

## Situation Report: Cyclone Pam, Vanuatu, March 2015

### Situation Report #7 – (period covered: March 13 to March 20)

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## Situation Overview

### Introduction:

20 March - Day 6: 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 6 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-obliterated 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 which includes Urgent Needs, Significant Updates, Social Media Highlights, and Highlights for Underserved Locations. The full report can be accessed on the [Humanity Road website](#).

### Urgent Needs:

- 18 March: masks and protective gear will be needed by people working on damaged buildings that have asbestos. ([source](#))
- **Embrae Island**, Shefa Province (coordinates -16.376684,167.562500) - according to the NDMO, the island was severely damaged but no NGOs were supporting as of 18 March. They need chainsaws, a referral boat, food, water, equipment to repair water and sanitation systems, shelters, hygiene kits, medicines and medical supplies. See Underserved Locations section below for more details. ([source](#))
- **Futuna Island**, Tafea Province (coordinates -19.533300,170.216995) - as of 18 March, the communications tower was down and urgently needed repairs. People will need food in 2

weeks. ([source](#))

- **Tanna Island**, Tafea Province (-19.490149,169.359192) - as of 18 March, needs include water, potable water supply system, water bladders, hygiene kits, water purification tablets, tinned meat and rice, tents and tarps, shelter tool kits, medical supplies, medical staff, mobile health teams, midwives, chainsaws. ([source](#))
- **Ambrym Island**, Malampa Province (coordinates -16.250000,168.116669) - as of 18 March, needs include potable water supply system, food, fuel, medical supplies, alternative waste disposal/management system, sanitary/hygiene advocacy programs to prevent disease, restore power for communications, alternative source of income for farmers ([source](#))
- **Erakor, Efate Island** (coordinates -17.783001,168.300003) - as of 20 March no new information - as of 18 March, residents say they have received no aid. Most houses destroyed, and they need water. ([source](#)) ([source](#))
- **Nguna Island** (coordinates: -17.433300,168.350006) - as of 19 March, they have received no aid. They need water, food, shelter and building materials. ([source](#))
- **Paama Island** (coordinates -16.466700,168.216995) - as of 19 March, they will need food in a week. The Red Cross is testing their water - they may need water depending on results. ([source](#))

## Significant Updates:

### 20 March:

- Via Reliefweb - official disaster response agency reports ([source](#))

### 19 March:

- The Pacific Dawn and Pacific Pearl cruise ships, owned and operated by P&O Cruises Australia, which have Port Vila on their scheduled tours, are doubling as humanitarian aid missions to deliver supplies to Vanuatu. Pacific Dawn is collaborating with Save the Children and is carrying a range of aid including food, bottled water, and tents that can shelter up to 450 people and more than 4500 square metres of tarpaulins. They are seeking advice on how guests can contribute to the relief effort. Pacific Dawn will visit Noumea and Lifou as scheduled before sailing to Vila for a brief stay on Wednesday, 25 March, to deliver the humanitarian aid. Vila is still in a state of emergency. As a result, the call will be limited to just the few hours needed for unloading. Pacific Pearls will call at Port Vila on Saturday, March 28. Pearl will also be carrying humanitarian aid. ([source](#))
- The Vanuatu Department of Agriculture has released a food aid message in Bislami. ([source](#))
- New Zealand's HMNZS Canterbury will be sent to Vanuatu to support the recovery effort following Cyclone Pam. Once it arrives New Zealand engineering and environmental health teams will assist local people with tasks to be identified in discussion with the Vanuatu Government, such as, clearing roads, repairing key infrastructure, demolition work, and

disease control. In addition to being able to carry a large amount of equipment and supplies, the Canterbury is also able to off-load on small atolls and islands using a Seasprite helicopter and smaller tender craft. The New Zealand Air Force continues to support the Vanuatu Government with the delivery of emergency relief supplies and equipment via C-130s and will also be deploying a RNZAF King Air to support the air bridge between Port Vila and the outer islands. ([source](#))

