Victims and casualties: best journalistic practices in media coverage of natural disasters in Chile

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Abstract
In the present article, the results of a study addressed to the identification of best practices for the media coverage of catastrophes, tragedies, and crimes against people are presented. A qualitative methodology that enabled a direct approach with the different players involved, through semi-structures interviews with open and paid TV channels executives, and also with professionals and board executives involved in Governmental Public Services, who relate to that field, was applied. The study enabled a dialogue about aspects such as the coverage guidelines in states of emergency, used editorial criteria, and self-regulated technical orientations. The article also considers part of the bibliographic review —national and international regulatory frameworks, referential technical orientations of European and North American TV channels—, which was commented and suggested for the elaboration of a Best Practice Manual.

Keywords: best practice, media coverage, natural disasters, casualties, victims.

Summary: 1. Introduction. 2. Frame of Reference. 3. The Context of Catastrophe in Chile. 4. Methodology and Interviewed Players. 5 Identification of Best Practice in Relation to Disasters and Victims. 6. Final Considerations. 7. Bibliography.

1. Introduction
The present study presents the results of an initiative driven by several institutional players articulated through the Red de Asistencia a Víctimas (RAV) of the Ministerio del Interior and the Consejo Nacional de Televisión en Chile, organization created to watch for the correct operation of Chilean television through institutional politics that tend to guide, stimulate, and regulate the activity of players involved in the TV phenomenon, on the same wavelength with the technological and sociocultural changes, within a growing globalization context.
In this frame, the Departamento de Estudios y Relaciones Internacionales of the Consejo Nacional de Televisión requested the Universidad Mayor. In order for this work to be done, a thorough review of the pertinent documents record was necessary (specialized bibliography, international evidence, regulatory frameworks differentiated by fields linked to the influence areas, Chilean and International institutional references, etc.) to provide a systematic frame of the backgrounds produced from the academic world as well as from the TV industry itself, that would facilitate practices and experiences from different countries and institutions that can be reproduced.

In parallel, it was necessary to apply guided conversational instruments (semi-structured interviews) to players linked to the media field in Chilean TV industry, considering open and paid television (cable); ANATEL, the labor-union association that gathers the Chilean channels of open TV within national reach and with the purpose of organizing the different channels that conform it by promoting the freedom of programming, of information, opinion, while these compromise the respect to good manners, ethical values, dignity, honor, and privacy of people and family; institutional players linked to the Red de Asistencia a Víctimas (RAV) including governmental entities as referent and regulating entities in different areas: crime prevention, childhood, adulthood, health, legal medical service, emergencies, policemen, justice, etc.; the reference of the United Nations Educational, Scientific and Cultural Organization, UNESCO, etc.

Considering this frame of the information organization generated in the application of interviews, the grouping of players is made according to their areas, which are crossed-linked by contents common to the purpose of the present study. After this grouping of players, their facilitated contents, and the generated cross-section, the preliminary presentation of an integrated analysis is made, which synthesizes the base of suggestions and proposals addressed to a further input, enabling the making of a documental guide that establishes a cross-sectional frame of best practice in the media coverage of natural disasters, tragedies, and crimes against people, emphasizing the interest for the attention of a target group, corresponding to the casualties and victims, involved in the regular media production and in states of emergency.

2. The Context of the Catastrophe in Chile

Chile is a country that has suffered every kind of tragedies in the last years. From natural disasters, like the earthquake and tsunami in the summer of year 2010, to pandemics and health crises.
2010, followed by volcanic eruptions like the Chaitén volcano in 2008, to fires like the one in San Miguel Jail in 2010, or Valparaíso in 2013, which have caused the loss of uncountable lives. Other already more usual problems have been the criminal actions, especially robberies with intimidation or violence, widely informed by the media, especially TV, that normally interviews victims of said illegal acts.

