Inclusive practices for disaster risk management

Experiences with social actors and government entities in Latin America

USAID FROM THE AMERICAN PEOPLE

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Save the Children

Disaster Risk Management Inclusive Practices

Experiences with social actors and government entities in Latin America.

Gathering of experiences and writing

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Humanity & Inclusion is grateful to every organization and partner who shared their experiences and lessons in this publication

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Humanity & Inclusion

An international organization that works alongside people with disabilities and vulnerable populations acting and giving testimony to meet their essential needs, improving their living conditions, and promoting respect for their dignity and fundamental rights.

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Overview

We present twelve inclusive practices that explore the application of the inclusive approach to disaster risk management, thus enriching these and encouraging contributions to create more inclusive and resilient communities!

Collecting and sharing inclusive practices is one axis of the project, “Inclusive Disaster Risk Management: An innovative approach towards inclusion of most vulnerable groups”, which aims to disseminate inclusive disaster risk management in Latin American countries in order to increase protection and resilience in high-risk groups. The project accompanies and strengthens regional, national, and local actors from the following countries: Bolivia, Chile, Colombia, Ecuador, Nicaragua, Paraguay, and Peru.

This regional initiative for inclusive disaster risk management is led by Humanity & Inclusion (HI), in partnership with Save the Children International Peru (SCI) and Cooperazione Internazionale Paraguay (COOPI).

“

It is with great pleasure that we share these twelve inclusive practices from many initiatives from all corners of our region to ensure that they promote social inclusion and that people who are most vulnerable to disasters become actors in the processes that seek their protection.

We are grateful to all the organizations and communities sharing and reflecting on their experiences, hence contributing to the ongoing effort to build more inclusive and resilient societies.

May your reading be rewarding and encourage you to turn your gaze to the diversity of people who inhabit our world and to their own practices!

”

Valérie Beauchemin, Peru and Bolivia Country manager, Humanity & Inclusion.

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Introduction

Back in 2018, when we started the project "Inclusive Disaster Risk Management: An Innovative Approach towards Inclusion of most vulnerable groups," we were already aware of the challenge involved in addressing the issue of inclusion of most vulnerable groups. A first task was to identify not only the most vulnerable groups in the countries where we were going to intervene, but also to distinguish the representative organizations of these groups, to know their expectations and motivations, as well as the progresses achieved so far in terms of recognition of their rights and access to them.

For those of us who work in this line of work, it is clear that the commitment and approach must be aimed at making the most vulnerable groups visible. That means women, children, people with disabilities, migrants, indigenous populations, and the elderly; who, according to the Global Assessment Report on Disaster Risk Reduction 2019 (GAR), are at a greater disadvantage towards disasters because they do not have equal opportunities to participate in making of risk management decisions. Barriers related to location, age, gender, poverty, disability, and access to social protection programs and safety nets seriously affect people's possibilities to anticipate, prevent and mitigate risks.

It is also important to emphasize the Sendai Framework, which contemplates the participation and essential contributions of these groups in effective risk management practices that contribute to greater community resilience as well.

Latin America, a region with considerable disparities and particularly exposed to disasters

Between 2005 and 2015, the Latin American and Caribbean region experienced more than 800 disasters, affecting nearly 64 million people. In 2017, floods were the main cause of emergencies and disasters in the Andean subregion (Bolivia, Colombia, Ecuador, Peru, and Venezuela), resulting in 2.6 million people affected; followed by earthquakes, with 2.1 million; and droughts, with 959,000.

Latin America is considered one of the regions with the highest rates of disparity, exclusion, and discrimination against indigenous communities, Afro-descendants, women, and youth. According to UN Women, 14 of the 25 countries in the world with the highest rates of femicide are in Latin America and the Caribbean.

Evidence from different parts of the world shows how exclusion and barriers faced by these populations increase their vulnerability to disasters. Their lives, health, livelihoods, and ability to recover are much more affected than in the rest of the population. This is why we believe it is essential to involve them in risk management, making this practice more effective and contributing to building inclusive societies, and more resilient populations.

Inclusive disaster risk management in 4 dimensions

Applying an inclusive approach to disaster risk management means incorporating these four dimensions in all its components and activities:

- Promoting equal rights and opportunities for everyone when facing risks.
- Ensuring full and meaningful participation and leadership of all groups and individuals when identifying and reducing risk.
- Appreciating and responding to the diverse characteristics, capabilities, and vulnerabilities of all involved.
- Contributing to the resilience of everyone by transforming power structures and removing barriers that keep people excluded from society.

Inclusive practices to promote a new approach to disaster risk management

We are aware that some of the interventions we have been following up are recent; however, we also consider it necessary to disseminate the efforts made by social organizations and by the states to include these groups. For this reason, we decided to identify experiences that would reflect these efforts, with the aim of disseminating them in order to; on the one hand, promote an inclusive approach and, on the other hand, inspire those who are already on this path to share their experiences and gather their practices and lessons learned.

Therefore, we invited civil society organizations and government institutions in several countries to present their experiences under the heading of Inclusive Practices in Disaster Risk Management (DRM) and chose twelve of them to be shared in this document.

What is an inclusive practice in disaster risk management?

Inclusion means recognizing the diversity of people and ensuring the fulfillment of their human rights and active participation in society without being limited by gender, age, disability, or other factors related to ethnicity, religion, geography, economic status, political affiliation, health problems, or any other circumstance in life.

An inclusive practice implies a set of actions that recognize the diversity of the population, promote equality of rights and opportunities, facilitate full and effective participation of groups at greatest risk, adapt the classic DRM activities, and have a positive impact on the most vulnerable individuals or groups. And that, in turn, these groups confirm that these actions generate changes for them.

A methodology that empowers and generates learning

The methodology used to collect the inclusive practices includes some of the elements of the “Making it work” methodology, developed by Humanity & Inclusion. Four criteria were established to identify inclusive practices: 1) demonstrable impact of change in one of the four dimensions of inclusion, 2) potential for replication and sustainability, 3) work focused on most vulnerable groups, and 4) work done in the countries where we have been developing the regional project.

In order to identify the cases, social organizations, and government institutions were invited to write about their experiences using a questionnaire adjusted to different criteria. Subsequently, cases were selected, and then semi-structured interviews with the teams implementing the practices were conducted.

Twelve inspiring practices

The document gathers twelve experiences of inclusive practices in disaster risk management developed in seven countries of the Latin American region. From these, we identified and collected their context, practice description, impact generated, potential for replicability and sustainability, and challenges to be faced in the future.

We share this first selection of practices with much humility, hoping that are inspired and encouraged to disseminate this inclusive approach in disaster risk management.

Practice 1

Participatory risk analysis with an inclusive approach in two indigenous communities in San Pedro, Paraguay.

Tesãi Reka Paraguay

In order to foment genuine and committed participation from members of the indigenous communities when diagnosing their problems and needs, “Asociación Tesãi Reka Paraguay” joined forces with a group of experts on working with indigenous communities.

Context

The experience takes place in two indigenous communities, the Mbya Guaraní and the Ava Guaraní, located in the district of General Resquín, in the department of San Pedro in the Eastern Region of Paraguay. Identified as one of the forty most vulnerable communities in their territory, they face periods of drought, hail, rain, storms, and frost, which affect access to electric power and housing. In addition, they are exposed to other risk factors, such as water and air pollution due to the indiscriminate use of agrochemicals in large soy and corn plantations that surround their community, and frequent forest fires, which damage their livelihoods based on agriculture, beekeeping, and the cultivation of medicinal plants.

Actors

1 Asociación Tesãi Reka Paraguay

“Búsqueda de la Salud en Paraguay” is a non profit confederation of social organizations established in 1998. It originated from a dynamic partnership with rural communities that resulted in an evolving model of intervention and approaches that integrated the population and the local actors and responded to their needs.

2 Coopi (Cooperazione Internazionale) / HI (Humanity & Inclusion)

The “Nañohendu” project is part of the regional initiative, “Inclusive Disaster Risk Management: an innovative approach towards inclusion of most vulnerable groups,” led by Humanity & Inclusion and executed by COOPI in Paraguay.

3 Communities involved

- Mbya Guaraní Community “Tapýi Kue”.
- Ava Guaraní Community “Ko’e Poty”.

Dimensions of inclusion explored by this practice

- **Tailored approach**
- Participation in decision making
- Recognition of diversity
- Removal of barriers

- Selection of a team of experts on working with indigenous communities in order to ensure a positive bond between the technical team of Tesãi Reka Paraguay and the indigenous communities.

- Methodology and facilitation adjustment to the communities´ cultural context and customs in order to foment optimal participation, specially from the most vulnerable groups (women, people with disabilities, children, adolescents, and the elderly).

Participatory community diagnosis with vulnerable groups

As part of the initial work of the project "Nañohendu", or "Let's listen to each other", it was proposed to elaborate a diagnosis with a methodology that, from the beginning, adapted and was respectful to the communities' worldview and ways of socializing and was focused on their most vulnerable population. Furthermore, support of a team specialized in interventions with indigenous people was sought for the designing and facilitating of the participatory community assessment. This was done in order to create and assure the bond between the technical team of Asociación Tesãi Reka Paraguay and the communities and ensure active participation of the different most vulnerable groups (particularly, women, children, the elderly, and people with disabilities).

