



## MOOC 1

### Learning Unit 7

#### GOOD PRACTICE 5

### Post-Disaster Decision Making

#### Instructions

In the following case study, you will be provided with a scenario for an exercise that will last 30-45 minutes:

- 10 minutes (optional) to watch the video about the real scenario from which the case is taken. You will hear a description of the real scenario and of the health workers' needs made by a psychologist in the Emergency Care Unit.
- 5 minutes to read the information about the setting and the scenario.
- 15-30 minutes to answer the questions.

#### Background Scenario Description

You are a psychological emergency facilitator, member of a voluntary association that operates in civil protection area. Your team includes one physician, two nurses and two volunteer rescuers.

It is winter: the average temperature is very low, about 10 degrees below zero; a location has been devastated by an earthquake and authorities request the intervention of your team to help rescuers and coordinate local rescuer teams. The crisis manager of your team asks for your intervention as a psychological emergency facilitator. Even though mutual aid agreements are in

place, overall planning and coordination is lacking. In an effort to gather all the information available from all parties, a meeting is called involving heads of primary response agencies, community group leaders, local emergency managers, and personnel from local emergency services. You are invited by your crisis manager to attend the meeting in the role of psychological emergency facilitator.

### **Objective:**

Your role will be to facilitate the decision-making process: you are expected to support the group in making the necessary decisions in a very tight time frame. Moreover, you are expected to support community members during critical times and to reassess the needs of the community after the earthquake has devastated their lives.

You invite stakeholders to attend a meeting in order to define a needs assessment and review potential risks and resources. At that meeting, you could gather the information required, discuss options, and choose a solution that is the most reasonable, workable and fast for all the people involved.

### **Methods and resources:**

Before the start of the meeting, you contact the coordinator, introduce yourself and discuss with him/her the role and functions you will assume during the meeting.

At the beginning of the meeting, you introduce yourself to the others and clarify your role right away. At that meeting, you could facilitate gathering the information required, discussing options, and selecting a solution that is the most reasonable, workable and rapid for all the people involved.

### **Instructions:**

Review the details of the case study and respond to the following questions to complete the activity. It is not necessary to describe the whole process in detail. The aim of this activity is for you to consider how you would use the process in a crisis situation.

**Time limit:** 40 minutes.

**Questions:**

**1° STEP Observe**

1. Is there any missing information?

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2. How would you gather the necessary information?

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3. What conditions should you be reporting on?

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4. What additional resources will be necessary?

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**2° STEP: Orient**

5. What are your objectives? And your targets?

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6. Which stakeholders are involved in the decision-making process?



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7. What hazards might you encounter as you explore the area?

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8. What are the main risks?

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9. What resources are potentially available for you to implement the solution?

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10. What kind of information would you share with your team?

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**3° STEP: Decide**

11. How should the decision process be made?

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12. What is your rationale for selecting this decision-making process?

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13. What are the key decision points?





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14. What factors must you consider when selecting an alternative?

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**4° STEP: Act**

15. Do you have a lot of time to make the decision?

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16. How would you proceed implementing the decisions made?

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17. Who is involved and how will you communicate the alternative selected?

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18. How will you communicate the alternative selected?

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19. What would you say to citizens? And who will notify communications to citizens?

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20. What would you say to emergency responders?

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21. What is the most effective way to keep the situation under control, and what resources will be needed to accomplish that goal?

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**5° STEP: Observe monitoring results**

22. How will you monitor and evaluate the situation?

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23. How has the situation changed as a result of the decisions made?

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24. Is it necessary to implement changes to the decisions made?

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25. What decision would you recommend in the background scenario?

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**Psychological  
Early  
Intervention**

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#### Source

FEMA. Decision Making and Problem Solving. IS 241, 2002. <http://training.fema.gov/EMIWeb/IS/is241.asp>



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