Said coverage has not been free of hard critics by the citizens, expressed by the simple fact of filing complaints before the Consejo Nacional de Televisión,2—from now on, CNTV—. The audience uses to manifest its discomfort and reprobation by the way the TV channels work, especially in the areas of drama, collective conflicts, and also in the coverage of crime and how the victims are treated, especially minors. In this frame, the way the media works is subject to principles and rules, wherein the self-monitoring and external monitoring systems stand out. In the first one, the media and journalists are those who distinguish and organize different ways of self-monitoring: the ethical codes that the journalists unions and each media self-orders. There are also the so-called Press Councils that gather the representatives of the media industry that group by sector in the written press, television, and radio broadcast. These self-monitoring mechanisms; however, have shown to be inefficient when it comes to regulate the coverage in delicate cases, like the informative treatment of catastrophes and tragedies. We can say the same about the existing external monitoring system in the country. Not only the journalists, but all the professionals carrying out their activities lack an ethical monitoring system regarding the profession as the mandatory professional association is banned. So is a mandatory and efficient system ruling the appropriate practice of journalists.

On the other hand, the external monitoring system in a democratic society is the Law par excellence. The laws that currently rule the informative activity, however, do not consider criminal sanctions regarding sensationalist or gruesome coverage. The abolished Act No. 16.643 on advertising abuses used precisely to punish «sensationalism» in Article 26, Section 2, in media which would broadcast «...information, images, or comments on crimes, simple offences, suicides, accidents, and natural catastrophes... that could seriously offend the natural feelings of mercy and respect for the dead, wounded, or victims of such offences, suicides, accidents, and catastrophes...». One of the few expressed restrictions that has the current Act No. 19.733 about freedom of opinion, information and practice of journalism is the prohibition the media has to reveal the identity of only one

2 One of the tasks of the Consejo Nacional de Televisión is stimulate the progress of active, informed and responsible citizens, which contribute to the development of quality television, respectfull of the protection of childish audience, the dignity of people, the values of the nation, the cultural, ethnic and religious diversity, among others. The Law No 18.838 establishes that any individual can report before the CNTV the broadcastings that may possible transgress the correct functioning of the televisión services, according to the values from its Article 1º and the standards that have been dictated by the H. Consejo, available in the Web: http://www.cntv.cl/denuncias/prontus_cntv/2010-12-30/110536.html, June 1, 15.
category of victims of sexual crimes, like rape and sexual abuses. There is no other victims’ category, victims of illicit acts, and other circumstances, including natural disasters or tragedies, that are legally protected. Today, our constitutional and legal standards strongly ensure the freedom of expression and of information, after several modifications to dispositions that were obstructing its appropriate practice.

Currently, the most efficient self-monitoring system there is is the one developed by CNTV, which as for the big catastrophes we have mentioned, has acted like a barometer of reactions and attitudes of public opinion on how TV channels make their coverage. The first priority reported subjects based on the total complaints handled on year 2010 are: People’s dignity, sensationalism-pluralism, and protection to minors.2 By analyzing the reported subjects, it is observed that people’s dignity and interpersonal conflicts are the issue that worries the audience the most. Sensationalism and the lack of pluralism in the informative spaces is the second issue of concern. Successively, there is the protection of the child audience. These three subjects represent more than 70% of the worries of viewers regarding the contents broadcasted in 2010. It is noteworthy that people’s dignity is the most reported subject from 2006.3

As for the distribution of complaints according to the region of the complainer in said base, 65.8% of the complaints were made by people living in the Metropolitan Area. After this one, the second region concentrating the major amount of complaints accepted for prosecution was Valparaíso with 9.3%, and then Bío-Bío with 5.7.3

Although CNTV applies together with the Act No. 18.647, certain general orientations that have helped to sanction the TV media, there is still a lot to accomplish towards the definition and application of a principles-and-rules kit specific for the practice of freedom of information by TV channels in times of crisis, natural disasters and tragedies, and crimes against people.

3. Frame of Reference of the Study

Due to the subject of study, delimiting what will be understood by natural disasters, tragedy casualties, and victims acquires special interest. In the report, the term «catastrophes» will be preferably used instead of «natural disasters» and «tragedies», as this is the most used term in the ethical texts that will be presented, like the national and international bibliographic review.4


Natural Disasters

No doubt this is the term that presents fewer difficulties at being conceptualized. A natural disaster refers to a significant number of victims—dead or injured—, together with huge loss of materials caused by phenomena or events of nature (Toledano, Ardevol-Abreu, 2013). Natural events, such as rain, earthquakes, wind, become disasters when they behave different as they usually do, and break the limits of normality, which can be quantified by a measuring system. Then, a small earthquake becomes a strong one when it reaches a determined grade, for example, in the Richter or Mercalli scale. Winds can become hurricanes or floodings according to the Saphir-Simpson scale.