The diagnosis was carried out over a period of four months, with the aim of identifying the main problems and needs of vulnerable groups in communities in relation to disaster risk management. It had a working methodology named "Ñomongeta" or "Let's talk", which consisted of group conversations guided by a facilitator (groups of men, women, children, the elderly, and people with disabilities) and continued with a plenary session in which everyone could share what they had worked on in each group.

> "What is most important when working with indigenous communities is the previous stage of coordinating agreements and generating bonds with community leaders."
>
> **Alcira, Consultant and Assessment Facilitator.**

The following criteria were agreed upon:

- Close follow up of the coordinating activities by someone almost permanently in contact with the community.
- To agree upon on logistics and work methodology of the activities during the first visit.
- To strengthen the bond with the community through daily sharing, especially of their own food and customs.

In the assessment, men quickly identified the risk management problems that affect them, such as water contamination, loss of livelihoods, and road blockages resulting from rain or hail. Especially with the women's and children's groups, other problems came to light, such as poverty, violence against women, child abuse, increase in pregnancies among young girls, and the loss of their customs and rituals.

Impact in the communities

- The adjustment of the working methodology allowed vulnerable groups, women, children, elderly, and people with disabilities, to express their concerns and needs to the rest of the community.
- The community authorities, including the chief and the spiritual leader, incorporated the perspectives and voices of the most vulnerable groups in their meetings.
- The group of women requested tools and skills to identify their problems and learn how to manage their needs. Many times, they do not receive the help they really need due to communication problems between the communities and the authorities.

Replicability potential

- The participatory diagnostic methodology adopted by indigenous communities can be adapted to other realities as long as it is adjusted to the cultural context and respects the agreements and rules of the indigenous communities.

(Photo credit: Tesãi Reka)

Challenges ahead

- The difficulty that was recorded was lack of participation of local institutions in the process of working with the indigenous community, with the exception of the local school and the Family Health Unit, both of which collaborated with the activities at the community level. This situation highlights the cultural gap between local institutions and indigenous communities and the challenge of full participation in society for those groups most at risk.

Practice 2

Preventive culture available to everyone, La Araucania, Chile.

ONEMI
Ministerio del Interior y Seguridad Pública

Disaster prevention and preparedness informative materials for people with disabilities in the region of Araucania, Chile.

Practice context

In the last decade, Chile faced several disasters, pointing out the need to generate and disseminate recommendations for emergency preparedness and response for people with disabilities.

For this reason, the National Emergency Office of the Ministry of Internal Affairs and Public Security (ONEMI), with the support of the National Disability Service (SENADIS) and the Disability Thematic Table on Disaster Risk Management, formed by the Ministries of Education and Health, the NGO Inclusiva and Fundación Sordos Chilenos, executed a project called “Preventive culture available to everyone.”

This allowed the production of inclusive information material that included people with disabilities’ perspective and validation. This program was validated in the region of Araucania.

Participants of the National System of Civil Protection

1 Coordination: National Emergency Office of the Ministry of Internal Affairs and Public Security

ONEMI is the technical organism of the State of Chile in charge of planning and coordinating public and private resources intended for the prevention and attention of emergencies and disasters of natural origin, or caused by human action, and to provide the ministries, administrations, governorships, municipalities and agencies of the National Civil Protection System (SNPC), at the national, regional, provincial and community levels, with models and permanent management plans for the prevention and management of emergencies, disasters, and catastrophes.

2 Technical authority: National Disability Service (SENADIS)

SENADIS' mission is to promote the right to equal opportunities for people with disabilities in order to achieve their social inclusion, thus contributing to the full enjoyment of their rights and eliminating any form of discrimination based on disability. This is achieved by coordinating the actions of the state of Chile and by implementing policies and programs in the framework of inclusive local development strategies.

SENADIS, the National Fund for Inclusive Projects, serving people with disabilities, family members, companions or caregivers, finances initiatives that contribute to the social inclusion of people with disabilities.

3 Technical advisors

Ministry of Education and Ministry of Health of the state of Chile.

4 Technical partners

Inclusiva, NGO, is a private law and non-profit association specialized in the area of disability and emergencies that services the Commune of Peñaflor, in the Metropolitan Region of Chile, and is currently a member and representative of the Network of Inclusive Management of Disaster Risk and Disability in Latin America and the Caribbean.

Fundación Sordos Chilenos is a nonprofit institution that has the great task of providing contributions, advice, and services to deaf people that protect their rights for equal opportunities and social inclusiveness. They also urge socio-cultural change to reduce and overcome the cultural-linguistic barriers that prevent accessibility and full development of everyone.

Preparation of information materials for disaster prevention and preparedness helped to reduce communication barriers for people with disabilities.

In addition, by recognizing and validating organizations for people with disabilities, public officials (national and local) attitudes towards people with disabilities were changed, recognizing their skills and abilities as subjects of the law.

Dimensions of inclusion explored by this practice

- **Removal of barriers**
- Participation in decision making
- Recognition of diversity
- Tailored approach

Preventive culture available to everyone

The initiative to produce disaster prevention and preparedness informative materials for most vulnerable groups was originated as a project of the National Fund for Inclusive Projects (FONAPI), of the National Service for Disability (SENADIS). The work was carried out in the region of Araucania.

In order to involve people with disabilities in the elaboration of the guidelines and the validation of the inclusive information materials, workshops were organized in the region. These were attended by 316 participants, including people with disabilities, caregivers, companions, and public and local institutions.

This grass roots collaborative work produced materials that responded to their real needs. Moreover, a digital booklet of inclusive recommendations to face risk situations was prepared, also available in audio format.

Likewise, prevention recommendations that ONEMI established for different threats, such as earthquakes, tsunamis, floods, forest fires, volcanic eruptions, structural fires, and the "Prepared Family" program, among others, were translated to sign language and subtitled.

All information material produced by ONEMI was integrated in voiceye code, which allowed users to see the letters in large size and high contrast, listen to the content in audio format, and send texts to a Braille line via Bluetooth.

Since all information is stored in voiceye codes, there is no need for users to have internet connection. It is important to emphasize that all of this inclusive material is shared on the ONEMI's website and on social networks.

Additionally, ONEMI signed an agreement with the Asociación Nacional de Televisión (ANATEL) to include a sign language interpreter in nationwide major emergency situations press points. There was also an agreement to broadcast a video with inclusive recommendations as part of the one that is periodically transmitted by ANATEL's partner channels in Chile.

Generated impact

- People with disabilities and caregivers or companions now have information materials for disaster prevention and preparedness.
- The validating process made by organizations of people with disabilities allowed for the integration of their perspectives to the information materials that ONEMI generates and, in turn, the recognition of their skills and abilities from public officials, national and local, who work in disaster risk management.

Potential for sustainability

- Progress made by public institutions and the National Civil Protection System to incorporate the most vulnerable groups, especially people with disabilities, led to a commitment by these same institutions to continue making progress in the inclusion of these groups.

Challenges ahead

- Securing a stronger commitment from citizens and the National Civil Protection System in order to change their perspective towards people with disabilities, recognizing them as subjects of the law, with capabilities and skills, and as active participants in society and in the planning for emergencies and disasters.

- Ensuring that people with disabilities play a more active role in preparing for and responding to an emergency and disaster situation.

(Photo credit: ONEMI)

Practice 3

Neighbors in the district of Comas, Lima, are empowered to face disasters with an inclusive approach.

Recognizing and valuing the diverse skills of traditionally excluded groups while strengthening their capacity to prepare for risks on the slopes of the desert hills of northern Lima.

Practice context

In 2019, the NGO Alternativa carried out the "Characterization of risk scenarios in the northern area of Lima," from Los Olivos to Ancon, which allowed defining the risk scenarios for the northern hillside areas of Lima.

Based on this study, the metropolitan urban ecosystem on hillsides represents 15% of the territory of the Comas district. It comprises rocky mountain slopes of moderate to steep gradient over which urbanization has spread inadequately, a situation of vulnerability to landslides and mud and rockslides is present a vulnerable scenario for human life and the infrastructure installed.

Thanks to an initial surveying of the area and to a fund granted by Save the Children International and Humanity & Inclusion, the pilot project "Inclusive community-based disaster risk management in the Vista Alegre and Virgen de las Mercedes human settlements" began in July 2019.

Actors

1 Alternativa

Alternativa is a non-profit civil association that, since 1979, has contributed to the areas of integral and sustainable human development and the strengthening of democratic institutions in Metropolitan Lima and other regions of Peru. It seeks to improve the quality of life of people, the development of their abilities and the expansion of their opportunities.

2 Save the Children / Humanity & Inclusion

The pilot project is part of the regional initiative "Inclusive Disaster Risk Management: an innovative approach towards inclusion of most vulnerable groups", led by Humanity & Inclusion and implemented by Save the Children in Peru.

