

## Interview Guide

**From international to domestic health disaster response: How skills, knowledge, capacities and experiences of an international emergency response organization could be relevant to the Canadian context.**

**Principal Investigator:** Dr. Lynda Redwood-Campbell  
**Co-investigators:** Drs. Salim Sohani, Meredith Vanstone, Matthew Hunt, Lisa Schwartz  
**Sponsor** Canadian Red Cross  
**Contact** Neha Arora [narora@mcmaster.ca](mailto:narora@mcmaster.ca) or 905-525-9140 x28425

### Qualitative Interview Guide

#### Information for Interviewer

Venue: Interviews will be conducted by telephone.

Duration: As long as it takes for the participants to complete, we anticipate it being between 30-90 minutes

Things to have: Voice recorder, extra batteries, pens and paper for notetaking, timer

#### Before the interview

- Introduce yourself and the purpose of the interview
- Review the key points in the consent form (e.g., privacy and confidentiality, the participant's right to withdraw).
- Consent for audio-recording
- Remind to send written consent electronically (if not done so already)

#### Preamble

Thank you for agreeing to be interviewed. The reason we are doing this interview is to help gain insight into the experiences and expertise developed by delegates and teams involved in an international emergency response to inform domestic response. We appreciate your expertise in both international and/or domestic responses.

We will be asking a series of open ended questions. There are no right or wrong answers. We are here to listen to your experience and suggestions on how government and community agencies can effectively plan domestic response. We intend the interview to be quite informal and relaxed.

#### Introduction

To begin, tell us about your role with Canadian Red Cross.

*Your background and how you came to be affiliated with CRC and emergency response unit?*

Name and Position with Red Cross

Where they are situated in Canada?

Length of time with CRC

Working Background/scope

Deployed to.... Or involved in Deployment to.... (How many times? What regions?)

**Interview Questions (and prompts)**

**A. Narrative of experience as a delegate**

i. Describe to me your experience with CRC's emergency response??

*(Prompts: How does the deployment process works? Onset, preparation; What steps do you need to take to make sure your deployment doesn't affect your current work/personal life?)*

**B. Attributes/ knowledge/skills**

i. What are some of the essential traits people doing this kind of work need to have? Personal or professional? *(What skills are used during deployment?)*

ii. In your experiences with the ERU, I imagine you have learned a lot. Could you please describe what new attributes, knowledge, and skills CRC delegates acquire through ERU work and brought back home? We're interested in hearing about attributes that you might not have gained if you weren't working as part of the ERU.

iii. These attributes you just described [re-iterate]- how do you delegates potentially use it? If they are deployed domestically (in Canadian context) and/or in their current work?

iv. From a management perspective, what attributes do you think management teams learn specifically through this work? How is this applicable in Canada?

### C. Disaster preparedness

i. What does excellent preparation looks like? Personal and organizationally CRC  
Considering emergency deployment is such a complex task, often there are challenges with pre-departure readiness. How would you say CRC deals with that?

ii. Can you give me an example of certain problems faces as a part of your experience with emergency response? (Prompts: Ethical dilemmas, logistical challenges, warehouse issues, custom issues, security issues, resource allocation) Examples of things that stick out. What have you learnt from this? How would you say its applicable to Canadian context?

iii. Based on your experience what advice would you give to the Canadian government to effectively plan for domestic emergency preparedness/response? To reduce the gap between CRC' s capacity to deal with emergency response and domestic preparedness in Canada?

iv. Any other comments or things you can think off that might relate to our study?