Within the typology of natural disasters, the following can be distinguished:

• Earth and water movements, called landfalls or landslides.
• Caused by atmospheric conditions: heat waves, droughts, cold waves, hurricanes, tornados, electric storms, sand storms.
• Biological, in cases of serious and contagious disease propagation, which can evolve into outbreaks or pandemics.
• Volcanic eruptions.
• Wildfires, which can be ignited spontaneously, or else by human action.
• Floodings.
• Earthquakes.
• Tsunamis.

There is also a category of natural disasters caused by human action, including, but not limited to: contamination of drainage basins, mostly, by industrial or mining activities; oil spills in rivers, oceans, or seas; leak of radioactive materials; and indiscriminate logging.

It is noteworthy that, as for its relevance, a natural disaster does not necessarily constitute a news event, which deserves and requires a special informative treatment. The disaster becomes a special fact when it evolves into a tragedy, and this uses to happen when there is an appreciable amount of affected human beings, either dead or injured. Such circumstance is the one that originates a deferent and special treatment by the social media. Where no agreement will be reached is in determining the number of victims necessary for considering it a tragedy or catastrophe, and not a relatively common event in the information media.
have to offer. A heavy rain, an earthquake, as natural phenomena, or by events caused by human action, such as car accidents, kidnaps, hostage-taking, assaults, robberies with violence, common crimes, or bombs with political or anarchists vindications, are undoubtedly news events, but they are not usually considered a tragedy, catastrophe, or natural disaster. Applying a quantitative scale of victims for qualifying this usually generates controversies. For example, the eruption of the Chaitén Volcano in May 2008 caused only one fatality, but it usually can be correctly classified as a natural disaster.

There is a tendency in many countries from around the world to treat tragedies and catastrophes jointly with the so called humanitarian crisis (Toledano, 2013). The latter situations use to be absent in our reality. They are defined as those situations where there is an exceptional and generalized threat to human life, health, or subsistence. Some criteria for determining a humanitarian crisis are considered, such as the number of displaced persons, the onset of a food crisis, the number of refugees outside their country, by violence, among others. Designating a humanitarian crisis usually is a complex task. Only a few could dispute that such situation is present in the Iraqi and Syrian frontier, where there is an armed conflict situation between belligerent forces. The humanitarian crisis situation in war zones, such as Kosovo, Somalia, Bosnia, and Rwanda, has already been known since a few decades.

We have not seen humanitarian crisis similar to those described (except for the situations like those lived in Colombia due to the armed conflict that can be categorized within this frame) in our country or in our regional environment, but mostly natural catastrophes and tragedies mainly caused by human action. We will now present a group of events, not hoping to cover them thoroughly, which had happen in last years, and which can be designated as natural disasters, tragedies, or catastrophes. These are mentioned chronologically:

- The tragedy of Antuco (45 army soldiers), May 2005.
- Eruption of the Chaitén Volcano, May 2, 2008 (one dead person).
- Rescue of the 33 miners, 2010 (no fatalities).
- Earthquake and tsunami in the central zone in Chile on February 2010. (525 dead people).
- Fire in the Prison in San Miguel, December 8, 2010 (81 dead people).
- Accident of a Fuerza Aérea de Chile (Chilean Air Force) aircraft in the Juan Fernández Island, 2011 (21 dead people).
- Fire in Valparaíso, 2014 (15 dead people).

4. Methodology and Interviewed Players

For the purpose of gathering information provided by the key players for this study, a work plan was arranged which implied the segmentation and prioritization of the players involved, considering the criteria requested by the CNTV, as counterpart entity. This first cutoff criterion enabled the selection of the sample, corresponding to institutions linked to the TV industry, and multi-sector insti-
tutions and teams of the public sector, which are participants of the RAV. This profile of indicated interviewees was indicated by the CNTV, paying attention to focus on the interviews to key participating informants in the TV industry, players specialized with a technical and neutral position, and key players of the public sector assuming a regulating and/or referent role regarding the investigated sphere.

In this context, 18 semi-structured interviews were applied to executives from seven (7) TV channels in Chile, from the public sector as well as from the private sector, with national coverage and also one regional TV channel; seven (7) interviews to professionals and board executives of institutions from the public sector; two (2) multi-sector professionals from the public sector; one (1) director of the Consejo de Consejo de Ética of the social media in Chile; one (1) professional from UNESCO, specialist in Communication and Information.