- Sanma Province is back to life as normal with power and water but no phone or data communication. The banks can not process money and some of the community is running out. There is no money for wages so the future purchase of food is a concern. The banks need to find a solution to this problem. ([source](#))
- The Northern Provincial Hospital in Luganville, Espiritu Santo Island, Sanma Province, has made space for any influx of patients. There is no damage to the hospital buildings with power and safe water connected. Dr Andy has made an assessment of and sorted all their equipment and medications and they are fully functional and ready for any patients from the Northern Islands. They are open for business. They have management meetings both morning and afternoon each day to assess the resources, needs of patients and are prepared for any emergencies. Dr Jess in the Medical Santo clinic is busy with patients and is supporting the NPH when requested. She specialises in Women's Health, Obstetrics, Gynaecology and Trauma Medicine. She has worked with Medecins Sans Frontieres in some of the world's hot spots. ([source](#))
- 8:00am via [Humanity Road](#) effective today, to streamline information we are going to now only publish highlights. These are being made available on our standard situation report page. We will continue to focus on social media monitoring and reassess daily, focusing on identifying any areas of potential underserved needs.
- 7:40am Via [Nethope](#) - NetHope is deploying a team to Vanuatu, a coordinator and 3 technicians to assist the Emergency Telecommunication Cluster with providing connectivity to humanitarian response organizations on the ground. NetHope is also working on sending satellite equipment to Vanuatu to help with restoration of emergency communication in the affected islands.

## 18 March:

- Situation reports are emerging from many assessment teams deployed to the area and [@MapAction](#) has issued a map of assessment teams supported by [@UKAID](#). ([map](#))

## Social Media General Highlights:

As of March 20, 8:00am Analysis of Social Media:

- New posts on Facebook are beginning to focus on people outside the country self-organizing to collect and send relief supplies to Vanuatu.
- We have aggregated nearly 300,000 tweets and facebook posts from selected locations and after filtering for noise and relevance performed manual review. Tweet volumes for this selected search are running between 100-900 tweets per minute.
- The Humanitarian OpenStreetmaps community is Mapping the Vanuatu Islands. New Guides, [how to get involved](#).

## Facebook Highlights last 24 hours:

20 Mar: Many of the new posts are changing from status questions and updates to relief efforts.

### [Vanuatu Cyclone Pam 2015](#)

- 20 Mar: What schools are in need of books? On the 28th of March a 20ft container containing approx. 20,000 books should arrive in Vila and are looking for homes. Initially the books were intended to be distributed to 26 different sites in Vanuatu where Peace Corps Volunteers reside, but in the wake of Pam, I am developing a contingency plan and am looking for somewhere to either 1) store the container, or; 2) a person, agency, or organization, that can help distribute the books to where they are needed most. If you have any thoughts about warehousing or distribution that you would like to share, or if you would like to take part in this program, please join the Facebook group "Operation VITEL Books" and contribute to the forum. Tankiu tumas
  - (Comments:)
  - \*\*\*: Fantastic work \*\*\*. Although it's not a school, if you could spare some books for Wan Smolbag in Vila, they have a huge need. They run a literacy program for adults and kids ( kids not in school for various reasons including not being ...[See More](#)
  - \*\*\*: [Carla Verbeke-Do](#) pango school??
  - \*\*\*: I know Central School was drying books on the dirt yesterday. Seaside Community School wasn't too badly damaged but is always looking for help. I'd also suggest speaking to the minister for education - he'd know what schools were worse hit. What a wonderful gesture!!
- 20 Mar: Complaining about the slowness of aid response and the level of bureaucracy you have to go through to get aid.

[Vanuatu Cyclone Pam 2015 Find My Family](#) - a site created for people to post information about missing loved ones.

- 20 Mar: Anyone in the Blue Mountains wanting to donate items to Vanuatu please see our

[Support@humanityroad.org](mailto:Support@humanityroad.org)  
[www.Humanityroad.org](http://www.Humanityroad.org)

page for details: <https://www.facebook.com/groups/801132783307681/>

- 20 Mar: First team on the ground in remote Suni Village, Moso. Delivering drinking water and fuel for boats and chainsaws.

[Humans of Vanuatu](#) - information and pictures from a local in Port Vila.

- 20 Mar: The Digicel network has been restored through most of the country. I accompanied a plane and helicopter bringing needed gear down to Tanna. It won't be long before the entire country is able to access at least one network again. That's going to make a huge difference to people's lives. . . . What Digicel has done is about half a step short of miraculous.
- 20 Mar: The supplies are really beginning to flow, but it's a race against time to get them out before dehydration, starvation and worse begin to happen.

