



Matt Lyttle

Community Emergency Response Teams and disaster volunteerism in Latin America

Received (in revised form): 18th January, 2023

Matt Lyttle*

Director, Defense and Security Segment, Guidehouse, USA



Patricio Poblete

Patricio Poblete**

Executive Director, CERT Latin Global, Chile

Liliana Encinas†

LISTOS National Program Director, Fire Services Training Institute and Bilingual Public Outreach Coordinator/Public Information Officer, Santa Barbara, California City Fire Department, USA



Liliana Encinas

Matt Lyttle is a Director in the Defense and Security Segment at Guidehouse, where he supports US federal government clients in strategy, transformation and communications projects. Prior to this, he was employed by the US Senate Homeland Security and Government Affairs Committee to develop legislation on disaster resilience and emergency management. Matt has held multiple positions within the Federal Emergency Management Agency's National Preparedness Directorate, including Acting Deputy Director of Individual and Community Preparedness. In those roles, he managed and designed programmes aimed at building private sector and community preparedness, such as the National Community Emergency Response Team Program. A former Peace Corps volunteer in Nicaragua, Matt continues to build resilience in Latin America by introducing community preparedness initiatives to Bolivia, Chile, Honduras and Mexico. He is a Security Fellow in the Truman National Security Project, focusing on the intersection of climate change and national security.

Patricio Poblete is a fire-fighter and emergency manager with more than 20 years of experience responding to earthquakes, landslides and other natural hazards. While working

for Chile's National Office of Emergency, Patricio led community preparedness efforts from the earthquake-prone city of Valparaiso, along the border with Argentina, all the way south to Punta Arenas, less than 900 miles from Antarctica. Patricio helped Chile establish its national Community Emergency Response Team programme in 2017. He is now the Executive Director of CERT Latin Global.

Liliana Encinas is the LISTOS National Program Director at the Fire Services Training Institute and Bilingual Public Outreach Coordinator/Public Information Officer at the Santa Barbara, California City Fire Department. She is passionate about taking a cultural and linguistically appropriate approach to providing outreach, education, information, social work, programme development and the promotion of wellness. She has served in various leadership roles for nonprofit, philanthropy and government agencies, and has spent more than 15 years working at local, state and national level to implement better outreach and engagement practices in emergency public education and information for the most vulnerable populations. Liliana is a certified Community Emergency Response Team (CERT) Master Trainer for the State of California and FEMA certified Public Information Officer.

*Guidehouse,
1676 International Drive,
McLean, VA 22102,
USA
Tél: +1 571 382 8607;
E-mail: mlyttle@
guidehousefederal.com

**CERT Latin Global,
Calle Alcalde Jorge Salas
0173,
Comuna de Quilicura,
Santiago,
Código postal
8700000,
Chile
Tél: +56 9 7696 7956;
E-mail: certlatinglobal@
gmail.com

Journal of Business Continuity
& Emergency Planning
Vol. 16, No. 4, pp. 366-378
© Henry Stewart Publications,
1749-9216

ABSTRACT

While it may be more common to think of a disaster volunteer as someone from outside the community who comes to assist during times of need, it is important not to forget those members of the community who are well poised to build grassroots resilience when provided with the necessary training and tools. This paper examines the state of disaster volunteerism in Latin America and Spanish-speaking communities in the USA who have been exposed to the Community Emergency Response Team (CERT) programme, with an emphasis on the perceptions of and motivations for grassroots volunteerism from the perspective of both local emergency managers and CERT volunteers. The research team developed an online survey and shared it with active Spanish-speaking emergency management groups throughout the USA, Mexico, Central and South America. Conducted over nine days in October 2022, the survey collected 40 responses from the target demographic. The results show that enthusiasm for disaster volunteerism is high throughout the communities surveyed. Established disaster volunteer training programmes like CERT and LISTOS have already been successfully exported from the USA to Chile, Honduras and Mexico. An international community of emergency managers should consider how else to support grassroots preparedness activities in Latin America to ensure that local communities are empowered to direct their own resilience-building initiatives.

Keywords: *disaster volunteerism, Community Emergency Response Teams, Latin America, disaster preparedness, local emergency planning*

INTRODUCTION

Many local emergency managers around the world rely on community volunteers to augment the capacity and reach of their professional staff. During all phases of disaster management, it is common to see

local volunteers supporting a wide range of activities, including community outreach, administrative support and disaster planning. There are also many communities that trust volunteers with more dangerous and skilled hands-on activities that may include light hazard mitigation projects and even urban search and rescue in the immediate aftermath of an event. In communities without professional emergency management staff, perhaps a much broader category globally, local community members may be the only leaders organising to reduce risk or lead disaster response. While it may be more common to think of a disaster volunteer as someone who comes from outside the community to assist during times of need, one must not forget about the community members themselves who are well poised to build grassroots resilience when provided with the training and tools to build capacity.