The interviews were carried out in two ways: direct application by two investigators, one guiding the interview and another supporting the record and emphasis of contents to be addressed; and through the delivery of a guide of questions and contents to be interviewed.

The transversal structure of the contents present in the applied instruments corresponded to three big thematic axes, which enabled a guideline to be applied to the different interviewees. Although the guideline had a unique structure, it constituted a guide of contents that was adapted according to each interviewee, paying attention to the pertinence of each one of them, in virtue of its institutional dependence and responsibility (leadership exercise or professional role). The axes correspond to the following dimensions: 1) Common Baseline: Approaching the subject transversal contents; 2) Organization/institution experiences; 3) Best practice declared and suggested.

In order for the interviews to be processed and analyzed, a print-out information process into a common matrix was arranged, thus transferring all the information obtained from each applied interview. The information print-out was done in defined categories according to the contents of the interviews, and also on the emerging variables in the applications, transversally classifiable for its processing, enabling the data organization and relevant information for its analysis. In attention to the criterion informed herein, the audio transcripts of the interviews were not considered in this process.

Having the print-out of all the applied interviews, an integrated analysis matrix was generated, constituting a common descriptive frame that enabled the review of the variables present in each interview. This print-out process and integrated analysis allowed the identification, description, and implementation of «best practices» in the studied institutions.


In the study, a group of «best practices» that have not been made widely visible and/or systematized for their release, or evidence like referential initiatives for its replication, was possible to be identified. The details of each one of the «best
practices» identified are numerous, as well as the specific description of how they were implemented, their operating forms, and under which conditions have they been possible. For the purposes of supplementing the findings, «bad practices» identified are also included, which reinforce the learning for the improvement in the performance of this sphere by the media.

It is necessary to indicate that from the observed results, the group of accumulated teachings, both individually (professional) and in the experience of the teamwork and the institutions, have enabled, in different records, the reorientation of institutional criteria and modifications in the operating ways. These have had processes reoriented, thus translating themselves into actions that favor the compliance of regulations and standards desired both for the technical orientation and in the operative for the coverage and treatment of contents on catastrophes and crimes, considering the position of the victims and casualties.

Bad Practices: They refer to practices considered as negative for the compliance of an eminently informative role and away from the sensationalism and cruelty from who should broadcast information in situations of disasters, tragedies, or crimes against people.

a) Difficult coordination between entities that provide protection to the population and the media: There is a difference of functioning logics between the state entities that perform in care and protection of the population in critical situations —Onemi, Sename, SML, Subsecretaría de Prevención del Delito, etc.— with the media, especially with those technical state organizations. On the other hand, these institutions often have their own agenda, with which their public vocation is questioned, and which is subject to political interests.

b) Exaggeration of the police events, both in magnitude and in emotional intensity of the treatment: In general, the newscasts look for more «quality» than «massivity.» In addition to the above, it can be seen that there is also a bit unregulated relation between the police and the media, every time a kind of agreement is generated where the media increase the rating with the coverage of these events, and the police improve their public image thanks to the broadcasting of a massive alleged efficiency.

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5 In the present article, the results of the study are summarized and presented considering the extension and detail in which the implied findings and analysis are described. The group of «best practices» described by the public sector, as well as the analysis of dimensions for the identification of best practices in TV channels, constitute subsections that can be seen in the two reports edited by the Consejo Nacional de Televisión: «Identificación de buenas prácticas para la cobertura televisiva de tragedias, desastres y delitos en Chile. Aspectos legales, regulatorios y deontológicos» and «Identificación de buenas prácticas para la cobertura televisiva de tragedias, desastres y delitos. El discurso de informantes clave.» («Identification of Best Practices for Television Coverage of Tragedies, Disasters, and Crimes in Chile. Legal, Regulatory and Ethical Aspects» and «Identification of Best Practices for the Television Coverage of Tragedies, Disasters, and Crimes. The Speech of Key Informants.») Both publications are available at the Departamento de Estudios del CNTV, www.cntv.cl.
c) Interest for making tragedies into something entertaining: In certain occasions, the most popular faces of a channel are deliberately resorted to in order to win the loyalty with those faces into the coverage of complex situations wherein is difficult to dissociate from the competence. This contributes more to the exacerbation of the emotional dimension of the coverage of a determined event than to the rationalization and instrumentality of the information, that is the main social responsibility of the media in situations of this kind.

