

Course: FES 6806: Disaster Response & Recovery

Credit Hours: 3

Course Format: Web-based Distance Learning. On-line meetings will be scheduled.

Instructor: Dr. Dennis Mitterer

Dennis Mitterer, PhD.

Dr. Mitterer has worked in EMS for over 25 years as an EMT and Paramedic, Operations Chief, and educator. He has earned a Master's Degree in Management from Penn State University's Smeal Business College, a nursing degree from Excelsior University, a Bachelor of Science in nursing from Penn State University and has earned the designation as a Certified Safety Professional (CSP), and Associate in Risk Management (ARM). He earned his Ph.D. in Leadership and Organizational change from Walden University.

As a member of the faculty for Western Governor's University he guides adult students through their course of study in Finance, Accreditation and Auditing, Technology Application, and Strategy Development. Dr. Mitterer also teaches courses at Pa College of Health Sciences and is a Faculty Advisor for EMS at Franklin & Marshall College. He taught as an Adjunct Professor for Lebanon Valley College' master's program, Immaculata College where he taught; Management, Strategic Planning, Human Resources and Research, and Harrisburg Area Community College where he instructs in the Paramedic program. As a nationally recognized speaker and writer, Dr. Mitterer challenges audiences to think creatively about EMS topics.

Professional affiliations include; American Society of Safety Engineers, American College of Healthcare Executives, National Association of EMS Educators, National Association of EMTs and the Institute for Behavioral and Applied Management.

Office Hours: As an on-line course, there are no regular 'office' hours. You can email me at any time through Canvas.

Course Website: <http://lss.at.ufl.edu/>

Course Communications: There is a General Discussion tab that can be used, or send me an email through the course email. Urgent messages can be sent to my dmitterer@ufl.edu.

Required Text:

McEntire, David. 2015. *Disaster Response and Recovery: Strategies and Tactics for Resilience*. (Second Edition). Wiley: New Jersey. ISBN: 978-1-118-67302-7

PowerPoints for each chapter of McEntire's textbook have been uploaded onto Canvas and are available in the "Files" section of the course website.

Other readings as assigned

Course Description: The purpose of this course is to uncover the principles that promote effective disaster response and recovery operations after disasters. To achieve this goal, the course will examine the nature of disasters as well as the roles and responsibilities of various actors involved in emergency management. The course will review popular myths and realities regarding human behavior in catastrophic events in addition to divergent approaches for disaster management. The importance of addressing the needs of the affected population will be discussed, and will include recommendations to fulfill a variety of important functions (e.g. implementing the emergency operations plan, warning, evacuation, search and rescue, emergency medical care/mass casualties, mass fatalities, sheltering and mass care, donations management, damage assessment, the disaster declaration process, media relations/public information, individual and public assistance, and critical incident stress debriefing). Various problems associated with response and recovery operations will be identified (e.g. inadequate preparedness measures, safety and site security, politics, communications, coordination and record keeping, etc.). The role of technology and the importance of communications and coordination will be emphasized along with the incident command system, emergency operations centers, the National Incident Management System and the National Response Plan. Each student will be expected to gain a solid comprehension of common post-disaster problems and how first responders and the emergency manager may overcome those challenges now and in the future.

Teaching Philosophy: I am looking for students to demonstrate a working knowledge of the subject. You need to be creative when you complete your assignments but maintain a professional appearance of your work. Your work needs to be complete and in such a manner that someone can pick up your document and understand what you are trying to convey. And most of all your work needs to be supported with research and cited in properly in APA format.

Instructional Methods: The course is designed for individual and group interactivity. It is important to post and respond to discussion questions in the course within the time frame allotted. This provides a learning environment by networking with other students in the course. The assignments are individual base to give you the opportunity to do a variety of activities, in many cases, similar to what you will be doing in role as a leader in the emergency services profession.

For Discussion questions, it is expected that you will make your initial post early within the first half of the week. Your responses / feedback to your colleagues can occur after your initial post and up to the due date.

Course Policies

Attendance/Participation: The course is designed in module format. You should check the site several times a week. You are required to complete the both assignments and discussion questions within the time period designated on the module. There will be periodic online meetings set up throughout the course. Requirements for class attendance and make-up exams,

assignments, and other work in this course are consistent with university policies that can be found in the online catalog [HERE](#).