This study examines the state of disaster volunteerism in Latin America and Spanish-speaking communities in the USA exposed to the Community Emergency Response Team (CERT) programme, with an emphasis on the perceptions of and motivations for grassroots volunteerism from the perspective of both local emergency managers and CERT volunteers. To inform the study, the research team conducted and analysed the results of a survey conducted in October 2022, spoke with local emergency management leaders in these communities and attended community-based preparedness trainings in surveyed countries throughout 2022.

The results show that enthusiasm for disaster volunteerism is high throughout the communities surveyed. In both urban and rural communities throughout the Western hemisphere, survey participants almost unanimously agree that community members make a difference in the safety and resilience of their communities. These findings offer promising

¹Fire Services Training Institute and Bilingual Public Outreach Coordinator/Public Information Officer, Santa Barbara, California City Fire Department, PO Box 550, Santa Barbara, CA 93116, USA
Tel: +1 805 284 2045;
E-mail: lilianaencinas@gmail.com

possibilities for the growth of established US-based disaster volunteer programmes like CERT and LISTOS that teach critical emergency management skills alongside community-building techniques. Similarly, emergency managers in Latin America should be on the lookout for budding local efforts to build disaster resilience, as the study results show that volunteers in their communities are ready to take on leadership roles in risk reduction, preparedness and community planning. In either case, the survey results show that as credible disaster preparedness training is rolled out to Spanish-speaking communities in the USA and Latin America, it will be met by willing organisers and trainees interested in building grassroots disaster resilience to keep their families and communities safe.

RECENT HISTORY OF COMMUNITY EMERGENCY RESPONSE TEAMS IN LATIN AMERICA

The US Federal Emergency Management Agency (FEMA) is the federal agency responsible for coordination of federal resources in the event of a national-level emergency or crisis. FEMA leverages capacity from across all levels of government, the private sector and nonprofits to 'make sure America is equipped to prepare for and respond to disasters'.¹ FEMA manages the national CERT programme, which provides standardised emergency preparedness and response training to community volunteers through a network of local programmes. According to FEMA, CERT 'offers a consistent, nationwide approach to volunteer training and organisation that professional responders can rely on during a disaster situation'.² Due to the grassroots nature of CERT, the programme is ideal for building community resilience at the local level. FEMA offers CERT training materials in a variety of

languages, including Spanish,³ ensuring that the adoption of the CERT programme in Spanish-speaking communities will not reduce the fidelity of the thoughtfully developed coursework.

CERT training groups have been active in Latin America for almost ten years. In 2016, for example, the USA and Chile signed an agreement to strengthen prevention and response actions in emergencies.⁴ This agreement resulted in FEMA CERT instructors leading a series of CERT training sessions at Chile's National Fire-fighter Academy outside of Santiago in April 2017.⁵

A similar training series was executed in Mexico City in November 2018. FEMA staff, in collaboration with Chilean CERT leaders, led a series of CERT courses at Mexico's National Center for Disaster Prevention to assist in the establishment of a national CERT programme.⁶ Unlike the 2017 event in Chile, the 2018 training in Mexico included collaboration from the Red Cross and other disaster volunteer groups like Team Rubicon, expanding the reach and sustainability of the Mexican national CERT programme.

At the closure of the Mexico training programme, CERT leaders and volunteers from the USA and Chile had the idea to found an international nongovernmental organisation to bring CERT and other grassroots preparedness training to communities throughout Latin America.⁷ Finally, in August 2021, ONG CERT Latin Global was officially registered as a nonprofit group incorporated in Chile. This nonprofit has now been instrumental in the development of CERT programmes in the nations of Chile, Honduras, Mexico, Peru and Spanish-speaking communities within the USA.

The LISTOS programme began in California as a way to teach Spanish-speaking communities basic emergency preparedness tips. Managed by the

Fire Services Training Institute (FSTI), LISTOS training is tailored to individual communities based on the cultural and linguistic nuances of each Spanish-speaking audience served.⁸ Unlike CERT, which focuses heavily on team organisation and disaster response skills, LISTOS is focused solely on building household preparedness. Given its targeted curriculum and commitment to tailored training, LISTOS offers a valuable complement to the structured CERT training that varies little from one community to another. While LISTOS has had success in Spanish-speaking communities in California and other US states, programme leaders at FSTI are now planning to introduce similar training across Latin America, starting with Chile.⁹

METHODOLOGY

The research team was interested in understanding the state of disaster volunteerism in Latin America from the perspective of emergency managers and volunteers living and working in Latin American communities. Given the challenges of interviewing individuals across the broad geographic, socioeconomic and cultural diversity found in Latin America, the research team developed an online survey and shared it with active Spanish-speaking emergency management groups throughout the USA, Mexico, Central and South America.