[Pacific Island Living](#) - this page has shared information and news including news from resorts and tourist areas reporting their status.

- 20 Mar: The biggest gift you could give Vanuatu is come for a holiday here this year. Give us a while to get it together, then get on an air vanuatu plane and come.

## Twitter Highlights from Last 24 Hours:

### 20 March:

- [#French #navy](#) frigate [#Vendemiaire](#) is deployed to Tafea province in [#Vanuatu](#), with [#RedCross](#) material. ([source](#))
- [#UNICEF](#) aid workers in [#Vanuatu](#) to immunize 1000 children a day over the next ten days to prevent a measles epidemic: <http://cs.is/1H649cR> ([source](#))
- Race to immunise against measles in Vanuatu <http://rnz.to/1C0UIOd> ([Source](#))
- Fiji Officials Hold Humanitarian Talks with Vanuatu Foreign Affairs Minister [#TCPam](#) <http://www.ruraldev.gov.fj/index.php/news/press-r/153-fiji-officials-hold-humanitarian-talks-with-vanuatu-foreign-affairs-minister...>([source](#))
- 'The people survived': Vanuatu says cyclone death toll won't jump...<http://bit.ly/1FHkimX> ([Source](#))
- [#HappySoundsLike](#) clean water flowing thanks to [@UnicefAsiaPac](#) aid in [#Vanuatu](#) <http://bit.ly/1bhfvxB> ([Source](#))
- Govt Tax exemptions on building materials coming into effect. A private sector forum on economic recovery held today. ([Source](#))
- Outer island villages in Vanuatu remain aidless: <http://t.co/soMRJuSctx>([Source](#))
- The distribution of aid in Vanuatu is starting to prove contentious. [The Vanuatu government](#)

[says time has been lost trying to coordinate the delivery of aid provided by a large number of organisations to victims of Cyclone Pam.](#) ([Source](#))

- Going to Teoma. Been told bridge has been fixed. Water is back but no power. ([Source](#))

## Underserved Locations Highlights:

### Penama Province:

- **Pentecost Island** (coordinates -15.740634,168.188629), population 16,843.
  - 19 Mar: Medical Santo landed at Sara on Pentecost, and there are 2 pregnant women who they will attempt to lift to NPH tomorrow. They tried to do this today but the women had gone back into the bush. They will take their Obs and Gyn doctor to assess the women before airlifting them. ([source](#))
  - 19 Mar: via the Tanbok Project, a UK charity that has been working on Pentecost, there is a huge gradient in the scale of damage to villages from 0% to 100%. Houses and crops have been lost. They are still trying to map out the situation and have heard of 2 casualties so far. They are hearing the phone lines are back up on the island. ([source](#))
  - 18 Mar: An NDMO assessment team consisting of DARD, ADRA Vanuatu, and MOE conducted a survey in Lonorore to capture reports for central and east Pentecost where some damage was incurred. Due to geographical location, damaged infrastructure, and time and financial constraints, the team was not able to actually make it to the central and eastern side which was reported to be more affected than the other areas of Pentecost, and the survey respondents were not from east or central Pentecost. Second-hand reports say roads from the south to east part of the island are damaged and blocked by fallen trees. Other roads in the east are not accessible by vehicle. Local NGOs are equipped with vehicles that can make it on the repaired roads only. Boat transport is accessible to Lonorore Airport. Water and sanitation is an issue in the central area. Rongon has 2 full water tanks, but they are contaminated. The water system in Lonorore is also contaminated. The status of water in the east is unknown. People in evacuation centers are in good health, and there are no reports of injuries (status of central and east unknown). The following schools have been damaged: - Santari school, (southeast), Melsisi school (central), Ranwadi High school (central), and Upiku school (central). ([source](#)) ([source](#))

### Shefa Province:

- **Emae Island, Shepherd Islands** (coordinates -16.376684,167.562500)

- 18 Mar: The NDMO sent an assessment team on 18 March. **As of 18 Mar, no NGOs have reported they are supporting this island.** Roads are blocked between the airport and villages, chainsaws are required, 90% of dwellings damaged or destroyed and temporary shelters needed, hygiene kits are needed, only 3 working vehicles on island, no electricity, no communications, most of the rainwater storage tanks are damaged and water is being rationed from the 3 that remain, pumping and rainwater harvesting equipment destroyed, groundwater is contaminated, latrines destroyed, 50% of livestock lost, only 1-2 weeks of food left, medical clinic was partially damaged and medicines and supplies are needed, there is an urgent need for a replacement referral boat. ([NDMO assessment report](#))
- 17 Mar: Before and after photos from Emae Island. ([source](#))
  