3 Asociación Psico Inclusiva Kipu Llaxta

This is an organization promoting inclusion and development of people with disabilities

in Peruvian society. It provided inclusion issues training.

4 Practice participants

Eighty-nine families from Vista Alegre and Virgen de las Mercedes in the district of Comas, Lima.

Dimensions of inclusion explored by this practice

- **Recognition of diversity**
- Participation in decision making
- Tailored approach
- Removal of barriers

- An analysis of the population in the areas intervened was prioritized in order to recognize and make more visible the diversity of vulnerable groups.

Pilot Project on Inclusive Disaster Risk Management

Vista Alegre and Virgen de las Mercedes in the district of Comas in northern Lima are human settlements on the slopes of stone and sand hills, typical of the coastal desert of Lima. Their population migrated to Lima from the inland towards the end of the 1990s and built their houses in informal settings and without urbanization plans.

The choice was made to work with Vista Alegre and the neighbors who led their neighborhood

committee; and with Virgen de las Mercedes, which, which was a relatively more recent settlement and had wider neighborhood participation because it had greater needs, such as the construction of trails or water services. This collaborative participation keeps neighbors and the organization active in the community.

The project aimed to share concepts and methodologies of inclusive disaster risk management to increase protection and resilience of groups most at risk during and after an emergency situation; as well as to strengthen inclusive approaches, knowledge and practices in the DRM authorities and officials of the local municipality. Priority was given to the participation and attention of people with disabilities, women and the elderly, to ensure their presence in the DRM committees.

Different activities and trainings were carried out for the residents of Vista Alegre and Virgen de las Mercedes. With the participation of Asociación Psico Inclusiva Kipu Llaxta, an organization of people with and without disabilities, three inclusion workshops were organized for the population and a training for local officials. Likewise, there were workshops to elaborate a community risk map and identify evacuation routes with an inclusive approach. It was then submitted to the Deputy Manager of Civil Defense of the local municipality for validation.

Generated impact

- The close analysis of this area's population was done through a volunteered-run census from the local municipality. This allowed the populations of Vista Alegre and Virgen de las Mercedes to know the houses where most vulnerable groups lived, especially people with disabilities, who were often invisible to the rest of the community because they rarely left their homes. Understanding the demographics of the population in the area was of great importance because it allowed these groups to be taken into account in the elaboration of the community risk map.

- The inclusion workshops prepared by Kipu Llaxta not only allowed the population to be trained in inclusive management issues, but also to remove certain attitudinal barriers that existed towards people with disabilities because the population became aware of the abilities that a person with a disability can develop, mitigating the view of them as passive subjects who need help.

(Photo credit: Alternativa / Save the Children)

- The adoption of an inclusive approach to the project's activities enabled the population to recognize the importance of the participation of the most vulnerable groups. In fact, one of the groups with the greatest participation in the trainings was the elderly. Family members of people with disabilities now recognize their need to attend the Alternativa team´s trainings.

Replicability potential

- One of the most important conditions needed to replicate Alternativa's experience is understanding the choice of an area of intervention that is not fully urbanized—that is still working through community organization and basic community improvements such as the installation of water and drainage systems. This is because this type of community facilitates participation of neighbors in activities.

Challenges ahead

- Greater involvement of local authorities and officials in project activities is still needed. It is also necessary to generate lines of exchange between the local government and the population in order to gather the needs and demands of the neighbors of the Vista Alegre and Virgen de las Mercedes human settlements and to articulate the community initiatives of risk management at the district level.

Practice 4

Peer support groups to address post disaster stress in the province of Manabí, Ecuador.

In 2017, in a post-earthquake context in the Pacific coast, FENODIS developed a guide for the training and management of mutual self-help groups and trained five mutual self-help groups to organize the delivery of psychological care to affected people with disabilities and their families.

Practice context

On April 2016 an earthquake in the northwestern coast of Ecuador severely affected the province of Manabí. Several cantons in the province were devastated by human and material losses. Due to the need of psychological care for people with disabilities and their families affected by the disaster, the National Federation of Non-Governmental Organizations for Disability (FENODIS) developed a pilot project to train technicians from non-governmental organizations working in the cantons of Manta, Portoviejo, Canoa, Calceta, Jama and Jaramijó to provide emotional support through the formation and management of mutual self-help groups (GAM).

Actors

1. **National Federation of Non Governmental Organizations for Disability (FENODIS)**

   Ecuadorian Federation with more than 25 years of existence, working on, through information, training and advisory processes, the strengthening, sustainability, and positioning of 48 civil society organizations that provide services to people with disabilities.

2. **National Council for Equality of Disabilities (CONADIS)**

   Government agency that aims to formulate, observe, monitor, and evaluate public policies on disability throughout the national territory. It was in charge of the articulating communications with organizations of people with disabilities that participated in the project.

3 Decentralized Autonomous Government of Manta

This is the local authority that collaborated with logistics in the execution of the project.

4 Practice participants

Men and women representing associations of people with disabilities from the cantons of Manta, Portoviejo, Canoa, Calceta, Jama, and Jaramijo in the province of Manabí.

Dimensions of inclusion explored by this practice

- **Tailored approach**
- **Removal of barriers**
- Participation in decision making
- Recognition of diversity

- The working methodology for the mutual self-help groups, which is based on self-evaluation, peer support, and encourages the use of positive and inclusive language was adapted and applied to people with disabilities respecting the principle of "do no harm".
- Because the families of people with disabilities who participated in the project and the members of the National Council for Equality of Disabilities (CONADIS) had a positive perception of the skills and abilities of people with disabilities, the project's work meetings took the first step towards the elimination of barriers, specifically attitudinal.

Guide for the creation and management of mutual self help groups

From May to October 2017, the FENODIS team implemented the pilot project to develop a guide for the formation and management of mutual self-help groups. As part of this project, it carried out the formation and training of five mutual self-help groups, in which about 200 people from the province of Manabí participated. The FENODIS pilot project proposed the following:

- Provide psychological support for members of mutual self-help groups through networking, the unity principle, self-evaluation, and emotional peer support.
- To strengthen the social interaction of victims by ending their isolation and forming networks of mutual help with people who were going through similar situations of emotional pain.

Twenty technicians were trained in the formation and management of mutual self-help groups from two member organizations of FENODIS (Fundación Rostro de Jesús from the Canton of Manta and Fundación de Desarrollo Social (Fudes) from the Canton of Puerto López in the province of Manabí). Work was also done with three other organizations of people with disabilities in the province of Manabí.

Impact

- The meeting spaces that were organized allowed the affected families to form networks of mutual help that still exist, especially among those belonging to the same organization.
- The guide contributed to the reduction of some attitudinal barriers in the National Council for Equality of Disabilities (CONADIS), which managed to strengthen its relationship with the organizations of people with disabilities in the affected area. Likewise, a change was achieved in the attitude of the relatives, who were identified as key actors because they were people with disabilities primary support.

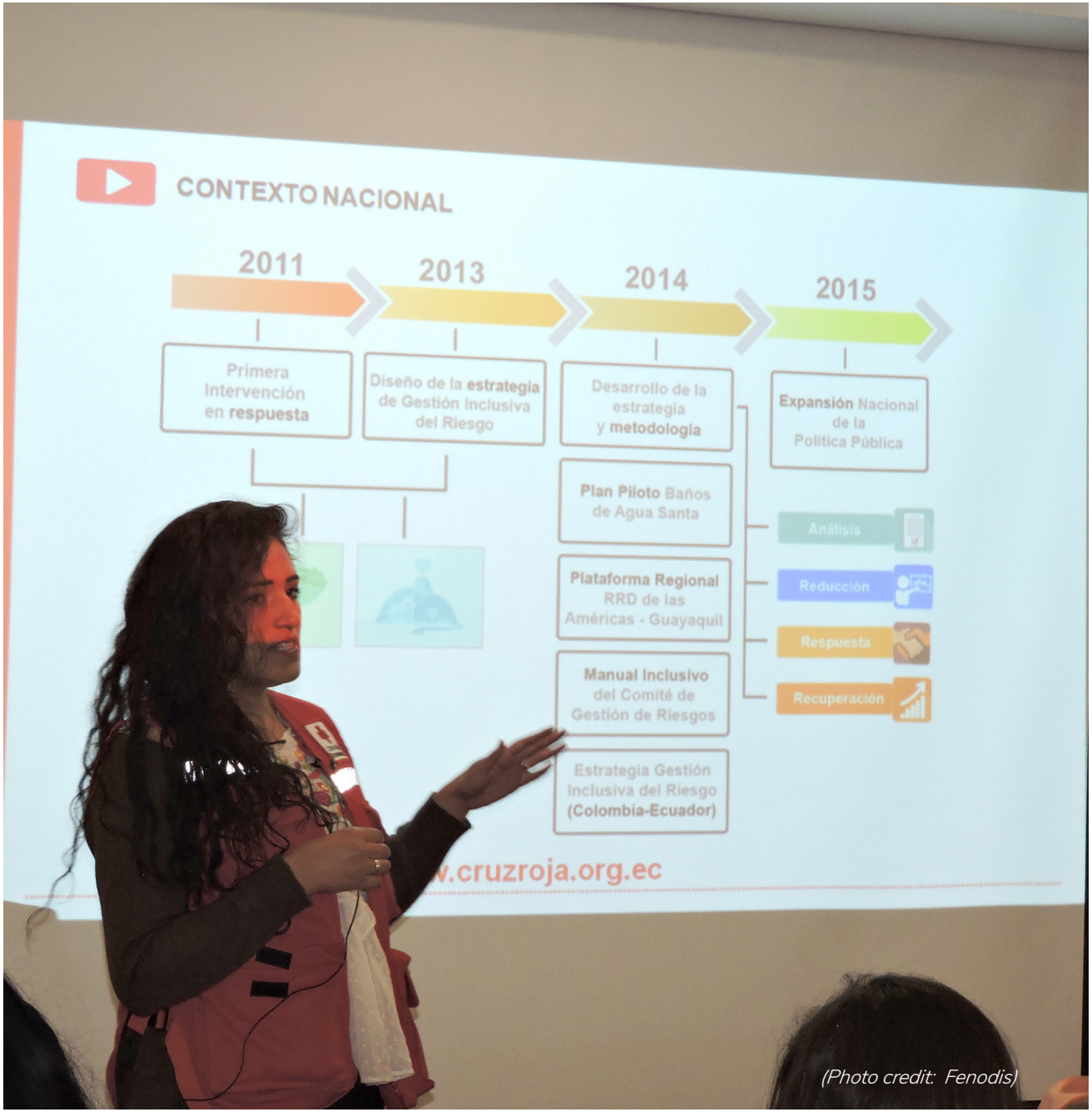
- The guide, which was a tool designed for people with disabilities, gave the attendants of the meetings a feeling that their needs had been taken into account.