The survey consisted of 15 multiple choice and open-ended questions. It was developed first in English, then translated, reviewed and revised by native speakers of Spanish with emergency management knowledge. Once revised, the survey was transferred to Google Forms, then tested for time to complete. Given the number of open-ended questions, survey time varied among respondents, with the research team estimating an average

completion time of 12 minutes. A full version of the survey in both English and in Spanish can be found in the appendix to this paper.

The survey was publicly released on 17th October, 2022. The research team promoted the survey through various WhatsApp and Twitter groups, Instagram posts and e-mail to known emergency management professional networks throughout Latin America and Spanish-speaking communities in the USA. The survey closed for responses on 26th October, 2022.

RESPONDENTS

Open for nine days, the survey collected 40 total responses from the target demographic. Respondents self-reported several characteristics of their location, community type and professional or volunteer role that will aid in future research and community-based preparedness programme development.

Responses were collected from Chile, Honduras, Mexico and the USA. Table 1 lists the self-reported total number of responses from each of these countries, as well as those who did not report their country.

In addition to self-reporting which country they lived in, respondents also reported whether they lived in an urban

Table 1: Breakdown of survey respondents (self-reported)

<i>Country</i>	<i>n</i>	<i>Percentage</i>
Chile	15	37.5
Honduras	4	10.0
Mexico	7	17.5
USA	9	22.5
Not reported	5	12.5
Total	40	100.0

or rural area (the concept of ‘suburban’ is uncommon in Spanish-speaking countries, hence was omitted from the response options in order to minimise the potential for confusion). Of the 40 total responses, 34 respondents answered this question, with a significant majority reporting that they live in an urban setting, while nearly one-third of respondents reported living in a rural area (Figure 1).

Respondents reported a variety of professional and volunteer roles in the survey. The question prompt, ‘What is your occupation?’ may have led to some confusion by not asking specifically for a role related to disaster preparedness, response or emergency management. However, the results still offer an enlightening view into the world of community-based disaster programming, as the self-identified roles of survey respondents represent a cross-section of typical professions and roles in any US or Latin American community. The following is the full list of self-reported occupations, translated from Spanish to English:

- Actress and communicator (media personality);
- Administrative chief;
- Agricultural machinery operator;
- Airport administration;

- Business administrator;
- Civil defence instructor;
- Community research specialist;
- Coordinator of municipal environmental unit;
- Cosmetologist, former foundation functionary;
- Dentist;
- Doctor;
- Emergency management chief;
- Engineering student;
- Food production operator;
- Government employee;
- Hostel owner;
- Housewife;
- Housewife;
- Housewife;
- Lorry driver;
- Missionary;
- Office worker;
- Paramedic;
- Personal assistant;
- Personal care assistant/nanny;
- Private sector employee;
- Production supervisor;
- Psychologist;
- Public sector employee;
- Public official;
- Research specialist;
- Retail clothing store employee;
- Social development outreach officer;
- Unemployed.

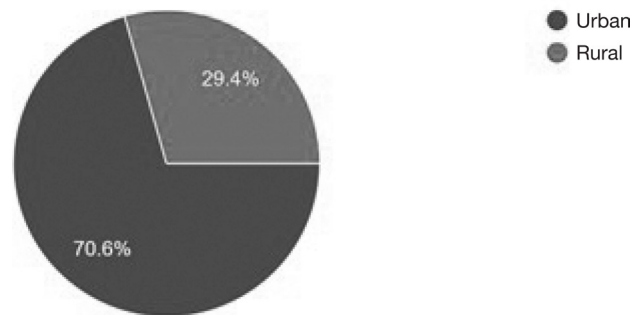


Figure 1 Responses to the question: ‘Do you live in an urban or rural setting?’

PERCEPTIONS OF COMMUNITY-BASED DISASTER VOLUNTEER PROGRAMMES IN LATIN AMERICA

While a larger survey sample size is ideal to draw more representative conclusions, the responses of the 40 respondents offer a view into possible trends in disaster volunteerism that may be seen through more comprehensive quantitative research. Similarly, data collected via conversations, anecdotes and other qualitative research methods employed by the authors reinforce the survey findings. However, the findings presented in this paper can only reflect the direct responses of survey participants due to the small sample size. The authors do not intend to portray these results as definitive throughout all of Latin America or Spanish-speaking communities in the USA.

