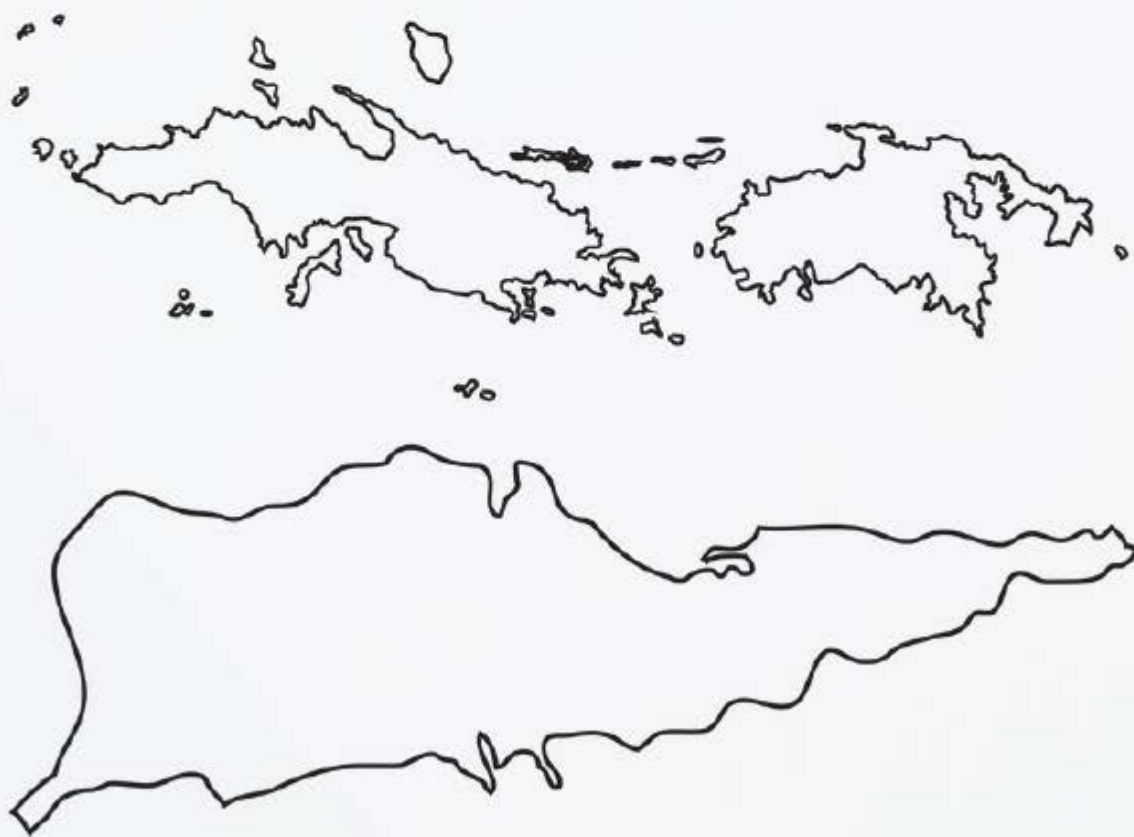


USVI LOCAL RESOURCE DISASTER GUIDE



USVI Local Resource Disaster Guide — Summary & Purpose

Prepared by North Tampa Housing Development Corporation (NTHDC)

The *USVI Local Resource Disaster Guide* was developed by NTHDC to help residents, community organizations, and stakeholders in the U.S. Virgin Islands (USVI) quickly access critical local resources during emergencies such as hurricanes, earthquakes, and other disasters.

This guide provides a clear overview of key agencies and organizations responsible for disaster preparedness, response, recovery, and coordination within the territory. It includes up-to-date contact information for:

- **Virgin Islands Territorial Emergency Management Agency (VITEMA)** — primary coordinating body
- **Office of the Governor** — executive leadership during emergencies
- **Departments of Human Services & Health** — shelter, food, health, and mental health services
- **Police, Fire, and EMS Departments** — public safety, rescue, and evacuation
- **Water and Power Authority (WAPA)** — infrastructure restoration
- **Community partners** like the Red Cross, Community Foundations, and local VOADs

The guide also outlines coordination mechanisms such as the Emergency Operations Center (EOC), Multi-Agency Coordination (MAC) Group, and public information channels to ensure effective communication and resource sharing.

Purpose:

The guide's purpose is to empower stakeholders and community members with reliable, easy-to-access information to improve preparedness, support timely response efforts, and strengthen community resilience before, during, and after disasters.

For more information, visit www.nthdc.org or contact NTHDC at 813-341-9101 ext. 3590.

In the **U.S. Virgin Islands (USVI)**, local disaster resource coordination involves several key agencies and organizations working together to prepare for, respond to, and recover from emergencies such as hurricanes, earthquakes, and other natural or man-made disasters.

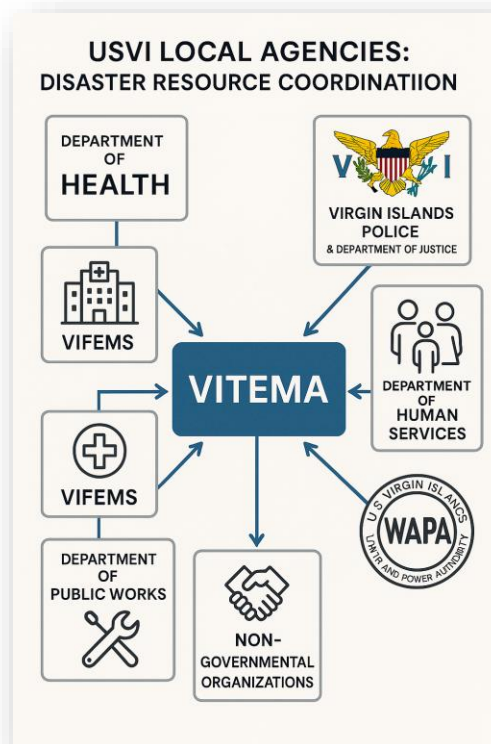
Here are the primary local agencies and partners involved in disaster resource coordination:

Primary Local Agencies in USVI for Disaster Resource Coordination

1. Virgin Islands Territorial Emergency Management Agency (VITEMA): Central coordinating body for disaster preparedness, response, recovery, and mitigation.