Replicability potential

- The replicability of the practice is possible for organizations at the local and community level in similar contexts where a need to work on emotional care in an emergency or disaster situation has been recognized. In addition, the guide offers instruction on how to develop skills to create peer support groups.

Challenges ahead

- As a first response to an emergency, we usually work on the visible aspect of inclusion, while the invisible, meaning the emotional, is not usually prioritized. It is necessary to raise awareness among the general population on the importance of recognizing diversity of people. The efforts of government institutions were focused on rebuilding the city, and not so much on emotional support work necessary for people affected by the earthquake.



(Photo credit: Fenodis)

Practice 5

Knowledge to resist and stay:
A process for managing the risk from the Nasa world view and with a differential approach to age in Colombia.

In the Nasa communities of Colombia, risk management processes were strengthened by recognizing the contributions provided by indigenous culture and the elderly.

Practice context

Elderly people are one of the most vulnerable groups in disaster emergencies. According to the 2005 census of the National Administrative Department of Statistics (DANE), the elderly represented about 10% of the indigenous population of the Nasa community, a little more than 18,000 people. This aging phenomenon generates great challenges. In rural areas, this group only receives a pension, and there are no mechanisms to fully cover their social protection systems.

The Nasa indigenous communities are located in the department of Cauca, which is in the Colombian massif and has a varied geography. It is an area of frequent floods and landslides, as well as droughts because of the El Niño phenomenon and possible volcano eruptions.

Participants of the National System of Civil Protection

1 HelpAge International

An international non-governmental organization whose vision is that all the elderly should live a dignified, healthy, and secure life, and whose mission is to jointly achieve elderly well-being, rights, and inclusion, so that they can enjoy a life free of poverty, disparity and discrimination.

2 CorpoRiesgos

A local Non-Governmental Organization that, through training, management, consulting, and research, promotes skill-building processes with a disaster risk management approach in order to reduce vulnerability in communities and to build resilience for the comprehensive sustainability of territories.

3 National Disaster Management Unit (UNGRD)

Unit that directs, guides and coordinates disaster risk management in Colombia, strengthening the capabilities of public, private, and community entities and society in general, with the explicit purpose of contributing to the improvement of the quality people's lives and sustainable development.

4 Practice participants

Nasa indigenous communities of Inzá and Páez in the department of Cuenca.

Dimensions of inclusion explored by this practice

- **Tailored approach**
- **Recognition of diversity**
- Removal of barriers
- Participation in decision making

- The project focused on highlighting the leading role of older people in disaster risk management. This as an element of the differential approach risk management in Colombian public policies, highlighting the co-responsibility of all actors in the process of disaster risk management, in which the elderly of the Nasa indigenous communities are key players, due to their knowledge of the territory and the cultural and religious traditions of their people.

Territorial risk management with a differential approach to age: a path to resilience

The project implemented by HelpAge International and CorpoRiesgos in the department of Cauca aimed to increase the resilience of the Nasa indigenous group to different hazards with a differential approach to age. It took as one of its bases the law 1523 of 2012, which identifies the processes of knowledge and risk reduction, as well as disaster management, as fundamental axes in territorial risk management.

The key project implementation approaches for an appropriate development of the risk management process during the project:

- **The ethnic approach** harmonized the project's actions with the Nasa people's worldview, level of organization, and history.
- **The differential approach to age** distinguished elder's contributions and knowledge on the territories.
- **A local development approach** considered the active participation of all actors in the territory.

To address these three work approaches, a methodology was adapted in the language of the Nasa community, its concepts and culture, which had four lines of action:

- First, the building of trust with the communities and the institutions of the Municipality. The technical team of the project participated actively in the rituals and traditional moments of the Nasa community in order to establish a respecting and understanding partnership. This allowed the community´s traditional doctors to certify the technical team's "good faith", gaining the necessary trust for their active participation in all the activities proposed by the team.
- Then a training process was started to strengthen the communities and institutions endogenous capacities. With the Nasa indigenous group, we promoted the appropriation of concepts and the formation of groups of risk management leaders with people of all ages in order to encourage intergenerational work that could, in turn, generate action plans that contribute to their life plans. Efforts were made, with municipal institutions, to strengthen the application of international guidelines and public policies at the local level with each of the Municipal Councils for Disaster Risk Management (CMGRD).
- The third axis of action was surveying the territory to understand the risk. The information collected in the community and the institutional spaces was analyzed to elaborate resilience plans.

Territorial meetings were the last axis of action. These were an opportunity for the communities to socialize, even playing games, with other inhabitants of the territory and other entities related to local development.

Safe spaces to exchange knowledge on important topics were created for the communities. Some of these were the rescuing the use of medicinal plants, typical food, ancestral textiles, traditional economic practices such as barter, and activities for the recovery and conservation of their ecosystems.

These spaces also allowed communities to learn about disaster risk management processes and the actions being carried out by municipalities and relief agencies in the territory.

Generated impact

- The efforts carried out in the communities allowed for the recognition of the role of the elderly in disaster risk management. They can and should be an active part in every risk management process such as risk knowledge, risk reduction, and emergency care.
- The elderly are a reference for the young people of the community because they have forged their ancestral world view through the teaching of customs, principles and traditions, in the youngest.
- Through the reconstruction of pat memories dealing with risk, ancestral mapping, social cartography, and danger maps in the Nasa territory, which also included dangers of a spiritual nature, it was possible to integrate the Nasa world view into the planning and execution of disaster risk management processes.
- The training of the intergenerational working groups of risk managers in sub-committees led, through talks, to the generation of four lines of action for risk reduction in their communities:

1) Analysis and zoning of risk zones due to landslides and avalanches.
2) Recovery of basins and micro-basins.
3) Strengthening of early warning systems of municipalities.
.
4) Strengthening of the Nasa worldview through a life plan.

Replicability potential

- Although the work carried out in this project is not a systematized model yet, which is why it has been taken as a pilot experience that has become, nevertheless, a force for local development when it comes to working with indigenous communities, it has been shown that it is fundamental to produce bonds of trust before the execution of the project and to include participants in the planning of activities.

The project “Increasing the resilience of vulnerable groups among indigenous people, including the elderly, women, children and people with disabilities, against different dangers in Inzá and Páez, in the department of Cauca” was financed by the General Directorate of Humanitarian Aid and Civil Protection of the European Commission (ECHO) and was accompanied by the National Disaster Management Unit (UNGRD) of Colombia.

(Photo credit: elnodo.co)

Practice 6

Committee for the Promotion of Inclusive Disaster Risk Management, Peru.

A safe space for learning and for dialogue among civil society organizations and public institutions in order to build more inclusive risk management.

Practice context

In 2018, under the influence of the international framework for disaster risk management, the project "Inclusive Disaster Risk Management (IDRM): An innovative approach towards inclusion of most vulnerable groups" was developed. This project brought together public and civil society institutions in the Latin American and Caribbean region in order to work together to disseminate the inclusion approach, promoting the establishment of spaces for debate and the construction and strengthening of the inclusive disaster risk management agenda. In this context, under the leadership of Humanity & Inclusion and Save the Children, the Committee for the Promotion of Inclusive Disaster Risk Management was established in Peru.