When asked to list trainings, certifications and volunteer organisations available and active in their country, survey respondents offered a variety of responses, including:

- Civil Protection (an emergency management agency);
- Community Emergency Response Teams;
- Faith-based groups;
- Firefighters;
- LISTOS (the US-based programme teaching basic disaster preparedness);
- Local and national police;
- Red Cross;
- Social Service groups established to help families during the COVID-19 pandemic;
- Teletón (a Chilean volunteer group that promotes ‘active and inclusive citizenship, through the incorporation and recognition of people with disabilities’);¹⁰
- Topos (a Mexican nonprofit that trains volunteers in search-and-rescue techniques);¹²
- UNICEF; and
- Volunteer psychologists.

The most common volunteer opportunities and organisations mentioned by respondents were the CERT programme (15 mentions), the Red Cross (seven mentions) and fire-fighting groups (six mentions). One should note that this distribution does not mean that the CERT programme is a more common volunteer programme in Latin America than the Red Cross. Instead, the research team concluded that many of the community groups notified of the survey were more closely aligned to CERT than other well-known volunteer programmes.

Nearly two-thirds of survey respondents agreed that they had access to community programmes offered in their area, while around one in four respondents disagreed. When asked why they did not have access to these programmes, respondents noted a lack of information about opportunities, low support for disaster preparedness and mitigation among government leaders, and limited delivery of training at times when interested volunteers are available. Conversely, respondents who felt they had good access to programming reported expansive community services in their area, strong grassroots leadership in disaster activities and extensive communication and outreach to community members. One respondent stated quite plainly, ‘*Porque dichos programas son de orden público y están a la disposición de la comunidad*’ [Because these programmes are a publicly managed and are available for the community].

When asked how volunteers contribute to building resilience, reducing risk, or responding to disasters, survey respondents mentioned roles ranging from social support to truly hands-on activities. For instance, some respondents pointed out that contributing to resilience means staying informed of risks, strengthening community alliances and educating oneself on basic preparedness activities. These

activities take place during non-disaster times and may be more common among volunteers who cannot participate in more intensive commitments to training and practising disaster-specific skills like urban search and rescue.

Other respondents listed more traditional, hands-on volunteer roles such as clearing gutters of debris that could result in flooding or directly supporting first responders during crises, as is done via formal volunteer teams like CERT or Red Cross. When considered in total, respondents point to a case of the ‘haves and have nots’, where communities with inherently strong community engagement have invested in citizen-based preparedness activities. In contrast, communities with weak social ties resulted in frustrated community members interested in serving others but unable to do so due to a dearth in locally accessible programming.

THE IMPORTANCE OF VOLUNTEERS IN DISASTER RESILIENCE

Despite the diversity in volunteer roles and the full continuum of volunteer management maturity discussed above, it is clear that survey respondents believe that disaster volunteers play an important role

in resilience and response. Respondents overwhelmingly agreed that communities can benefit from more information and training on disaster preparedness (Figure 2).

Similar overwhelming agreement was reported by survey respondents when considering the statement ‘I believe that community members make a difference in the safety and resilience of my community’. There is no doubt about it: grassroots volunteers make the difference in community preparedness.

MOTIVATIONS TO VOLUNTEER

What makes a community member choose to volunteer to support resilience building, risk reduction and disaster response? Some respondents reported being motivated by the frequency or severity of disasters their community has faced in the past. However, most respondents pointed towards altruism, attributing their motivation to solidarity with their community and a desire to help those with the most needs. In the words of one respondent:

‘That is personal. Each person has the drive and the desire to help the next. Above all my loved ones and I will do

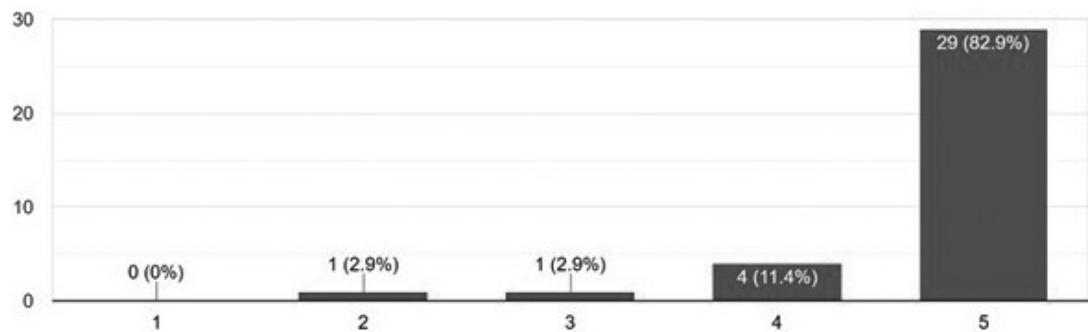


Figure 2 Likert scale responses to the statement ‘My community would benefit from more information and training on how to prepare for disasters’

it ... a good leader is needed to be able to guide a team and I believe that the same people choose [them], [they] can motivate many more people, it is rather something that occurs collectively.'

