

DESCRIPTION OF CITIZEN LIAISON VOLUNTEER DUTIES

U.S. Embassy/Consulate Tegucigalpa, Honduras

The American Liaison Network (ALN) is a key component of Embassy's effort to ensure the safety and security of U.S. citizens in Honduras. As a Citizen Liaison Volunteer (CLV), you have an important role in helping the U.S. Embassy keep the U.S. citizen community informed and, in extraordinary circumstances, helping the U.S. Embassy to deliver emergency services to U.S. citizens. As a CLV, you are expected to be an active part of the U.S. citizen and CLV communities, maintaining regular communication with the Embassy, as well as other CLVs, working together to continuously identify the needs and vulnerabilities of the U.S. citizen community in Honduras.

KEY ROLES AND RESPONSIBILITIES

CLVs are key liaisons between the U.S. Embassy and U.S. citizens in Honduras. As a CLV, you will be an important point of contact for the Embassy within the private U.S. citizen community, providing a window into the concerns, interests, and needs of U.S. citizens in your ALN zone.

As a CLV you may be asked to:

- Disseminate information received to the U.S. citizen community, particularly those citizens who have not registered with [STEP](#) (*Smart Traveler Enrollment Program*);
- Be an on-the-ground resource, helping to understand the issues and concerns in its constituent areas and communities, and passing on information that might further post's consular operations;
- Assist consular sections in disaster preparedness, welfare & whereabouts, and alerting fellow U.S. citizens to emergency situations;
- Report on available local resources for U.S. citizens in your ALN zone, identify gaps, and when possible, seek solutions to fill those gaps;
- Identify risks for potential crises and security issues in your ALN zone, identify gaps in preparedness for the U.S. citizen community;
- In exigent situations only, and at post's explicit direction, help post provide emergency services to U.S. citizens;
- Maintain local contacts in your ALN zone, including U.S. citizen and non-U.S. citizen expatriates, which might be of use to the Embassy's consular operations;
- Facilitate distribution of administrative information (changes in section work hours, procedures, embassy closures, and voting information) of interest to the U.S. private community.
- Encourage U.S. citizens to enroll in the Smart Traveler Enrollment Program (STEP);
- Identify for post's consideration individuals who may be willing to serve as an alternate CLV for your ALN zone or as a CLV in another part of the country.
- Protect PII (Personal Identifiable Information) of U.S. citizens!!!
- Provide important, timely safety and security information, which might include the times and locations of upcoming local demonstrations, areas of potential unrest

due to local celebrations or elections, or information about a specific medical issue.

Important:

- You are not a representative of the U.S. government or U.S. Embassy.
- You are not compensated for performing this role.
- You are not a government employee, are not a spokesperson, and are not a consular officer or consular agent.
- You are asked to refer all media or legal inquiries to the Embassy.
- You also must refer to the Embassy all general requests to explain policies, procedures, or services beyond what is publicly available.
- You must safeguard the privacy of personal information that is provided to you in the course of your duties. Some of the information that you will receive from the U.S. Department of State in your role as a CLV is subject to the Privacy Act of 1974, as amended, when it is maintained by the Department. You must not use or disseminate this information to others, except as necessary to perform your duties as a CLV.

DO's AND DON'Ts

- DO be sympathetic, but also be firm in deflecting requests for non-emergency services.
- DO allow an upset U.S. citizen time to vent his/her frustration. Use your listening skills and all your patience and you can leave him/her with a positive perception of the U.S. Government.
- DO try to obtain as much information as possible on the first call (full names, dates of birth, contact phone numbers, locations of caller or U.S. citizen in distress).
- DO consult with the American Citizen Services Staff in cases regarding the death, serious injury or detention of an U.S Citizen.
- DO NOT take custody of a U.S. citizen or any property belonging to a U.S. citizen.
- DO NOT promise more than you can do, even when faced with complaints and pressure for emergency assistance.
- DO NOT share any information about U.S. citizens without a Privacy Act Waiver, except in cases where health and safety concerns outweigh the Privacy Act (ask an ALN Coordinator when in doubt).
- DO NOT place yourself at risk to assist a U.S. citizen.
- DO NOT charge for services rendered as a CLV or take on expenses for yourself.
- DO NOT spread rumors or speculate or opine about ongoing investigations!!!

WORKING WITH ALTERNATE CITIZEN LIAISON VOLUNTEERS

Recommend an alternate CLV from the list of U.S. citizens in your ALN zone. The alternate CLV also will sign a Memorandum of Agreement with after approval by the consular section chief. With the alternate CLV, agree how you will distribute Alerts within your ALN zone. Notify each other if one of you will be away from your ALN zone or out of the country. If both of you will be away at the same time, and if you do not have an alternate CLV identified, please identify a candidate to serve as the CLV pending your return and immediately notify the ALN coordinator in the Embassy's consular section by email at usahonduras@state.gov. Alternate CLVs must sign a Memorandum of Agreement with the U.S. Embassy before they may serve as CLVs.

In your message, please provide the alternate CLV's name, address, and contact numbers, and length of time that s/he will cover during your absence. Regularly update the list of names, street addresses, phone/fax numbers, and email addresses of U.S. citizens in your ALN zone. Report all changes to the Embassy's ALN coordinator at the above email address.

IN THE EVENT OF AN EMERGENCY

In the event of a crisis, our foremost concern is your safety. Do not put yourself at personal risk to deliver Alerts, information, or services. When you are in a safe location, you should contact the consular section so that we can confirm your welfare and whereabouts. Be aware of your surroundings and report information that can help consular officers assess the situation. This will help the Embassy and the Department of State understand where there are needs to be met and how best to respond.

The consular section transmits Alerts to U.S. citizens electronically, but there may be instances during crises where local infrastructure fails or inhibits the delivery of timely alerts. If necessary, these Alerts for the local U.S. community may be relayed from the embassy or consulate to you for dissemination by any means available to you.

Distribute Alerts and other situational/emergency information for the local U.S. community as relayed from the embassy or consulate to the members of your ALN zone. The Embassy will relay Alerts to you via email, fax, or telephone/text. Arrange the fastest mode of dissemination of information possible in your ALN zone (this might include forwarding the Alert to a group email list, a cascade telephone system, faxing, or "buddy" system, depending on the distribution of citizens within your zone.)

Remain accessible by email, telephone, or fax. If possible, the Embassy will email information directly to your email address. You can then distribute this Alert by the means you previously set up. In addition, identical information promptly will appear on the Embassy's website at <https://hn.usembassy.gov/u-s-citizen-services/>. CLVs who do not have internet access can call (504) 2238-5114, Ext.4400.

Distribute Alerts from the Embassy regarding the status of the emergency and suggested actions to be taken. Alerts must be transmitted verbatim without interpreting, paraphrasing, or expanding the Alert.

Coordinate with Embassy personnel in choosing assembly areas and movement routes, should it be necessary to move people to a central location to facilitate communication, documentation, and/or evacuation.

Report back to the Embassy the results of efforts to contact the members of your ALN zone, information as provided by the local U.S. community, and any situational information about your zone via usahonduras@state.gov.