Actors

1 Committee for the Promotion of Inclusive Disaster Risk Management

The Committee aims to validate and disseminate a reference framework on inclusive disaster risk management, to empower actors from the most vulnerable groups, and to influence change in public policies on disaster risk management so that they incorporate most vulnerable groups.

Currently, the Committee is made up of organizations representing people with disabilities: Peruvian Commission of Blind Ladies (CODIP) and Asociación Psico Inclusiva Kipu Llaxta; representatives of public institutions: National Institute of Civil Defense (INDECI), Ministry of Health (MINSA) and Ministry of Development and Social Inclusion (MIDIS); international cooperation organizations Humanity & Inclusion, Save the Children; for spaces of dialogue: Round Table for the Fight against Poverty (MCLCP), Round Table for Rights and Disabilities, and the Risk and Disaster Management Group (Grides), and by non governmental organizations: Paz y Esperanza, and Practical Action.

Dimensions of inclusion explored by this practice

- **Removal of barriers**
- **Participation in decision making**
- Recognition of diversity
- Tailored approach

- This space for dialogue and work among the different actors that comprise the Committee allowed for the recognition of people with disabilities as legitimate actors in DRM that possess the necessary expertise to create more inclusive processes.

- As a result of the Committee's dynamics, a working group was formed between INDECI's communication and preparation team and the organizations of persons with disabilities, with the objective that the materials produced and the processes of communication with the population were more inclusive and accessible.

Committee for the Promotion of Inclusive Disaster Risk Management

The Committee for the Promotion of Inclusive Disaster Risk Management began its work at the beginning of 2019 and, throughout that year, it managed to generate a space for dialogue, debate, collaborative work and knowledge generation among the actors involved. The group met once a month and, depending on the situation, could call extraordinary meetings, where it tried to create mechanisms between civil society actors and public institutions.

One of the first activities of the Committee is to provide training to the actors involved. In this activity, a twofold approach has been adopted to generate knowledge and capabilities. On the one hand, organizations of persons with disabilities have provided their expertise on inclusion issues to actors in public institutions and civil society organizations; and, on the other hand, organizations with expertise in the management of risk have shared their knowledge with disability organizations.

Likewise, the Committee has carried out awareness and advocacy actions with the authorities and the population, for which it produced, together with other organizations, the fair for the International Day for Disaster Risk Reduction, where neighbors and the authorities of the Lima North community learned, in a playful way, about inclusive disaster risk management.

In terms of influencing public policy, the Committee has managed to establish itself as the MCLCP's sub-group on inclusive disaster risk management, and has participated in the consultations for the renewal of the national DRM policy.

Generated impact

- The work of coordination and training in inclusion and disaster risk management has allowed the Committee to become a space for generating knowledge for the participating organizations, in which those representing people with disabilities play a leading role that is allowing them to be recognized and valued by the representatives of public institutions.

- A work group was formed by the organizations of people with disabilities of the Committee and those responsible for communication and preparation of INDECI, to generate some changes in the materials and forms of communication of the institution. This resulted in the production of materials and a more inclusive video on the simulation of earthquakes, as well as the adjustment of its website to a more accessible format.

- As part of its activities, the Committee participated in the First International Congress and Fair on Disaster Management, organized by the Metropolitan Municipality of Lima, where it expressed the importance of working on disaster management with an inclusive approach.

Potential for sustainability

- One of the advances of the Committee for the Promotion of Inclusive Disaster Risk Management, helping its institutionalization and sustainability, is to have achieved its inscription as the IDRM sub-group of the working group of disaster risk management of the MCLCP, which is the national designated space for dialogue and consensus. This space has the participation of civil society organizations and government institutions, and aims to adopt agreements and coordinate actions to fight poverty effectively in each region, department, province and district of the country.

Challenges ahead

- Ensuring the participation in the Committee of organizations representing other high-risk groups (indigenous population, LGBTI, children, the elderly, migrants, etc.).
- Raising awareness among the general population regarding the recognition of diversity, so that they can value skills and expertise of people in situations of great vulnerability.
- Generating greater commitment and formalization from public entities in adopting an inclusive approach in their IDRM plans, tools, and policies.

(Photo credit: Humanity & Inclusion)

Practice 7

Developing inclusive guidelines for disaster risk management with the participation of organizations of people with disabilities in Nicaragua.

FECONORI

The elaboration of the "Guide for the participation of people with disabilities in family, community and municipal response plans" provided an opportunity to empower and strengthen organizations of people with disabilities in disaster risk management.

Practice context

The countries of the Central American region have managed to carry out the Policy on Integrated Disaster Risk Management (PCGIR) that includes the Regional Plan for Disaster Reduction (PRRD) 2019-2023 and is reinforced by the respective national plans for DRM prepared by each of the member countries.

Within the framework of this policy, one of the first initiatives promoted the approach of inclusion in DRM was the regional project "Protection and Security: Inclusion of people with disabilities and older adults in disaster management in Central America", implemented by Arbeiter-Samariter-Bund (ASB) and its strategic partners, Fundación para la Cooperación y el Desarrollo Comunal de El Salvador (CORDES) and the Nicaraguan Federation of Associations of People with Disabilities (FECONORI).

Inclusion experiences were with elderly people and people with disabilities were implemented in this project. This first experience inspired FECONORI to establish an alliance with the National System for Prevention, Mitigation and Attention to Disasters (SINAPRED), with the objective of elaborating a guide for the participation of people with disabilities in community and municipal response plans.

Later, and with the purpose of validating this instrument, an important contingent of representatives of the organizations that are part of the federation was mobilized.

Actors

1. **Nicaraguan Federation of Associations of People with Disabilities (FECONORI)**

   FECONORI was established in 1994 and is comprised of 23 organizations of people with disabilities in Nicaragua. It was created to promote, facilitate, coordinate, articulate, and strengthen the joint action of the member organizations in defense of human rights of people with disabilities.

2 National System for the Prevention, Mitigation and Attention to Disasters (SINAPRED)

SINAPRED aims to reduce the vulnerability of people at risk of disasters caused by natural or human-made phenomena that endanger the lives of citizens, their property, ecosystems, and the national economy.

3 Practice participants

56 State institutions
People with disabilities from associations belonging to FECONORI
Groups of brigade members.

Dimensions of inclusion explored by this practice

- **Recognition of diversity**
- **Removal of barriers**
- Participation in decision making
- Tailored approach

- The training of the group of brigade members allowed for their recognition of people's diversity and different vulnerabilities and capabilities.
- A change of attitude was observed in the brigadista's recognition and valuation of the capacities of people with disabilities.

Developing inclusive guidelines for disaster risk management

In 2017, the Co-directorate of the National System for the Prevention, Mitigation and Attention to Disasters (CD-SINAPRED) promoted the creation of a guide to increase the participation of people with disabilities in the elaboration of family, community, and municipal response plans. To this end, we sought the contribution and validation of these populations, calling on them through their organizations.

FECONORI saw this as an opportunity to initiate a training process on inclusive disaster risk management with the support of the ASB organization. The aim was to appropriate this knowledge in order to clearly establish the demands to present to government institutions.

> *"The entire training process involved about 300 people with disabilities. However, these people, in turn, were leaders of organizations that were responsible for replicating the knowledge. We are talking about 2500 people trained and ready to contribute to the construction of these guides."*
>
> David López,
> President of Feconori.

The development of the first inclusive guide led to the preparation of a second on the formulation of inclusive family plans in 2019. Currently, others are being prepared through the same process of consultation and validation from people with disabilities. This allowed, on the one hand, the participation of people with disabilities as protagonists in the different territorial structures of SINAPRED; and, on the other hand, the sensitization of the subject and application of the knowledge by the Technical Liaison Units of Sinapred (UTE- SINAPRED) and the Municipal Units of Integrated Management of Disaster Risk (UMGIR), as well as the members of the territorial committees, Departmental Committees for Prevention, Mitigation and Attention to Disasters (CODEPRED, Regional Committees for the Prevention, Mitigation and Attention to Disasters (CORPRED), Municipal Committees for the Prevention, Mitigation and Attention to Disasters (COMUPRED), Local Committees for the Prevention of Disasters (COLOPRED).

Generated impact

- Since the development of the guides and the training provided at the various levels of SINAPRED, a large number of state officials and social actors responsible for responding to emergency situations learned ways of caring and interacting with people with disabilities considering the specific needs of each type of disability. These training processes cover about 30,000 people nationwide and last approximately 1 to 2 months in training per specific topic.
- Due to the inclusion of people with disabilities in the consultation and validation process, other groups in vulnerable situations, such as the elderly, were included.
- The work in different areas of the national territory facilitated the identification of the most vulnerable groups at the community level (people with disabilities, pregnant women, the elderly, and children).
- The work in the different levels of SINAPRED, that is, in the territorial committees, allowed people with disabilities to find a space of full participation in society, where they can offer their expertise and knowledge for the construction of the DRM tools that affect them directly.
- New initiatives are being implemented between SINAPRED and organizations of people with disabilities, such as the development of a course in sign language for the staff of SINAPRED's first response institutions, or simulation exercises for the evacuation of people with disabilities in an emergency situation.