There is a lesson here that may run contrary to popular belief: volunteers are motivated by a variety of justifications, so the organisers of disaster preparedness programming should not simply focus their recruitment messaging on the ability to learn hard skills, but also on the opportunity to help others. The respondents' answers highlight a desire for a stronger, safer community for all, and an expectation that disaster training will provide the tools to make this possible. Survey respondents also commented on the specific skills and abilities they wanted to acquire from disaster-related training.

Respondents were asked to list the kinds of skills and abilities that community members need to build resilience, reduce disaster risk and respond to disasters. Their answers provide insight into the kind of content that disaster training programmes should offer community members in order to address their interests and training expectations.

Two respondents outlined the need to learn skills associated with disaster response activities, listing how to 'handle motor or electrical tools' and 'rescue' in an open-ended response box. However, the vast majority of respondents (30 of 34) listed a very different skill set — one that may be surprising to emergency managers regularly involved in community-based training.

These respondents all listed skills and abilities that were less technical and more oriented towards team management. These responses included 'communication and leadership', 'empathy and respect' and 'staying calm in order to make decisions quickly'. Other respondents talked about 'having an open mind' and 'the ability to delegate functions'. While these skills are

covered in depth throughout the CERT training, it is worth reviewing the curricula of other preparedness training to ensure their inclusion.

Anecdotally, some emergency managers may view volunteers as useful purely for rudimentary physical and administrative tasks. Clearly, those emergency managers need to evolve their thinking to match the volunteer expectation that community members can serve in complex and demanding leadership roles, as well.

Considering these results, it is important that future resilience-building trainings go beyond just the hard skills associated with a particular disaster response act. First-aid must be taught alongside active listening and spiritual aid. Fire suppression should be taught alongside the basic principles of leadership in crises. Search and rescue must include coursework on managing large teams. If incorporated by qualified trainers experienced in these topics, disaster preparedness courses will not only keep community volunteers safer in disaster, but also meet the training expectations of participants who are looking to contribute more fulsomely to their communities.

AREAS TO ADDRESS WHEN BUILDING DISASTER VOLUNTEER ENGAGEMENT IN LATIN AMERICA

One of the main themes of this paper is that volunteers in Latin America are ready to take on resilience-building and disaster response roles within their communities. They seek further training and organisation and would welcome more engagement on the topic. Nevertheless, there are certain limitations that hinder the growth of volunteer disaster programmes. One of those limitations is the lack of 'Good Samaritan laws' in Latin American nations. Another is the disparity in confidence between national-level preparedness

and local community preparedness. These topics are described in more detail below.

One of the most common protections for disaster volunteers in the USA is the existence of ‘Good Samaritan laws’. While these laws vary state to state, they all limit the likelihood that a well-intentioned helper will face legal action for injuries sustained by those they are helping in an emergency.¹³ While normally considered applicable to medical professionals rendering aid when they have no duty to do so, these laws also apply to disaster volunteers acting within the volunteer’s scope of responsibility.¹⁴ Consequently, Good Samaritan laws serve as a foundational enabler of disaster volunteerism in the USA.^{15,16}

However, 77 per cent of survey respondents felt that volunteers in their country and community had no form of insurance or liability coverage from their agency in the case of an accident. This matches the same percentage of survey respondents who reported living outside of the USA in Chile, Honduras or Mexico. Informal conversations between the authors and professional emergency managers in these countries between 2017 and 2022 anecdotally supported the lack of liability protection for disaster volunteers. While this may not deter neighbours from helping neighbours in distress, one can

expect that such gaps in volunteer protection will hinder the development of formalised volunteer programmes in Latin American nations.

Beyond legal protections, respondents noted a gap in community versus national preparedness. To have a ready and resilient nation, countries must invest in both national and local community capabilities. Each level of government has specific emergency management duties that must be fulfilled to build holistic preparedness. The US National Incident Management System, has made this division of responsibility clear since 2004 and calls for a ‘unity of effort’ to ensure common objectives across various levels of government, the private sector and the citizenry.¹⁷

Respondents to this survey perceived and reported a significant disparity between the maturity of their national emergency management system and their local community’s preparedness. When asked to agree or disagree with the statement ‘my country has an advanced emergency management system’, the mean response from a total of 33 responses — measured using a Likert scale ranging from 1 (disagree) to 5 (Agree) — fell at 3.6 out of 5 (Figure 3).