d) Lack of discipline in the journalistic work: Inaccuracies, adjectivation, and judgments a priori are repeatedly incurred, especially in police news. In a self-regulation context, in addition to a limited mediatic alphabetization, said failures receive less disapproval from the audience than they would receive in other countries. On the other side, outstanding deficient coverage —such as that of the fire in Valparaíso—, remain unpunished from the internal point of view, with which the frame completes its configuration: If there is no rejection from the audience translated in low rating, and without legal forfeits, the inappropriate coverages in massive channels remain many times without the sufficient rectification, thus making a substantive improvement of the standards difficult if the fundamental logic of the system is not modified, or if no concrete actions are taken to form the audience.

Best in Force Practices: It refers to practices considered positive for the appropriate compliance of situations of disaster, tragedy, or crime (informative, respectful of the victims, sticking to the objectivity and the truth both in the search of sources and facts, etc.).

a) Tendency to carefulness and correction of mistakes: The national media, unlike what happens in countries such as Argentina, Peru, and others, have a rather cautious way of doing journalism as for calling the public for action. They dedicate more to informing than clearly urging feelings of hate or outrage. This is coherent with a legalistic culture of the Chilean media, but also with the competent use of the semiotic resources of framing and editing that send connotative messages, rather than explicit ones. In the same line, when irregularities like mistaken information or baseless accusations are identified, the Chilean media tend to quickly rectify.

b) Advances towards a diverse news menu: It is observed that channels look to increasingly diversify their offer, not concentrating in tragic issues or yellow press. This goes together with a more balanced treatment, with the aim of confronting versions and contributing to the public discussion, rather than only generating rating. This is encouraged by the audience changes that, although slow, are progressive, also driven by the increasing penetration of Internet, and the diversity of contents within it, but also by the generational turnover, which gently but definitively makes the traditional ways of consuming media go back.

c) Activation of a more strict editorial control in complex situations: Beyond the problems of live coverage of catastrophes, or of the little repercussion in
matter of sanctions to deficient reporters, it is noticeable that the editorial bodies make an effort for exerting control over these complex situations. Therefore, it can be seen that the commitment to inform with responsibility exists, beyond other problems including but not limited to sensationalism, classism, and poor preparation of journalists. That is, the commitment to inform coexists with other economic, cultural, or political interests, but it is professionally sought, at least in disaster situations.

d) Availability of universities for providing useful information to the population: In general, the massivity vocation the universities have at the time of broadcasting their knowledge to the population, is valued. Entities like the Centro Nacional Sismológico of the U. de Chile, or the Departamento de Oceanografía of the PUCV stand out over technical entities like SER-NAGEOMIN, SHOA, or ONEMI, which present communicational difficulties at the time of informing the population and of associating to the communication media in this task.

Proposals for Encouraging Best Practices

a) Promote mediatic alphabetization by the regulating entity and with collaboration of the communication media in order to insert it in the formal education, or at least to generate massive plans in this regard: It becomes necessary in an self-regulation context, for the audience to be able to make a critical, but arguing, analysis of what the television presents, considering the importance this one keeps as element of cultural integration in our society, despite the invasion of digital technologies. The mediatic alphabetization imposes the operators to improve the quality of their broadcasts, not only because it allows for making better quality criticism, but also because the information that is received from media is supposed to be called into question when bad practices, such as sensationalism, biased coverages, unnecessary information, etc. are detected. It also allows understanding that the mediatic logic sometimes loses control not only for the aim of the media to attract audience, but also because that audience accepts that contract, having more alternatives. In that sense, it is not enough with the digital alphabetization that leaves out the importance of the traditional media, nor with minor plans of mediatic alphabetization that do not have incidence in bigger areas of the national population.

b) Improvement of journalists based on the analysis of case and of professionalism of the disaster coverages —Task of the universities and media: The development of journalists in matter of treatment of complex situations achieves more effectiveness when it ceases to be seen in the ought-to-be light and is realized in the journalistic practice and in its analysis. In that sense, some executives from TV channels highlight the need of making case analysis as an essential formula for generating competencies in journalists. Likewise, if this is done together with expert training in «scientific» matters (earthquakes, weather problems, etc.), incorporating plant personal, it
would be possible to generate a prevention journalism and of public utility with more penetrating effects. In the same sense, the schools of journalism are key in the ethical formation and practice of the professionals of communication so their performance in complex situations—for the danger of the report, for the temptation of achieving more rating or for the need of temperance in the coverages—increases their standards.

