

Workshop Tasks

Group 1 – Summarize the event studied and research methods used by McEntire (2001).

Group 2 – According to McEntire (2001), what response functions and sectors of the community required coordination?

Group 3 – According to McEntire (2001), what major constraints on coordination were encountered?

Group 4 – According to McEntire (2001), what were the major factors that contributed to coordination?

Community Disaster Responses

- Development of an Emergency Consensus
- Development of Norms Encouraging Altruist Behavior
- Expansion of the Citizenship Role
- Minimization of Community Conflict
- Creation of Task Subsystems
- Coordination of Various Task Subsystems
- Processes of Mobilization and Reintegration

Source: Adapted from Dynes, Russell R. 1970. *Organized Behavior in Disasters*. Lexington, Massachusetts: Heath Lexington Books, pp. 90-99 and 206-211.

Community Characteristics

- Familism
- Integration
- Organizational Complexity
- Emergency Response System
- Prior Disaster Experience
- Disaster Subculture

Disaster Impacts on Community Functioning

- Production-Distribution-Consumption
 - A. Most change
 - B. Emergent form of social welfare
- Socialization
 - A. Reduced priority, e.g., school closures
 - B. Mass media focus on disaster “news”
- Social Participation
 - A. Suspension of activity
 - B. Redirection toward disaster generated needs
- Social Control
 - A. Minor crimes, e.g., speeding, mostly ignored
 - B. Security heightened, e.g., search for looters
- Mutual Support
 - A. Highest priority
 - B. Victim assistance, e.g., donations

Source: Adapted from Wenger, Dennis. 1978. “Community Response to Disaster: Functional and Structural Alterations.” Pp. 17-47 in *Disasters: Theory and Research*, edited by E.L. Quarantelli. Beverly Hills, California: Sage Publications, pp. 30-31.

Structural Adaptations

- Emergent Disaster Values and Beliefs
- Emergent Normative Structure
- Emergent Organizational Structure
- Emergent Power Structure

Source: Adapted from Wenger, Dennis. 1978. "Community Response to Disaster: Functional and Structural Alterations." Pp. 17-47 in *Disasters: Theory and Research*, edited by E.L. Quarantelli. Beverly Hills, California: Sage Publications, pp. 32-38.

Typical Problems With Volunteers

- Need Increasing; Numbers Decreasing
- Recruitment Difficulties
- Staff-Union Interface
- Territorial View
- Employment Requirements
- Perception of Government Role

Source: Adapted from Millican, Pam. 1997. "Volunteers: A Vision."
Australian Journal of Emergency Management 12 (No. 2):11-13.

Managing Volunteers

- Role Clarity
- Protection
- Communication
- Training
- Recognition
- Conflict Resolution
- Management Style

Source: Adapted from Howard, B.W. 1999. "Managing Volunteers."
Australian Journal of Emergency Management 14 (No. 3):37-39.

Churches as Disaster Resources

- Local Groups
- Rich in Human Resources
- Low Financial Cost
- Altruistic Motivation
- Sense of Community
- Large Buildings
- Public Event Experience
- National Network
- International Links

Source: Adapted from Crawford, Peter. 1998. "Spiritual Issues and Recovery Management." *Australian Journal of Emergency Management* 13 (No. 2):32-34, p. 33.

Post-911 Improvisations

- Mapping
- Waterborne Evacuation
- Credentialing
- Resource Management

Source: Adapted from Kendra, James and Tricia Wachtendorf. 2003. "Creativity in Emergency Response to the World Trade Center Disaster." Pp. 121 – 146 in *Beyond September 11th: An Account of Post-Disaster Research*. Natural Hazards Research and Applications Information Center, Public Entity Risk Institute, and Institute for Civil Infrastructure Systems. Special Publication No. 39. Boulder, Colorado: Natural Hazards Research and Applications Information Center, University of Colorado.

Conflict Resolution Strategies

- Avoidance
- Give It Back
- Impose a Solution
- Compromise
- Collaboration