

The Four Phases of Human-Caused Disaster Response

Normal Life

Old Normal

(Wisdom)

Phase 2:
Bewilderment,
Heroic

Phase 1:
The Devastation
of Human-Caused
Disaster

Phase 3:
Distillusionment,
Grief

Phase 4:
Integration and
Appropriation

New Normal

Phase 1:

- Keeping an eye on what's to come.
- Unclear if the Event will affect you.
- Making some plans, but staying flexible.

Phase 2:

- Amazed that the Event has arrived and closer to you than you thought.
- Everybody pitch in – "all for one, one for all"
- Quick adjustments made
- Great teamwork – great successes.

Phase 3:

- Necessary lifestyle changes begin to show challenges
- Become short with co-workers – patience and tolerance lacking.
- Feels "gloomy" like this will never end.
- Would rather ignore it all.

Phase 4:

- Successes have brought hope
- Understanding and adjusting to operating differently
- "Light at the end of the Tunnel"
- New Normal is operational