Potential for replication and sustainability

- Sustainability results from formalizing the guides as tools in disaster risk management by SINAPRED. It is reinforced by the fact that the various actors who have participated in the practice have committed to keeping the guidelines up to date and to continue to replicate them locally.
- In terms of replicability, a consultation and validation process has begun in Nicaragua to develop a new guide related to psychosocial care in emergency or disaster situations.

Challenges ahead

- One of the weaknesses of the process for creating the guidelines was the call for other groups in vulnerable situations. Although there was an inclusion of the elderly, there was a lack of work with other groups, such as the indigenous population, women and children.
- The early warning system exists at a general level (there are magna speakers, sirens all over the country). However, diversification still needs to be adjusted so that the system warns all people without distinction.
- There is the great challenge of designing instruments that respond to the particular needs of people who are deaf, deaf-blind, mentally disabled or psychosocially disabled. Designing these instruments involves a complexity that remains to be solved.

(Photo credit: Feconori)

Practice 8

Network of Resilient Leaders of the Rimac Basin, Lima, Peru.

Practical ACTION

Creating spaces for dialogue and collaboration between government authorities and neighborhood leaders in order to reduce the disaster risks and vulnerability conditions in communities excluded from streams and bordering the Rimac River.

Practice context

Along the Rimac River Basin, there are several districts that are likely to be affected by mudslides and floods caused by damming and discharges at different points in the towns of San Mateo de Huanchor, Matucana, San Jerónimo de Surco, Cocachacra, Ricardo Palma and Santa Eulalia and the populations settled on the banks of Chosica and Matucana. These occur mainly in the rainy season, from December to March, and, depending on their intensity, can cause serious damage.

At the beginning of 2015, as part of the activities of Practical Action's project "Allies against floods," a meeting and training space was formed for the leaders and neighborhood leaders of Chosica, who considered it important to create and maintain a permanent and autonomous group. This is how the Group of Resilient Leaders of the Rimac Basin, Lima was created.

Actors

1 Practical Action

International NGO that promotes the use of technology for poverty reduction in more than 45 countries around the world. It promotes an international movement that demands a rethinking of the meaning of technological innovation. It works together with communities in situations of poverty to create practical and sustainable solutions based on their skills and knowledge.

2 Practice participants

Neighborhood leaders from the districts of Lurigancho-Chosica, Santa Eulalia, Chaclacayo and Vitarte mostly women.

Dimensions of inclusion explored by this practice

- **Participation in decision making**
- Tailored approach
- Recognition of diversity
- Removal of barriers

- The spaces for dialogue with government authorities that the Network managed to build allowed them facilitated full participation in decision-making on disaster risk management in their localities.

Network of Resilient Leaders of the Rimac Basin, Lima

The purpose of the Network is to maintain a space for dialogue and collaboration between neighborhood leaders and the authorities in order to reduce the risks of disasters and the conditions of vulnerability of the communities excluded from the streams and those adjacent to the riverbanks. Currently, the Network is led by a majority group of female leaders from different areas of the Rimac basin, such as Sierra Limeña, La Ribera, San Miguel, San Antonio, Nicolás de Piérola, Cañaverales and Carosio, who have understood that the risk scenario to which their families are exposed requires their active participation. They carry out their work in two ways. On the one hand, they participate in different activities with community organizations, such as cleaning the Rimac River with students from educational institutions in the area, and planting trees as a risk reduction measure, with the support of the indigenous Shipibo community of Cashahuacra. On the other hand, at institutional level, they coordinate with several local and national authorities on risk management issues and participate in the Civil Defense Platform in the local government technical boards and in the National Conference on Social Development (CONADES), among others.

One of the leaders of the Network, Eva Luz Davalos, from the area of the Carosio ravine, said that in her area the marginal strips of the ravines on the right and left banks of the Rimac River were being re-evaluated with the directorate resolutions of the National Water Authority (ANA)through meetings with local and national authorities. However, she commented that work is underway to reverse, without the prior completion of a technical study, the Council's decision that declared the area of the Carosio Creek as one of high unmitigated risk.

Generated impact

- Neighborhood leaders in the Rimac Basin perceived the Network as a space where their leadership and organizational skills were recognized in order to express the demands and needs of their community before local and national authorities.

- The Consultative Development Plan for the Carosio ravine, which contemplates different aspects of the community's development, was elaborated. To this end, agreements are being signed with Peruvian educational institutions such as the Ricardo Palma University and the National Agrarian University of La Molina in order to carry out soil stabilization and reforestation work on the hills.

- Another group in a situation of vulnerability that found a space for the revaluation and recognition of their capacities were the elderly. They also participated in the civil defense committees and the dialogue tables with the authorities.

(Photo credit: Network of Resilient Leaders of the Rimac Basin, Lima / Practical Action)

Potential for replication and sustainability

- Because of the geographical and social characteristics of the Rimac basin, the problems affecting these communities are a permanent risk factor. For this reason, there is a political and social interest in working in the area. This, coupled with the willingness of a group of neighborhood leaders and managers who formed their own group (registered in the Public Records) in order to stay trained and informed, ensures the sustainability of this inclusive practice.

- The Practical Action team and the leaders of the Network believe that it is a replicable practice because there are two other basins in Lima, that of Chillón and Lurín, which have social and territorial characteristics very similar to those of the Rimac. As long as there is willingness from neighborhood leaders to participate, a practice such as the Network of Resilient Leaders could be replicated.

Challenges ahead

- A greater awareness of the population of the Rimac basin in order to consider the issue of disaster risk management not only during the summer season, when there is the threat of floods or mudslides in the area, but as a permanent priority.

- Keep organized and united as a group and put pressure on the authorities, who often do not take them into account.

Practice 9

Construction of the Family Emergency Plan with the Sarayaku indigenous communities of Ecuador.

SERVICIO NACIONAL DE GESTIÓN DE RIESGOS Y EMERGENCIAS

The Family Emergency Plan, developed with the Sarayaku communities in Kichwa language, integrated their cultural context and the needs of the communities.

Practice context

The Government of Ecuador made the decision to work on inclusive processes not only for people with disabilities, but also for groups that, according to its Constitution, are of high priority. Among them, the Sarayaku indigenous communities who live in the Amazon rainforest of the province of Pastaza, located in the northeastern part of Ecuador. Their Family Emergency Plan was developed entirely in Kichwa language.

Actors

1. **National Risk and Emergency Management Service (SNGRE)**

   It aims to lead the Decentralized National System of Risk Management in order to ensure the protection of individuals and communities from the negative effects of natural or man-made disasters through the generation of policies, strategies, and standards.

2. **Government of Pastaza**

   Both the provincial government of Pastaza and the canton of Pastaza were involved in the construction of the Family Emergency Plan.

3. **Wio Group**

   Group of community police from the Sarayaku community that participated in the elaboration of the Family Emergency Plan.

4. **Population of the Sarayaku indigenous communities**

Dimensions of inclusion explored by this practice

- **Tailored approach**
- Participation in decision making
- Recognition of diversity
- Removal of barriers

- The Family Emergency Plan was developed in the Kichwa language with the Sarayaku indigenous communities in order to integrate their cultural context and the needs of the communities.

Family Emergency Plan in the Kichwa language

The Sarayaku communities are located in the Bobonaza River basin and are very difficult to access because they the only available routes are by river and air. This difficulty complicates aid by the government or any other organization in emergency scenarios. For this reason, they have the WIO group, made up of members of the community, which is in charge of helping in the event of an emergency.

The National Risk and Emergency Management Service of Ecuador worked for more than two years on the elaboration of the Family Emergency Plan in t Kichwa language. This new tool serviced them because it considered the elements of their world view. For example, the plan recommends items available in Sarayaku community households that can be used in an emergency backpack.

In addition to the construction and presentation of the Sarayaku Family Emergency Plan, the National Risk and Emergency Management Service, through the Area Coordination 3 of Risk Management and the support of the Government of the Province of Pastaza and the Quito Fire Department carried out five modules to strengthen the WIO group's response and care capabilities. The topics covered were the following: first aid, basic concepts of risk management, basic fire prevention and response, public safety, and basic rescue and salvage.

The Family Emergency Plan in the Kichwa language was presented to the seven communities of the Sarayaku people by Minister Alexandra Ocles of the National Risk and Emergency Management Service. It was done in an event that demonstrated the political will of the Government to respect the autonomy of the Sarayaku people, begin working together, and build more resilient communities.

Generated impact

- Because the Family Emergency Plan that was translated into the Kichwa language and developed in collaboration with the Sarayaku communities, the families of the indigenous communities feel that their autonomy and world view were respected by the Government of Ecuador.
- Relations between the Government and the Sarayaku communities were strengthened by the process of making the Family Emergency Plan. This generated willingness on both sides to continue working on building more resilient communities.
- Sixty members of the WIO group received training to strengthen their capacity to attend to and respond to emergency situations.

Replicability potential

- The political will of the Government of Ecuador to prioritize work with indigenous communities that are part of its plurinationality ensures that the National Risk and Emergency Management Service takes this experience as a pilot project that can be replicated in other indigenous communities.