Conversely, when asked to agree or disagree with the statement ‘my community

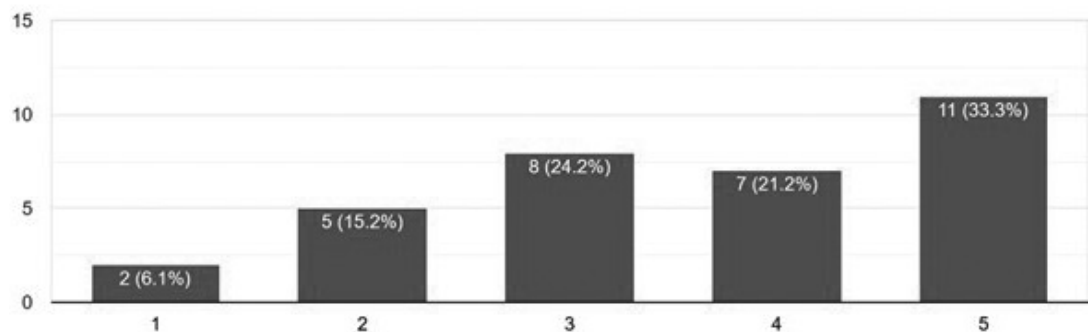


Figure 3 Likert scale responses to the statement, ‘My country has an advanced emergency management system’

is prepared for likely disasters', the mean response from a total of 35 responses fell more than a half point lower, at 3.03 (Figure 4). While not conclusive, this disparity shows that respondents do not believe the emergency management capabilities believed to exist at the national level in their countries have transferred 'down' to the community level.

When asked to consider the value of disaster preparedness information, 33 of 35 (94 per cent) respondents agreed with the statement that their community would benefit from more information on training on how to prepare for disasters. It seems clear that respondents not only remain interested in learning more about disasters, but they also believe this information can make a difference in their safety and security. Unfortunately, the perceived gap in local community preparedness may be further exacerbated by a lack of local disaster information.

FUTURE RESEARCH

While the survey offers valuable insights into the state of disaster volunteerism in Latin America, it also highlights several areas for further research to inform disaster resilience programming targeting Spanish-speaking communities in the USA,

Mexico, Central and South America. Other researchers are encouraged to reach larger sample groups to draw more definitive conclusions.

Future surveys should specifically target professional emergency managers in Spanish-speaking communities. While full-time professional emergency managers may be less common in Latin America than in the USA, many individuals have nonetheless gained deep experience through ancillary roles. Further, every country in Latin America maintains a national emergency management agency and some system of regional coverage. If surveyed or interviewed, these professionals can offer invaluable insights that will support the improved engagement of disaster volunteers.

Another area of future research may involve a training-based intervention in a specific community within Latin America to understand the impacts of training on community preparedness, social cohesion and perception of the value of disaster volunteers in emergency management. Several established US-based preparedness programmes, such as CERT and LISTOS, are being introduced in Latin America. Researchers should consider collaborating with ONG CERT Latin Global and Latin American research institutions

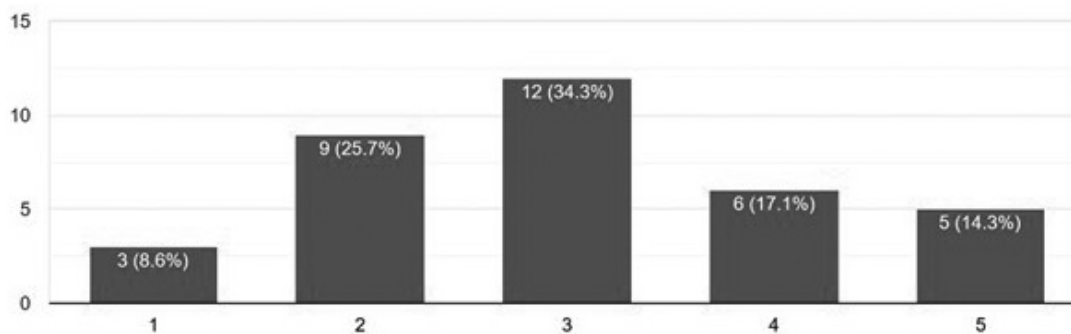


Figure 4 Likert scale responses to the statement, 'My community is prepared for possible disasters'

to establish a community-based research programme that studies the impacts of these programmes on their communities.

Lastly, future research should consider the positive and negative impacts of international disaster volunteerism on Latin American communities' ability to build grassroots resilience and response capabilities. In the course of conversations conducted for this study, some US-based emergency managers remained focused on providing material and expert support to Latin American communities post disaster. The idea of building grassroots disaster capability through volunteerism was previously unconsidered by some. More research should be conducted on this phenomenon to understand how emergency managers can develop a collaborative exchange of ideas that crosses languages and borders.