c) Diffusion of the journalistic logic: The arguments of editors for making decisions they make, and that sometimes can have a bad appearance, paradoxically, rarely reach notoriety. And, the fact is that journalism is very invisible on TV. The imposition of rating does not contribute to an ethical debate in regards to the citizens. In that sense, the mechanisms for that course of action begins to be known by the society, progressively, are looked for.

d) Dialogue between the media, social organizations, public entities, academy, in regards to the citizens and with maximum diffusion: There is consensus in the need of generating coordination and dialogue for revealing positions and understanding logics from different points of view there are about the treatment of general information and victims in particular. In this sense, two relevant players are recognized, in agreement with the main elements that define the editorial task. ANATEL is recognized as an entity representing self-regulation, and so it can generate debate from ethical principles for developing best practices, as long as all the aspects of this subject are assumed and detailed in this report. On the other hand, CNTV is also recognized as a player that would be crucial in this task of coordination since their regulations combine the penalizing nature with the consciousness of the importance of self-regulation, and therefore, despite generating animosities many times, it is admitted as a valid speaker.

It is noteworthy that these instances of coordination should lower the language to the journalistic and editorial practice, which is the point where coverage is really defined, beyond the is-ought or the codes in the paper. Through the analysis of cases, from the exposition of mechanisms considering the avatars of the coverage—in circumstances of massivity and not of narrowcasting where once can detach from certain practical complications—and from the incorporation of the mediatic alphabetization as a task of all players (not only the regulating entity) so as not to fall in a coercive logic, this instance of coordination can be more successful for facing the challenges imposed by the more empowered citizens and an approach of rights to communication, information, and most importantly, to relevant information, and the right of all people to be treated with dignity and care by the mediate institutions.

6. Final Considerations

The informative coverages carried out by the main TV channels of the country in the last national tragedies, such as the fire in Valparaíso, the earthquake on
February 27, 2010, which affected the central zone of the country, and the fire in the prison of San Miguel, were very criticized by the audiences in our country.

Although on this regard, the TV national channels have set forth internal guidelines standards of self-regulation, such as situations of catastrophes or tragedies, usually fail to include specific standards. If having internal and specific standards, in many opportunities, these do not translate into a coherent praxis graphed in the journalistic exercise or in the programmatic and editorial definitions from every day. Neither were identified —in the addressed communication media— mechanisms of participation of their viewers in complying with such rules.

In Chile, the media industry, where the TV channels also participate, created an self-regulation system exerted by the Consejo de Ética de los Medios de Comunicación. Aside from knowing very few cases, the entity in exercise of their standard attributions, dictated an interesting, summarized —although general— set of recommendations for the media on informative coverage of catastrophes. The Consejo de Ética also suggested the media to dictate specific standards on such coverage, which has not been accepted.

The media, especially television, have covered a number of events related to catastrophes and natural disasters in our country. Despite that, and that there are standards and processes for treating victims of such events, these tend to be dismissed, are unknown, or are usually partially interpreted and executed. On the other hand, no journalist has the time to read a manual on catastrophes the day it happens. The experience in this field is invaluable. A reporter, who covered a telluric movement of proportions, will know in the next one the way to approach victims, not affecting them and the people who lost their homes with absurd childish questions. The working field of journalists, especially in television, is usually unstable, which causes a high rotation of reporters, especially in the informative programs, which no doubt favors an inappropriate coverage, especially in television.

The punitive attitude and implementation of initiatives founded on the sanction have demonstrated to be not useful enough tools for collaborating in the installation of cultural changes of institutions and media, on their practices regarding the coverage and treatment of contents related to catastrophes and natural disasters.

Although there are best practices in television media, professional teams, and players in the industry, these have not been made visible and consented enough for achieving its validation, standardization and replica among all players. In order for said validation and implementation of best practices to be facilitated, a jointly validated anchor player should arrange an optimum methodology able to advance and consolidate the installation of capabilities and best professional practices, and as in the industry.

Finally, a specific and multi-sectorial work is urgently required at international level, with the diverse entities involved not only in the coverage of disasters and catastrophes, but also in their prevention, coordination, updating of a regulatory framework, and sanction when crimes associated to said events emerge.
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