

HURRICANE MARIA

UK RESPONSE - FREQUENTLY ASKED QUESTIONS

13 October 2017

1. What is the situation in Dominica? Have electricity, road access and telephone communication been restored?

Up-to-date information on the relief and reconstruction efforts can be found via the **Office of the Prime Minister's daily press briefing**, a link to which can be found at www.opm.gov.dm. Recordings of such briefings can also be found [here](#).

In addition to the above, a regular Situation Report is produced by the **United Nations** in collaboration with humanitarian partners in Dominica and provides an overview of the relief effort in Dominica along with useful contact information. The current report covers the period from 8 to 11 October 2017 and can be accessed [here](#). The next report will be issued on or around 14 October 2017.

2. Which organisations are endorsed by the Dominica High Commission for accepting financial donations?

The Dominica High Commission has set up the Dominica Hurricane Maria Disaster Relief Fund, whose official site is www.dominicarelief.org. The site provides information about how donations can be made. These donations will be used to assist Dominica both with emergency measures and in the rebuilding effort that will follow.

3. Will the High Commission's office be open on weekends? If so, what are the times?

The office of the High Commission will be open on the weekend of **Saturday 14th & Sunday 15th October from 10am to 4pm**. Please consult the High Commission's website for updated information on future weekend opening hours.

4. When are the next shipment dates for relief items to Dominica?

Arrangements have been made for shipments to leave the UK **every other Tuesday** until further notice. The next scheduled shipment date is **Tuesday 17th October 2017**. Donors are welcome to drop items off at the High Commission **up to 15th October 2017** for this shipment.

Other shipping arrangements are also being made, the details of which will be posted on the Dominica High Commission website.

5. When will the relief supplies arrive in Dominica?

The shipments containing relief supplies typically take 10 days for transit.

6. Where can I find details of other organisations which are collecting relief supplies on behalf of the High Commission? Are there any outside of London?

Please click [here](#) for details of collection points across the UK. Please call the collection point contacts prior to drop-off.

7. Which items are particularly needed in Dominica?

The government of Dominica has established a Hurricane Maria *Urgent Needs List* which can be found at www.opm.gov.dm. The items listed are copied below:

- Food
- Water
- Fuel
- Roofing materials
- Lumber
- Plywood
- Windows
- Doors
- Nails
- Roofing screws
- Generators (5kva to 10kva)
- Chainsaws with cans, oil, fuel
- Communication equipment
- Tarpaulin/plastic sheeting
- Water purification kits
- Collapsible water containers (gallon)
- Hygiene kits/comfort kits
- Medical supplies
- Wipes
- Diapers
- Adult pampers
- Energy biscuits
- Cots
- Mattresses
- Portable stoves
- Flashlights/batteries
- Solar lanterns
- Kitchen sets

8. How should large items be donated?

Large or bulky items should be delivered directly to our storage facilities at: **Winfresh Limited**, High Cross Lane East, Dunmow, Essex, CM6 1TH. **Please contact the Office of the High Commission (Tel: 0207 370 5194) in advance to advise of any such deliveries.**

9. How are the relief supplies getting to Dominica?

Geest Shipping Line in collaboration with Winfresh Limited are providing shipping arrangements of the supplies to Dominica. Further details on other arrangements are to follow.

10. Who will be receiving the supplies in Dominica?

The Office of Disaster Management (ODM) is the recipient of the shipment of relief supplies. This is the official channel for relief supplies sent by and through the High Commission.

11. Are relief supplies being sent to specific communities/parishes in Dominica?

Taking into account the extent to which Dominica's road infrastructure has been compromised by Hurricane Maria, the Office of Disaster Management (ODM) is making every effort to ensure that all communities in Dominica are provided with essential relief supplies. Further information on the distribution of relief supplies can also be found in the United Nations Situation Report [here](#).

12. What will happen to my personal shipments sent to Dominica?

Personal relief items consigned to families and friends are now being accepted in Dominica (as announced on 30th September 2017). Customs charges have been waived for the current time. You will need to contact your local shipping agent for updates and details of shipping arrangements.

13. Are volunteers needed?

The High Commission welcomes volunteers. Please e-mail mariarelief@domhc.co.uk and provide your name, telephone number, e-mail address, availability, and specific area of skill (if relevant). Please reference *VOLUNTEERING* in the email subject line. We will get back to you as soon as we can.

13. How can I get involved in volunteering in Dominica? How can I assist with recovery efforts?

The High Commission is working to obtain information for individuals who wish to contribute to the relief efforts by offering their services (e.g. in the medical, construction and engineering fields). Such information will be uploaded on to the website as soon as possible.

14. What is the current death toll from Hurricane Maria?

Up-to-date information on the Hurricane Marie fatalities is provided via the Office of the Prime Minister's daily press briefing, a link to which can be found at www.opm.gov.dm. Recordings of such briefings can also be found [here](#).

15. How can I find out about my loved ones in Dominica? Whom can we speak to in Dominica if we have a concern or query about relatives?

The United Nations in collaboration with humanitarian partners in Dominica have provided a Situation Report with an overview of the relief effort in Dominica along with useful contact information. The report can be accessed [here](#).

The High Commission is unable at this time to provide details on specific individuals in Dominica. However, we recommend tuning in to the local radio stations which regularly provide updates. Local residents have also been announcing themselves on such radio stations to advise of their whereabouts and safety. The national radio station is the Dominica Broadcasting Service (DBS Radio); listeners can tune in at: <http://listen.dbcradio.net/>

17. How can loved ones be evacuated from Dominica?

For British citizens, the Foreign & Commonwealth Office (FCO) has established a dedicated helpline for British citizens seeking evacuation from Dominica. The contact number for the FCO helpline is **0207 008 0000**. The High Commission will provide updated information as soon as it is available. Other contact details for personnel on the ground can also be found in the UN Situation Report, a link for which can be found [here](#).

18. Can I travel to Dominica?

Details of travel advisories are to follow. Persons wishing to travel should consult the websites of regional travel providers, some of which are listed below:

LIAT: www.liat.com

Seaborne Airlines: www.seabornearlines.com

Express Des Iles: www.express-des-iles.com

19. I have a query related to the renewal of my passport/visa: how can the High Commission help?

At this time, the operations of the Ministry of Justice, Immigration and National Security have been compromised due to Hurricane Maria. Whilst every effort is being made to return to business as usual, there are delays in processing passports and other travel documents. The High Commission can continue to accept passport applications for urgent matters. However, the processing times at the Ministry of Justice, Immigration and National Security are longer than usual.