(Photo credit: SNGRE)

Practice 10

Training of the first group of inclusive community brigade members in the district of Rimac, Lima, Peru.

Incorporating the inclusive approach in training processes in order to remove attitudinal barriers and to adapt practices of first response actors.

Practice context

The Rimac-DRR project, "Reinforcing innovation with participatory mechanisms to increase development capacities and resilience in Rimac", was implemented between 2014 and 2019 by the consortium formed by the Municipality of Rimac and the NGOs CARE and COOPI. Given that this district is one of the most vulnerable areas of the city of Lima, the project tried to make the actors of the district and the organizations of the civil society to get to know their territory better in order to be better prepared to manage these groups and the risks to which they are exposed.

Through strategic alliances established by the previously mentioned actors, Asociación Psico Inclusiva Kipu Llaxta, representative of the promotion of the inclusion approach oriented towards people with disabilities was identified to carry out the project. It was then agreed to develop a course to train inclusive brigade members, thus adding value to the neighborhood approach.

Actors

1 Asociación Psico Inclusiva Kipu Llaxta

Organization that aims to promote the development and inclusion of people with disabilities in Peruvian society. It was responsible for training on inclusion and inclusive disaster risk management.

2 CARE and COOPI

The training of inclusive community brigade members is part of the activities of the project Rimac - Disaster Risk Reduction II, which is co executed by both international organizations.

3 Practice participants

Twenty-four brigade members from the district of Rimac trained on issues of inclusion in disaster risk management.

Dimensions of inclusion explored by this practice

- **Recognition of diversity**
- **Removal of barriers**
- Participation in decision making
- Tailored approach

- The training of the brigade group allowed for the recognition and respect of diversity in people in terms of their different vulnerabilities and capacities.
- A positive change in attitude towards the abilities of people with disabilities was observed in the participants of the brigade group.

Training of brigade members

In August of 2019, the first group of twenty-four inclusive brigade members of the district of Rimac received training. This was part of the implementation phase of the Rimac Project executed by CARE and COOPI. The inclusive training course consisted of eleven modules on the subjects of disaster risk reduction, taught by specialists in DRM from the Metropolitan Municipality of Lima, and of the inclusion of people with disabilities, taught by the Asociación Psico Inclusiva Kipu Llaxta. Kipu Llaxta ´s goal: "To contribute to the strengthening of the capacities of the new Rimac project community brigade members so that their initiatives on disaster risk management with a neighborhood approach meet the purpose of mitigating urban risks, incorporate, at all stages of the process, citizens most at risk through the inclusive approach, and to promote accessibility and participation". The aim was for the brigade members to learn how to care for people with disabilities, how to distinguish the different disabilities, and to know the needs of people based on the degree of their disability.

The inclusion topics that were addressed during the trainings were the following:

- How to understand disability, types of disability, and degree of disability.
- Right to dignified treatment of people with disabilities and review of the international legal framework on people with disabilities.
- Protocols of care for people with disabilities and applying the principle of autonomy.
- Committee for the Promotion of Inclusive Disaster Risk Management.
- Inclusive simulations with specific recommendations for inclusive shelter areas that are on the same level as the building in order to provide for horizontal evacuation, are located near an evacuation staircase, are signposted, and do not block evacuation routes.
- Inclusive early warning systems: a set of capabilities needed to generate and disseminate warning information that is timely and reaches the entire population, including people with disabilities, the elderly, and children.
- Inclusive shelters: physical facilities that meet basic safety conditions to temporarily accommodate the entire population. These must have the right infrastructure and technical and human resources in order to guarantee the rights of people with disabilities and the elderly.

> *I am very proud of the community group of inclusive brigade members, to which I belong. We have achieved an understanding that inclusion is not just about giving access or inviting everyone to our activities. In our society, non-discrimination is often confused with inclusion. But to be truly inclusive, it is necessary to ensure the full participation of all groups, recognizing people with disabilities as doers.*

Giovanna, from Kipu Llaxta's team.

- Registration of people with disabilities through the "Identification and specialized care for people with disabilities card," whose role is, on the one hand, to identify the specific support needs of people with disabilities, and, on the other hand, to identify which are their abilities and capacities that would allow them to perform a task within the family and community plan.
- Inclusive evacuation routes that apply accessibility criteria, the principle of autonomy, and implement signage for people with visual, physical and hearing disabilities.
- Implementation of the Inclusive Family Plan for Emergencies.

Generated impact

- Training participants recognized the diversity of people with disabilities, as well as their different vulnerabilities and abilities.
- Training participants learned to recognize the attitudinal, environmental, and communication barriers in their homes and neighborhoods that prevent full, effective, and equal participation.
- Some attitudinal barriers were broken: the brigade members recognized people with disabilities as "doers", rather than passive subjects who need to be helped. This was reinforced by the participation of people with disabilities as facilitators in the trainings, allowing them to show their skills.

Potential for replication and sustainability

- Since the training, the Metropolitan Municipality of Lima has shown interest in considering an inclusive approach in the courses for brigade members it offers.
- The group of Inclusive Brigade Members of Rimac, as part of the Network of Brigade Members, has a space provided by the Municipality of Lima in which to stay informed and participate calls. In addition, online trainings have been initiated to reinforce the knowledge acquired.

- There are plans to continue training new groups of inclusive brigade members in educational sectors (schools and universities), either as part of the Rimac Project - Disaster Risk Reduction II, or in a new initiative among several partners.

- CARE, Coopi and Kipu Llaxta are developing the "Basic Training Manual for the Inclusive Community Brigade Member," which will be a compendium of didactic support and consultations for the inclusive community brigade member and will be used in the next trainings.

- The brigade members made a commitment to share the knowledge acquired during the training and to execute two inclusive simulations in their neighborhoods. In addition, they participated in two community fairs in the districts of Los Olivos and Comas, where they presented what they learned about the inclusive approach.

Challenges ahead

- Ensuring the participation of most vulnerable groups, especially those with disabilities and children, both in training activities and in the diagnosis of the needs that must be addressed in their communities.

- Including all types of disabilities when planning, trainings, or activities, especially those of a psychosocial nature, which, because of their more complex nature, are more challenging.

- Ensuring physical accessibility and access to the information by adapting the contents to the needs and guaranteeing full participation of people with disabilities in this type of activities.

(Photo credit: Kipu Llaxta / HI)

Practice 11

Training Plan for Psychological First Aid with emphasis on groups in most vulnerable situations, Chile.

By enhancing the skills of local responders to offer psychological first aid to communities affected by an emergency and disaster situation, an acknowledgment of the differentiated vulnerability and the diverse capacities of groups most at risk is also encouraged.

Practice context

In the last decade, Chile went through a diverse series of disasters that highlighted the need to enhance the skills of local responders in order to better offer first psychological help to communities affected by an emergency or disaster situation.

In this context, after the forest fires that affected the south-central zone of Chile in 2017, the National Technical Board of Mental Health and Psychosocial Support in Disaster Risk Management prepared the Intersectoral Training Plan for Psychological First Aid, which was designed and managed by the Ministry of Health (MINSAL) and the National Emergency Office of the Ministry of Internal Affairs and Public Health (ONEMI), and had the technical and financial collaboration of the United Nations Children's Fund (UNICEF) and the Pan American Health Organization (PAHO) Chile.

Actors

1 Ministry of Health (MINSAL)

The Department of Disaster Risk Management together with the Department of Mental Health of the Ministry of Health worked on the design and implementation of the National Plan for Intersectoral Training in Psychological First Aid.

2 National Emergency Office of the Ministry of Internal Affairs and Public Security (ONEMI)

The National Emergency Office of the Ministry of Internal Affairs and Public Security, according to its coordinating role, acted as a facilitator of the training activities directed by the National Civil Protection System, contained in the Plan.

3 Pan American Health Organization (PAHO)

International organization that offers technical support for the development and execution of the Plan.

4 United Nations Children's Fund (UNICEF)

International organization that collaborates financially with the development of the first materials and workshops for developing the Plan.

5 Addressed to:

Facilitators and Responders: Public Sector Personnel; including personnel from the health, education, social development, police, gendarmerie sectors, as well as civil society organizations.

Dimensions of inclusion explored by this practice

- **Recognition of diversity**
- Participation in decision making
- Tailored approach
- Removal of barriers

- The awareness-raising work for local responders, and public sector and civil society personnel, allowed them to recognize the different vulnerabilities and diverse capacities of the groups that are most at risk.

Intersectoral Training Plan for Psychological First Aid

After the forest fires of 2017, which seriously affected three regions of the south-central zone of Chile, the National Technical Board of Mental Health and Psychosocial Support in Disaster Risk Management was permanently established. This is led by MINSAL (technical control) and ONEMI (coordination control), and is made up of the Ministry of Education, the Ministry of Social Development, the National Service for the Prevention and Rehabilitation of Drug and Alcohol Consumption of the Ministry of Internal Affairs and Public Security (SENDA), the Crime Victims Support Program (PAV), Chilean police forces, gendarmerie; and institutions of organized civil society, such as Fundación Tierra de Esperanza and the NGO Volunteering Psychologists of Chile.