- **Siviri, Efate Island** (coordinates -17.533300,168.317001)
  - 20 Mar: no new information found on social media or the internet.
  - 18 Mar: The village was visited by a person from Port Vila. He reported they are in desperate need of food and water. ([source](#)) Photo from village. ([source](#)) Photo of destroyed home. ([source](#))
  - 16 Mar: Photo from Siviri ([source](#))
  
- **Takara Village, Efate Island** (coordinates -15.316700,167.182999)
  - 20 Mar: no new information found on social media or the internet.
  - 16 Mar: Photo of road blocked by trees leading to Taraka. ([source](#))
  
- **Erakor Village, Efate Island** (coordinates -17.783001,168.300003)
  - 19 Mar: Erakor has received no aid and needs water. It is a 10 minute drive from Port Vila. Residents were told by the government to wait and not to go to Port Vila for help. ([source](#))
  - 18 Mar: No government or NGOs have visited the people of Erakor Half Road. Residents told VIW today that no single help such water has been drop to them. In Erakor main village, complaints were raised that assessment team only went to evacuation centre. People of Erakor said that if government and NGOs want good assessment, the team should have done house to house visits. They said that they're afraid that the assessment report will not really reflect the real situation in the village. Over 2 000 people registered to vote during the last election in Erakor. The majority of the houses have been destroyed. ([source](#))
  
- **Tanilou Village, Efate Island**
  - 20 Mar: No new information found on social media or the internet.
  - 18 Mar: The village was visited by a person from Port Vila. He reported they are in desperate need of food and water. ([source](#))

- **Paonangisu Village, Efate Island** (coordinates -17.533300,168.399994)
  - 20 Mar: No new information found on social media or the internet.
  - 18 March: Paonangisu and Takara will run out of food in less than two weeks. Bring in people who can provide Internet services because communications here are suffering without reception or a signal ([source](#))
  
- **Emua Village, Efate Island** (coordinates -17.549999,168.367004)
  - 20 Mar: No new information found on social media or the internet.
  - 18 Mar: The village was visited by a person from Port Vila. He reported they are in desperate need of food and water. ([source](#))
  
- **Mele Village, Efate Island** (coordinates -17.689863, 168.289880)
  - 19 Mar, 3:00pm: Cheif Kalokai Masai says crops have been destroyed and villagers have to dig up crops from under floodwater, working on rebuilding their damaged school ([source](#))
  
- **Taunono Village, Efate Island** (near Port Vila) population about 200.
  - 20 Mar: No new information found on social media or the internet.
  - 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](#))
  
- **Tongoa Island, Shepherd Islands** (coordinates for airport -16.891100,168.550995)
  - 19 Mar, 7:00pm - a boat is reportedly leaving for Tongoa Island taking people who are looking for their families. They will bring back news. ([source](#))
  - 18 Mar, 7:30am - People on Tongoa island signaling for help by holding up mirrors. ([source](#)) (new)
  - 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, Shepherd Islands** (coordinates: -17.533300,168.250000)
  - 20 Mar: The first team has arrived on the ground in remote Suni Village, Moso. delivering drinking water and fuel for boats and chainsaws. ([source](#))
  - 18 Mar: Report regarding villagers drinking saltwater needs to be verified. There is an ongoing Facebook argument by locals that says islands in Vanuatu are largely porous limestone. The rain leeches down into the stone and exits at the shore. It is not only common but also very safe to dig into the beach and tap these springs for drinking water. ([source](#)) It is also possible, however, that the water supply has been contaminated.