CONCLUSION

In a world experiencing notable increases in the severity and frequency of extreme weather due to climate change, it is not hard to predict the future of the emergency management profession in decades to come. Many local Spanish-speaking communities in the USA and Latin America will find themselves in a constant state of response and recovery, focused on immediate critical needs with little time for the kinds of community planning and training activities that build capacity on a grassroots level. New professionals to the field will have to learn on the fly, operating in a constant state of disaster activation that will quickly elevate both skills and burnout within the emergency management workforce.

To meet the new normal, emergency managers — indeed, the field itself — must adapt. It is vital to adopt techniques that can exponentially multiply the impact of every professional emergency manager's

actions. This study shows that local community volunteers are a viable solution for building disaster response and resilience capacity within Spanish-speaking communities in the USA and Latin America. Volunteers are hungry for knowledge and tools in disaster safety. They are interested in supporting community-wide efforts that help their neighbours stay safe. Perhaps most importantly, people in the USA and Latin America believe that community members make a difference in the safety and resilience of their communities.

Questions remain as to how to harness this volunteer energy to achieve increased resilience and meet the challenge of climate change. Established disaster volunteer training programmes like CERT and LISTOS have already been successfully exported from the USA to Chile, Honduras and Mexico. An international community of emergency managers should consider how else to support grassroots preparedness activities in Latin America to ensure that local communities are empowered to direct their own resilience-building initiatives in the future.

REFERENCES

- (1) Federal Emergency Management Agency (2022) 'About Us', available at: <https://www.fema.gov/about> (accessed 2nd November, 2022).
- (2) Federal Emergency Management Agency (2022) 'CERT Training', available at: https://community.fema.gov/PreparednessCommunity/s/cert-trainings?language=en_US (accessed 2nd November, 2022).
- (3) *Ibid.*
- (4) Government of Chile, Ministry of the Interior and Public Safety (November 2016) 'ONEMI y FEMA suscriben acuerdo para fortalecer acciones de prevención y respuesta frente a emergencias' ['ONEMI and FEMA sign agreement to strengthen

- emergency prevention and response actions’], press release, available at: <https://www.onemi.gov.cl/noticia/onemi-y-fema-suscriben-acuerdo-para-fortalecer-acciones-de-prevencion-y-respuesta-frente-emergencias/> (accessed 2nd November, 2022).
- (5) US Embassy, Chile (2017) ‘FEMA/ONEMI: Colaboración en respuesta a emergencias’, [‘FEMA/ONEMI collaboration in emergency response’], available at: <https://soundcloud.com/santiagopress/fema> (accessed 2nd November, 2022).
- (6) Government of Mexico (November 2018) ‘CENAPRED, a través de la ENAPROC, con el apoyo de FEMA y ONEMI imparten el curso “Equipos de Respuesta Comunitaria a Emergencias CERT”’ [‘CENAPRED, through ENAPROC, with help from FEMA and ONEMI, delivers the CERT course’], available at: <https://www.gob.mx/cenapred/articulos/cenapred-a-traves-de-la-enaproc-imparte-el-entrenamiento-equipos-de-respuesta-comunitaria-a-emergencias-cert> (accessed 2nd November, 2022).
- (7) ONG CERT Latin Global (2022) ‘Quiénes Somos’, available at: <https://www.certlatinglobal.org/quienes-somos/>.
- (8) LISTOS (2022) ‘About: Alertar y Preparar’, available at: <https://www.calistos.org/about/> (accessed 3rd November, 2022).
- (9) Encinas, L. (November 2022) Interview conducted with M. Lyttle.
- (10) Teletón (2022) ‘¿Qué es el voluntariado Teletón?’, available at: <https://www.teleton.cl/voluntariado> (accessed 3rd November, 2022).
- (11) Topos Tlaltelolco A. C. (2022) ‘Quiénes Somos’ [‘Who We Are’], available at: <https://www.topos.mx/nosotros/quienes-somos> (accessed 3rd November, 2022).
- (12) West, B. and Varacallo, M. (2022) *Good Samaritan Laws*, StatPearls Publishing LLC, Treasure Island, FL.
- (13) Association of State and Territorial Health Officials (2011) ‘Volunteer Protection Acts and Good Samaritan Laws’, available at: <https://www.vdh.virginia.gov/content/uploads/sites/149/2019/06/06-Fact-Sheet-Volunteer-Protection-Acts-and-Good-Samaritan-Laws-FINAL-ABW.pdf> (accessed 3rd November, 2022).
- (14) Titus, R. (September 2019) ‘VERIFY: Are there laws to protect Good Samaritans who give aid during a natural disaster?’, USA9, available at: <https://www.wusa9.com/article/news/verify/65-e0cf7d2d-1c00-4fd7-a210-b26bba366e14> (accessed 3rd November, 2022).
- (15) Hodge Jr., J. G., Gable, L. A. and Calves, S. H. (2005) ‘The legal framework for meeting surge capacity through the use of volunteer health professionals during public health emergencies and other disasters’, *Journal of Contemporary Health Law & Policy*, Vol. 22, No. 1, pp. 5–71.
- (16) Federal Emergency Management Agency (2017) ‘National Incident Management System’, 3rd edn, FEMA, Washington, DC.