The objective of the plan was to enhance the skills of local responders to offer first psychological help to communities affected by an emergency and disaster situation, focusing on supporting groups in a situation of greater vulnerability; such as with the elderly, people with disabilities, women, children, among others. For this purpose, the Plan has been designed under a cascade logic; it included training for trainers, and was supported by the Regional Technical Boards of Mental Health in Disaster Risk Management, which are present in nine regions of the country.

The training workshops were designed under a participatory learning logic that facilitated collective reflection and the gathering of the participants' experiences. Furthermore, the contents were adapted to the characteristics of the participants' socio-cultural context. As of September 2019, one thousand eight hundred and eighty participants were registered. These were divided into thirty facilitator trainers, eight hundred fifty facilitators and one thousand local responders.

Impact generated in the groups that were supported

- The training workshops proposed by the Plan incorporated elements of the Mental Health Protection Model in Disaster Risk Management, which focuses on working with groups in a greater situation of vulnerability, and encourage us to reflect on differentiated vulnerability and diverse capacities. This contributed to eliminating attitudinal barriers towards these groups by risk management actors, such as officials from the health and education sectors, municipalities, and community leaders.

- The institutional commitment of the various actors who participated in the trainings to carry out replications at the regional and local levels was produced. These will be done through the Intersectoral Technical Boards of Mental Health and Psychosocial Support in Disaster Risk Management.

- Efforts were made to continue strengthening the role of women in disaster risk reduction at the local level. In a preliminary evaluation of the Plan, it was observed that sixty-eight percent of the total participants were women, which allowed them to play a more active role in disaster risk management in this area.

Potential for replication and sustainability

- By working with a cascade logic in the training of trainers, it has been possible to ensure the replicability of the training at the national and local levels, in addition to the participation of more than two thousand people to date.
- The fact that it was developed by the National Technical Board of Mental Health and Psychosocial Support in Disaster Risk Management, which has a national scope, in addition to the institutional commitment of the various public sectors to execute regional and local replication plans, ensures the sustainability of the practice.

Challenges ahead

- To work on the adjustment of the materials used in the training sessions in order to make them more accessible (large print, sign language and others) and thus encouraging the participation of the groups in most vulnerable situations.
- To promote the inclusion of people with disabilities as responders and facilitators.
- The registration system for the execution of the workshops could be more user-friendly. The registry kept at the central level does not reflect the actual number of people who have received psychological first aid training at local and communal levels.

(Photo credit: Ministry of Health, Chile)

Practice 12

National Network for Prevention and Attention to Disasters “United for our care in a single voice,” in Nicaragua.

Women with disabilities from twenty-six municipalities were empowered to participate in risk diagnoses and the development of local action plans focusing on women and children.

Practice context

Faced with a situation of little participation from women with disabilities in disaster risk management, the Federation of Women with Different Abilities (FEMUCADI) established the National Network for Prevention and Attention to Disasters “United for our care in a single voice.” This network has managed to articulate, with the support of Sinapred, twenty-six local municipalities that included the federation’s women leaders in the disaster risk management training that focused on the needs and capacities of women and children.

Actors

1 Federation of Women with Different Abilities (FEMUCADI)

It is a large forum established for the promotion of the rights of women with disabilities in Nicaragua created in 1997 under the name of “National Council of Disabled Women”. In 2002, it became the Federation of Women with Different Abilities in order to be institutionalized.

2 National System for the Prevention, Mitigation, and Attention to Disasters (SINAPRED)

The National System for the Prevention, Mitigation and Attention to Disasters (SINAPRED) aims to reduce the situation of vulnerability of people at risk of suffering disasters caused by natural phenomena or generated by human actions.

3. **Municipal Committees for the Prevention, Mitigation, and Attention to Disasters (COMUPRED)**

   These are SINAPRED's local bases, and twenty-six of them participate in the National Network for Prevention and Attention to Disasters "United for our care in a single voice".

4. **One World Action (OWA)**

   A charity organization that has financially supported the National Network for the Prevention and Attention to Disasters "United for our care in a single voice".

5. **Directed to:**

   Women with disabilities from FEMUCADI´s social bases of.
   Local municipalities officials.

Dimensions of inclusion explored by this practice

- **Recognition of diversity**
- Participation in decision making
- Tailored approach
- Removal of barriers

- Coordination with local authorities of twenty-six municipalities in Nicaragua and working in the spaces provided facilitated the National Network´s collecting of data of people with disabilities in order to understand their situation of vulnerability in the communities of these municipalities.

National Network "United for our care in a single voice"

It began as a pilot project financed by the State that sought the participation of women leaders with disabilities in FEMUCADI's affiliated organizations. Initially, we worked with eleven local Nicaraguan municipalities for training on disaster risk management and the preparation of action plans with the knowledge acquired. The project was expanded to another fifteen local municipalities with the support of One World Action, England.

The trainings were carried out at the regional level with the participation of both the female leaders of FEMUCADI and the local officials of the twenty-six municipalities we worked with. The technicians from SINAPRED and COMUPRED were in charge, and topics such as terminology, basic concepts of disaster risk management, national disaster prevention system, network functionality, response tools, and community participation were addressed.

The work of the Network continues with the preparation of action plans in coordination with the local municipalities, for which quarterly meetings are held with local authorities. Likewise, the collection of data on people with disabilities continues in order to prepare risk maps that take into account this group that is in the most vulnerable situation. The Network's action plan for 2020 has as a priority to work in the area of the Atlantic coast of Nicaragua.

Generated impact

- A study was carried out to determine the situation of vulnerability of people with disabilities. In order to do this, the number of people and homes in danger was identified, as well as the situation of their localities (accessibility, state of the water system and sewage, among others).

- The trainings empowered the women leaders of the Network, allowing them to locally participate in disaster risk management through the preparation of action and response plans. In addition, the participation of SINAPRED and COMUPRED together with the Network made it possible for the institutions to make the relevance and commitment of women leaders visible when participating in disaster risk management in their localities.

- Coordination work with SINAPRED allowed advances in disaster risk management policies in Nicaragua. Informative materials generated by SINAPRED are inclusive thanks to the advocacy of federations of persons with disabilities in Nicaragua.

Potential for sustainability

- As long as FEMUCADI and, consequently, the Network have financial support, sustainability is assured, and they will continue executing inclusion for people with disabilities in disaster risk management.

Challenges ahead

- To continue with the study that determines the vulnerable situations of people with disabilities at the national level and especially in the area of the Atlantic coast of Nicaragua.

(Photo credit: Femucadi)

Conclusion

The team organizations participating in these practices met in Lima in November 2019 in order to analyze learned lessons from these practices. A series of impacts generated in the communities were identified, both in terms of the inclusive content exposed and of the methodology applied in the interventions. We share some of these below.

Greater visibility and prominence of groups at risk

- Vulnerable groups in the community, such as women, children, the elderly, and people with disabilities, expressed their concerns and needs to the rest of the community. Exposing the needs of groups in situations of vulnerability made it possible to raise awareness in the community, open a space for participation, and articulate an agenda around their needs.
- In cases where authorities were involved in interventions, they included, in their speeches, the perspectives and voices of the most vulnerable groups in their community. Involving the authorities at different levels of government contributed to the inclusion of the groups in vulnerable situations in the public agenda.

A community more committed to the groups most at risk

- In several cases, the application of the inclusion approach created meeting spaces where people living in vulnerable situations, their families, and their neighbors participated equally. These spaces allowed families affected by disasters to form groups or networks of mutual aid, which served as a space for protection and solidarity.
- Meeting and debate spaces also served to identify and learn about the barriers that prevent the inclusion of the groups most at risk. As a consequence, a change in attitude was achieved in relatives of people with disabilities, public officials, neighbors, and other key actors that act as primary supports for people with disabilities or the elderly.

More and better information to raise awareness in more people

- Producing materials that included information on how to generate inclusive spaces within the implementation framework of risk management strategies greatly increased the incidence of our proposals. The guides prepared, which contained the contributions of the groups living most at risk, were tools that accurately identified problems and met the needs of these groups.
- The validation of materials and guides with representative organizations of people who lived in great risk not only integrated their perspectives in these materials, but also allowed for the recognition of their capabilities and skills by public, national, and local officials working in risk management.
- The guides and other materials made available to the general public through specialized channels, as well as national disaster risk management services and others, strengthened the organizations that represented the groups living at greatest risk, and also allowed the information to reach even larger population groups.

Building of networks to strengthen the public agenda

- Coordination and training in inclusion and disaster risk management were key elements in generating knowledge in groups most at risk. Better understanding their problems and how to approach them empowered the organizations that represent these groups because it allowed them to have a voice and play a leading role in the debate about their inclusion, under equal conditions, within the strategies for reducing disaster risks.
- Finally, the institutions also improved the information materials for risk management strategies, which meant changing the formats to make them more inclusive, and adapting their publications and communication media; for example, their web sites, in order to make them more accessible.

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