- 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. People are drinking salt water. ([source](#))
  
- **Nguna Island** (coordinates: -17.433300,168.350006), 13 villages, population 1,300.
  - 19 Mar: Taloa village has water for about a week, fruit trees and vegetable gardens destroyed, building materials are scarce. Other communities on the island probably suffered the same fate. ([source](#))
  - 17 Mar: 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**
  - 17 Mar: Aerial surveys showing they were seriously damaged. In some villages, not a single building is standing. ([source](#))

## Tafea Province

- **Futuna Island** (coordinates -19.533300,170.216995)
  - 18 Mar: NDMO sent an assessment team to the island. The communications tower is down, vegetable gardens are damaged and remaining crops will last 2 weeks, no count of damaged fruit trees, shops are open and trading, no deaths, minor injuries. ([NDMO Assessment](#))
  
- **Tanna Island** (also Tana) (coordinates -19.490149,169.359192), Population 29,047
  - 18 Mar: The NDMO sent an assessment team on 18 March. Water and sanitation (WASH) are a key concern; many rainwater collection tanks damaged; bore sites damaged and/or contaminated; pit toilets are being dug; much of the electricity infrastructure has been destroyed; more than 1000 people were displaced and many are sheltering in damaged schools; the hospital was damaged and need medical and surgical supplies, cold chain storage, and fuel for their generator; many people including children are visibly distressed; food stocks are depleted; no fresh fruit or vegetables left; 90% banana crop destroyed; there has been an increase in assaults on women and children. ([NDMO Assessment](#))

- 17 Mar: Satellite imagery map of Tanna Island from UNITAR/UNOSAT - This map illustrates satellite-detected areas of potentially damaged zones on the West Coast of Tanna Island in Vanuatu. Using imagery collected by the Pleiades satellite on 15 March 2015, UNOSAT identified zones with potential damage caused by Tropical Cyclone Pam. UNOSAT estimates that a total of approximately 2,000 damaged buildings are located in these zones, 75% are likely residential; 10% are likely commercial buildings and 15% are mainly public buildings. We can observe in many areas there are heavy concentrations of damage. This is a preliminary analysis and has not yet been validated in the field. ([source](#))
  
- **Erromango Island** (coordinates: -18.813889, 169.122778), Population 1,959
  - 20 Mar: One of the areas worst affected is Dillon's Bay on Erromango, which was in the eye of the storm. ([source](#))
  - 18 Mar: an aerial assessment showed 70-100% destroyed. ([source](#)) Teams have reportedly flown to the island with supplies. ([source](#))
  - 16 Mar, 1:00am via Humanity Road - Erromango seriously damaged, relief supplies needed ([source](#))
  
- **Aniwa Island, Tafea Chain** (-19.234444, 169.600556) - population 341
  - 20 Mar: No new information found on social media or the internet.
  - 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.aniwaoceanview.com> , [aniwaoceanviewbungalows@gmail.com](mailto:aniwaoceanviewbungalows@gmail.com)

## Malampa Province:

19 March: The east side of Malampa has taken a heavy hit from the cyclone. ([source](#))

- **Ambrym Island** (coordinates -16.250000,168.116669)
  - 18 Mar: National Disaster Management Office (NDMO) with Vanuatu Country Team (CVT) conducted rapid assessment with the following key findings: ([source](#))
    - Needs: potable water system, food, fuel, medical supplies, alternative waste disposal/management system, sanitary/hygiene advocacy programs to prevent disease, restore power for communications, alternative source of income for farmers.
    - No reported deaths or related injuries, majority of people have moved out from evacuation centres

- Island roads to affected communities are fully accessible. Most villages can now be reached by foot, vehicles or boat. Local authorities are equipped with trucks and boats to reach affected communities, therefore possible to receive relief goods
- Potable drinking water is a major concern. Water well reported contaminated. Claims of families starting to drink water from possible contaminated hand pumps, polytanks and underground wells. Very limited or no access to functioning sanitary facilities.
- No outbreaks of communicable diseases are reported to date.
- Aid posts are still up and running (and latrines are in good/functioning condition) but in urgent need of medical supplies.
- 96% of food crops destroyed, food stock in centres will only last for 2 weeks.
- Fuel supplies will only last about 2 weeks.
- 18 Mar, 7:30am: Aerial assessments of Ambrym island reported large white 'Hs' marked out on the ground by people signaling for help. ([source](#))
- 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](#))
- **Paama Island** (coordinates -16.466700,168.216995)
  - 19 Mar: Medical Santo landed on the ground in Paama today. There is major destruction of buildings and many trees on the ground. No serious medical requirements were requested but a very distraught community. They were overwhelmed to see Medical Santo land. They told us that they will need food by the end of this week. We will try and get water samples tested tomorrow by the Red Cross and give an update. ([source](#))