



DISASTER RESPONSE PROTOCOL
BY
ACCRA METROPOLITAN ASSEMBLY
GREATER ACCRA REGION
GHANA

Steps Involved in Disaster Response by the Accra Metropolitan Assembly (AMA)

The disaster response process within the Accra Metropolitan Assembly (AMA), particularly through the National Disaster Management Organisation (NADMO), follows a coordinated approach aimed at saving lives, protecting property, and restoring normalcy. The following steps outline the typical disaster response framework

1. Receipt of Disaster Information and Early Notification

Disaster information is received through emergency calls from the public. Reports from Assembly Members, Unit Committees, and community leaders. Security agencies, hospitals, and emergency services. Meteorological and early warning agencies. The information is recorded and communicated to the relevant authorities for immediate action.

2. Initial Assessment and Verification:

A rapid response team is dispatched to verify the incident; preliminary assessment is conducted to determine nature and magnitude of the disaster. Number of affected persons, extent of damage to lives, property, infrastructure and immediate needs of victims.

3. Activation of Emergency Response Mechanisms

Depending on the severity of the incident, the Metropolitan NADMO Secretariat activates its emergency response procedures. The Metropolitan Chief Executive (MCE) and Metropolitan Disaster Management Committee may be informed and relevant stakeholders are alerted.

4. Coordination with Emergency Services

The Assembly collaborates with, National Disaster Management Organisation (NADMO), Ghana National Fire Service, Ghana Police Service, Ghana Ambulance Service, Ghana Armed Forces (when required). Health facilities and utility service providers.

5. Search, Rescue and Evacuation Operations

Trapped or endangered persons are rescued; victims are evacuated from hazardous areas, temporary safe zones and assembly points are established. Emergency medical assistance is provided.

6. Establishment of Incident Command and Control

A command structure is established at the disaster scene. Roles and responsibilities of participating agencies are clearly defined, communication channels are maintained among responders.

7. Provision of Emergency Relief Assistance

Relief items may include; food supplies, drinking water, blankets and bedding, clothing, temporary shelter materials, hygiene and sanitation items, medical supplies.

8. Detailed Damage and Needs Assessment

A comprehensive assessment is conducted to determine; human casualties and injuries, housing and infrastructure damage, economic losses, environmental impacts, immediate, medium-term, and long-term recovery needs.

9. Public Information and Risk Communication

Accurate information is provided to the public, safety advisories are issued, rumors and misinformation are addressed. Media briefings are conducted where necessary.

10. Shelter and Camp Management (When required)

Temporary shelters are established for displaced persons, Basic services such as sanitation, healthcare, security, and water supply are provided. Registration of affected persons is undertaken.

11. Recovery and Rehabilitation Planning

The Assembly coordinates restoration of essential services, repair of damaged infrastructure, support for affected households and businesses and livelihood recovery interventions.

12. Post-Disaster Evaluation and Reporting

A post-incident review is conducted, lessons learned are documented, recommendations are developed for future disaster risk reduction, reports are submitted to relevant authorities and stakeholders.

Typical Stakeholders in AMA Disaster Response

Accra Metropolitan Assembly

National Disaster Management Organization

Ghana National Fire Service

Ghana Police Service

National Ambulance Service

Ghana Health Service

Traditional Authorities

Assembly Members

Community-Based Organizations

Faith-Based Organizations

Non-Governmental Organizations (NGOs)

Private Sector Partners

Development Partners

Flow of Disaster Response in AMA

Alert/Report → Verification → Rapid Assessment → Emergency Activation → Search & Rescue
→ Relief Distribution → Detailed Assessment → Recovery & Rehabilitation → Post-Disaster
Evaluation

This framework aligns with Ghana's disaster management arrangements and supports the objectives of reducing loss of life, minimizing damage, and enhancing community resilience within the Accra Metropolitan Assembly.