Module Three Workbook

Introduction

This is the third of three workbooks that supports the online Workforce Resiliency modules. The workbook includes exercises that you can fill out during training and use again later and some practical examples of the basic concepts and principles of workforce resiliency.

Exercise 1: Standard Operating Procedures v. Emergency Operations

Just prior to (if there is any warning) and during a disaster, the responsibilities, roles, and tasks performed by public health workers can change. It is useful to compare and contrast your job duties under both standard and emergency operating conditions so that you can prepare for any changes and are aware of what is expected of you. In the boxes below, list your usual duties and responsibilities under the **Standard Job Description** column. Next, list your emergency duties and roles under the **Emergency Operating Job Description** column.

- Include information about the roles you will be performing, any changes in reporting structure that will occur, and any additional tasks or responsibilities that you will take on.
- Consider verifying your expectations of your role in an emergency with your supervisor as well.
- What differences are there? Are there steps you need to be taking to prepare yourself?

Job Duties

Standard Job Description	Emergency Operating Job Description

If you are a supervisor, consider generating similar charts for your employees to ensure that they understand how their jobs will change during a disaster and what is expected of them. You can use this print out this page and use it for your staff.

Standard Job Description	Emergency Operating Job Description
Standard Job Description	Emergency Operating Job Description
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Standard Job Description	Emergency Operating Job Description
Standard Job Description	

Exercise 2: Implement the Buddy System in Any Disaster Response

The buddy system is a procedure in which two people, the buddies, operate together during a disaster as a single unit so that they are able to monitor and assist each other. In dangerous activities, the main benefit of the system is improved safety—each person may be able to prevent the other from becoming a victim during a crisis just by watching out for each other. In this activity, design a buddy system for your organization by answering these questions.

Do you want buddies to be permanently assibuddies be based on disaster response roles	=	
Who is responsible for ensuring that the bud	ddy system is being followed?	
Generate a list of staff members and connect	ct them in buddy pairs. Buddy	

Be sure to include the formal assignment of buddies in your organization's disaster plan.

Exercise 3: Preparing for Known Issues

In the module are a sampling of the issues that commonly crop up during a disaster response. Use these guiding questions to prepare your organization to deal with these complications.

Distressed or Angry Individuals
What strategies do you have in place to deal with people who disagree with your emergency response strategies?
What resources do you have for coping with distressed individuals?
Inconsistent or Ineffective Communications
What is your communication plan in case of a disaster?
What other organizations will you want to coordinate your communications with?

Ineffective Volunteers
How do you use volunteers in your current day-to-day work?
How can you incorporate volunteers into your disaster work? Are there specific tasks that they can perform?
Unsanitary Conditions
What utilities or services do you rely on to operate in an emergency?
How can you ensure that those are available?

Ineffective Crowd Control Strategies
What methods do you have in place or need to control crowds in an emergency?
Worried Well
How might you target your audiences for communication and services?
What triage measures will you have in place to ensure that the worried well aren't using too many resources?

Other Known Issues
What other complications have arisen during previous disaster responses?
What strategies have you developed for dealing with those complications?