Responsibilities:

- Develops the Territorial Emergency Operations Plan (TEOP)
- Activates and manages the Emergency Operations Center (EOC)
- Coordinates with FEMA and other federal agencies



Contact Information:

- **Website:** vitema.vi.gov
- **Phone:** 1 340-774-2244

2. Office of the Governor: Provides executive leadership and declares states of emergency when needed.

Coordination: Works directly with VITEMA and local agencies during major disasters.

Contact Information:

- **Website:** <https://www.vi.gov/>
- **St. Croix Phone- Christiansted:** 340-773-1404
- **St. Croix Phone- Frederiksted:** 340-772-1000
- **St. Thomas Phone:** 340-773-1404774-0001

3. Department of Human Services (VIDHS): Manages shelters, food distribution, and mental health services.

Disaster Role:

- Operates Disaster Reception Centers
- Provides services for vulnerable populations

Contact Information:

- **Website:** <https://dhs.vi.gov/>
- **St. Croix Phone: (340) 718-2980**
- **St. Thomas Phone: (340) 774-0930**

4. Department of Health (VIDOH): Health-related disaster response, including disease surveillance and emergency medical services.

Responsibilities:

- Mobile health units
- Mental health crisis teams
- Public health communication

Contact Information:

- **Website:** <https://doh.vi.gov/>
- **St. Croix Phone:** 340-718-1311
- **St. Thomas Phone:** 340-774-9000

5. Virgin Islands Police Department (VIPD): Ensures public safety, enforces curfews, and supports evacuation procedures.

Contact Information:

- **Website:** <https://vipd.vi.gov/>
- **Emergencies: 9-1-1**
- **St. Croix Phone:** 340-772-91111
- **St. Thomas/ St. John Phone:** 340-776-9110

6. Virgin Islands Fire and Emergency Medical Services (FEMS): Fire response, EMS, and search and rescue operations.

- **Website:** <http://vifems.org/>
- **Emergencies: 9-1-1**
- **St. Croix Fire Chief:** 340-773-8050 ext. 22
- **St. Croix EMS Chief:** 340-773-8050
- **St. Thomas/ St. John Fire Chief:** 340-340-774-7610 ext.3002
- **St. Thomas/ St. John EMS Chief:** 340-774-7610

7. Virgin Islands Water and Power Authority (WAPA): Infrastructure restoration for power and water.

- **Website- Report Outage or Problem:**
 - <https://www.viwapa.vi/customer-service/report-outage-or-problem>
- **Service Interruptions- Phone** 340-773-2250 Option 4/ 340-774-3552 Option 4

Coordination Methods and Tools

- **Emergency Operations Center (EOC):** Central hub activated by VITEMA (Virgin Islands Territorial Emergency Management Agency) to coordinate response across agencies.
 - **Website:** <https://vitema.vi.gov/>
 - **St. Croix Phone:** 340- 773-2244
 - **St. Thomas Phone:** 340-774-2244
 - **Email:** contact@vitema.vi.gov

- **Multi-Agency Coordination (MAC) Group:** The Virgin Islands Territorial Emergency Management Agency (VITEMA) leads the Multi-Agency Coordination (MAC) Group, which includes federal, territorial, and NGO partners.
 - **St. Croix Phone:** (340) 773-2244
 - **St. Thomas/St. John Phone:** (340) 774-2244
 - **Website:** vitema.vi.gov
- **Public Information Officers (PIO) Coordination:** Ensures consistent messaging to the public.
 - **Virgin Islands Police Department (VIPD)**
 - **Public Information Officer:** Glen Dratte
 - **Phone:** (340) 778-2211
 - **Website:** vipd.vi.gov/contact-usUnited States Virgin Islands+5VIPD+5Office of the Lieutenant Governor+5
 - **U.S. Virgin Islands Department of Justice (DOJ)**
 - **Media Relations Director / PIO:** Sandra Goomansingh
 - **Phone:** (340) 774-5666 ext. 10105
 - **Email:** sandra.goomansingh@doj.vi.gov
 - **Website:** usvidoj.com/media-relationsUnited States Virgin Islands+1United States Virgin Islands+1
 - **Office of the Governor – Communications Director**
 - **Contact:** Richard Motta Jr.
 - **Phone:** (340) 773-1404
 - **Email:** richard.mottair@go.vi.gov
 - **Website:** vi.gov/contactVirginia.gov

Community and NGO Partners

- **American Red Cross – USVI Chapter:** Shelter support and supplies
 - **St. Croix Phone:** 340-778-5104
 - **St. Thomas Phone:** 340-774-0375
- **St. Croix Foundation and Community Foundations of the VI (CFVI):** Long-term recovery and community resilience projects
 - **Website:** <https://cfvi.net/>
 - **Email:** general.info@cfvi.net
 - **Phone:** 340.774.6031
- **Local VOAD (Voluntary Organizations Active in Disaster):** Local community organizations often fill in gaps for underserved populations
 - **Website:** <https://www.nvoad.org/>
 - **Email:** celia.vivoad@gmail.com
 - **Phone :**340-643-0019