The Four Phases of Human-Caused Disaster Response

Normal Life

Phase 1: The Devastation of Human-Caused Disaster
- Keeping an eye on what’s to come.
- Unclear if the Event will affect you.
- Making some plans, but staying flexible.

Phase 2: Bewilderment, Heroic
- 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.

Old Normal

(Wisdom)

New Normal

Phase 3: Disillusionment, Grief
- 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: Integration and Appropriation
- Successes have brought hope
- Understanding and adjusting to operating differently
- “Light at the end of the Tunnel”
- New Normal is operational