APPENDIX

Survey: The state of disaster volunteerism in Latin America [El estado del voluntariado de desastres en América Latina]

- (1) How do community members help build resilience, reduce risk or respond to disasters in your country and community? [Open ended]
- (2) ¿Cómo contribuyen los miembros de la comunidad a desarrollar la resiliencia, reducir el riesgo o responder a los desastres en su país y comunidad? [Respuesta abierta]
- (3) What trainings, certifications and volunteer organisations are available and active in your country and community? [Open ended]
- (4) ¿Cuáles capacitaciones, certificaciones y organizaciones voluntariadas están disponibles y activas en su país y comunidad? [Respuesta abierta]
- (5) I have access to community

- programmes offered in my community. [Agree/Disagree]
- (6) *Yo tengo acceso a los programas comunitarios ofrecidos en mi localidad. [Acuerdo/Desacuerdo]*
- (7) With respect to your answer to question 3, please explain why you answered as you did. [Open ended]
- (8) *Con respecto a su respuesta a la pregunta 3, explique por qué contestó de esa manera. [Respuesta abierta]*
- (9) What barriers keep people from helping to build resilience, reduce risk and respond to disasters in your country and community? [Open ended]
- (10) *¿Qué barreras impiden que las personas contribuyen a desarrollar la resiliencia, reducir el riesgo y responder a los desastres en su país y comunidad? [Respuesta abierta]*
- (11) What motivates people to be disaster volunteers in your country and community? [Open ended]
- (12) *¿Qué motiva a las personas a ser voluntarios en desastres en su país y comunidad? [Respuesta abierta]*
- (13) Which skills are most important for citizens to have if they want to help build resilience, reduce disaster risk and respond to disasters in your country and community? [Open ended]
- (14) *¿Qué habilidades son más importantes para los ciudadanos si quieren contribuir a construir resiliencia, reducir el riesgo de desastres y responder a los desastres en su país y comunidad? [Respuesta abierta]*
- (15) My country has an advanced emergency management system. [Likert scale ranging from 1 (agree) to 5 (disagree)]
- (16) *Mi país tiene un sistema avanzado de gestión de emergencias. [escala Likert, 1 (desacuerdo) – 5 (acuerdo)]*
- (17) My community is prepared for likely disasters. [Likert scale ranging from 1 (agree) to 5 (disagree)]
- (18) *Mi comunidad está preparada para posibles desastres. [Likert, 1 (desacuerdo) – 5 (acuerdo)]*
- (19) My family is prepared for likely disasters. [Likert scale ranging from 1 (agree) to 5 (disagree)]
- (20) *Mi familia está preparada para posibles desastres. [Likert, 1 (desacuerdo) – 5 (acuerdo)]*
- (21) My community would benefit from more information and training on how to prepare for disasters. [Likert scale ranging from 1 (agree) to 5 (disagree)]
- (22) *Mi comunidad se beneficiaría de más información y capacitación sobre cómo prepararse para los desastres. [Likert, 1 (desacuerdo) – 5 (acuerdo)]*
- (23) I believe that community members make a difference in the safety and resilience of my community. [Likert scale ranging from 1 (agree) to 5 (disagree)]
- (24) *Creo que los miembros de la comunidad marcan la diferencia en la seguridad y resiliencia de mi comunidad. [Likert, 1 (desacuerdo) – 5 (acuerdo)]*
- (25) Volunteers in my country and community have some sort of insurance or are covered by their agency's liability coverage in the case of an accident. [Likert scale ranging from 1 (agree) to 5 (disagree)]
- (26) *Los voluntarios en mi país y comunidad son cubiertos por algún seguro o respaldados por sus agencias que representan en el caso de accidente. [Likert, 1 (desacuerdo) – 5 (acuerdo)]*
- (27) Which country do you live in? [Open ended]
- (28) *¿En cuál país vive usted? [Respuesta abierta]*
- (29) Do you live in an urban or rural setting? [Choose one: Urban/Rural]
- (30) *¿Usted vive en un lugar urbano o rural? [Escoge una: Urbano/Rural]*