

## **Appendix B**

### **Key Informant Interview Guiding Questions**

#### **1. Community-Based Organizations**

##### ***1.1 Experience & Perceptions***

- What do emergency shelters mean to you? (Not to be confused with homeless or women's/family shelters.)
- Please describe your most recent experiences managing or supporting emergency shelters: the event, location, stakeholders involved, and general process. This may also include providing goods, services such as food or case management, or any other support.
- Under what conditions informal shelters pop up? Who manages and uses them? What challenges do they face? When do people use informal vs. formal shelters? Where do they get the materials (i.e. construction materials, etc.) and resources?
- In the case that your organization has not had experience in planning and managing informal shelters, but have observed the need for them, what considerations should you have for their implementation and their effectiveness? Are they important? If so, why? Would they fill a need in the community?

##### ***1.2 Vulnerable Populations***

- Who are the most vulnerable populations? In other words, who in the community you serve does not have equitable access to resources or assistance after a disaster? What are their needs? What measures are in place to care for vulnerable populations, before, during and after? (transportation, communication, relationship/trust building)

### ***1.3 Decision making & information***

- What were the key considerations/decisions you had to make in planning and managing emergency shelters? (location, supplies, etc.) If you have not managed a shelter, what information would you need to open one? What services would you provide? What will be the greatest needs of your community?
- What types of protocols are already in place? How were they developed and who are the key individual, organizational, and agency leaders/decision-makers? Who would you look to for guidance? How were decisions made? Who participated?
- What types of information do you [or the groups that co-manage the shelters together] need to make these decisions? Where do you currently obtain such information? What challenges do you experience in accessing or using the information? For community leaders to support the vulnerable populations, what information would they need to do their part?

### ***1.4 Relationships & Trust***

- What is your/your institution's relationship with informal emergency shelters? Do you see your organization playing an important role in providing community shelters or assisting in their operation? Other entities? Especially when gov is not providing adequate support?
- What do you need in order to play/grow into the role you'd like to be part of supporting your communities in managing shelters and building resilience?
- Could you tell us a bit about the institutional responses or the government's capacity to offer support in emergency situations that require sheltering management? Which organizations are the most important in managing shelters in a disaster setting?
- What suggestions do you have in regards to improving informal emergency shelters?

### ***1.5 Feedback on Cultural Probe***

- How do you feel about cultural probes as a way to rapidly collect rich information about your community members and their needs?
- Do you foresee any challenges in distributing cultural probes and collecting the data?
- Would the government or other stakeholders be interested in getting information from this form?  
What are the barriers you may foresee?
- Would the residents have concerns about sharing their information? What types of concerns? Why?

## **2. Humanitarian Aid Agencies**

### ***2.1 Experience & Perceptions***

- What does emergency shelters mean to you or the agency you represent? (Not to be confused with homeless or women's/family shelters.)
- Please describe the agency's most recent experiences managing or supporting emergency shelters: the event, location, stakeholders involved, and general process. This may also include providing goods, services such as food or case management, or any other support.
- What do you see your agency's role in providing sheltering services in relation to other organizations and government agencies? How do you relate to each other?
- What are the gaps & challenges facing your organization or other institutional/government agencies in their capacity in providing sheltering services? What are the underlying causes for these challenges?
- Under what conditions informal shelters pop up? What is your/your institution's relationship with informal emergency shelters? Do you see your organization playing an important role in providing community shelters or assisting in their operation?

## ***2.2 Vulnerable populations***

- Who are the most vulnerable populations? In other words, who in the community you serve does not have equitable access to resources or assistance after a disaster? What are their needs (e.g. transportation, communication, relationship/trust building)? What measures are in place to care for vulnerable populations, before, during and after?

## ***2.3 Decision making & information***

- What were the key considerations/decisions you had to make in planning and managing emergency shelters (i.e. location, supplies, etc.) What types of protocols are already in place? How were they developed and who are the key individual, organizational, and agency leaders/decision-makers? Who would you look to for guidance?
- What types of information do you need to make these decisions? Where do you currently obtain such information? What challenges do you experience in accessing or using the information?
- What is the role of communities & residents in sheltering planning and management? In what way do you work with them?
- If you had resources to make improvements to the current situation, what would you change?
- What types of information do you receive from communities? How do you integrate community information in your decision making process? What are the barriers to integrating community information into your agency's work process?

## ***2.4 Feedback on Cultural Probe***

- How do you feel about cultural probes as a way to rapidly collect rich information about community members and their needs?
- Would the government or other stakeholders be interested in getting information from this form? What are the barriers you may foresee?

- Would the residents have concerns about sharing their information? What types of concerns?

Why?