Quiz/Exams: There is a final paper for this course. There are no exams or quizzes.

Assignments: All assignments have a due date. Please be sure to check the date and time it is due in each module.

Course Technology: If we have class meetings, you will be required to access through a web camera and mic/audio. If you are not able to use a web camera you will need to at least provide audio/mic, you can call in on a phone also.

UF Policies

University Policy on Accommodating Students with Disabilities: Students requesting accommodation for disabilities must first register with the Dean of Students Office ([HERE](#)). The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams. Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations.

UF's Honesty Policy: UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code." On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment." The Honor Code ([HERE](#)) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor of in this class.

University Policy on Academic Misconduct: Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code ([HERE](#)).

Netiquette: Communication Courtesy: All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats: all college level communication should have correct spelling and grammar • avoid slang terms such as "wassup?" and texting abbreviations such as "u" instead of "you" • avoid using the caps lock feature AS IT CAN BE INTERPRETTED AS YELLING • avoid the use of emoticons • be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and your message might be taken seriously or offensive • be careful with personal information. See the University's Netiquette Guide for Online Courses [HERE](#).

Getting Help

For issues with technical difficulties for E-learning in Canvas, please contact the UF Help Desk at:

- Email: Learning-support@ufl.edu
- Phone: (352) 392-HELP - select option 2
- Website: <https://lss.at.ufl.edu/help.shtml>

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Other resources are available [HERE](#) for:

- Counseling and Wellness resources
- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

Course Schedule

WEEK 1 Introduction to Disaster Response and Recovery

Reading Assignment: Chapter 1 “Knowing What to Expect”

Review PowerPoint – Chapter 1

Discussion – Welcome & Introduction

Discussion Question 1

WEEK 2 The Actors Involved in Response and Recovery

Reading Assignment: Chapter 2 “Understanding the Actors”

Review PowerPoint – Chapter 2

Discussion Question 2

WEEK 3 Myths, Exaggerations and Realities

Reading Assignment: Chapter 3 “Anticipating Human Behavior in Disasters”

Review PowerPoint – Chapter 3

Discussion Question 3

WEEK 4 Management Approaches

Reading Assignment: Chapter 4 “Recognizing Alternative Response and Recovery Approaches”

Review PowerPoint – Chapter 4

Discussion Question 4

WEEK 5 Generic Functions

Reading Assignment: Chapter 5 “Implementing Initial Response Measures”

Review PowerPoint – Chapter 5

Discussion Question 5

WEEK 6 Generic Functions (cont.)

Reading Assignment: Chapter 6 “Caring for the Injured, Dead, and Distraught”

Review PowerPoint – Chapter 6

Discussion Question 6

WEEK 7 Generic Functions (cont.)

Reading Assignment: Chapter 7 “Managing Public Information, Donations and Volunteers”

Review PowerPoint – Chapter 7

Discussion Question 7

WEEK 8 Generic Functions (cont.)

Reading Assignment: Chapter 8 “Moving Beyond Immediate Needs”

Review PowerPoint – Chapter 8

Discussion Question 8

WEEK 9 Generic Functions (cont.)

Reading Assignment: Chapter 9 “Promoting Recovery and Mitigation”

Review PowerPoint – Chapter 9

Discussion Question 9

WEEK 10 Expected Problems

Reading Assignment: Chapter 10 “Overcoming Typical Challenges”

Review PowerPoint – Chapter 10

Discussion Question 10

WEEK 11 Using Tools and Strategies

Reading Assignment: Chapter 11 “Harnessing Technology and Organization”

Review PowerPoint – Chapter 11

Discussion Question 11

WEEK 12 Looking to the Future

Reading Assignment: Chapter 12 “Foreseeing the Future”

Review PowerPoint – Chapter 12

Discussion Question 12

WEEK 13 How to Prepare and React

Reading Assignment: Chapter 13 “Enhancing Disaster Resilience”

Review PowerPoint – Chapter 13

Discussion Question 13

WEEK 14 Final Paper

No Reading Assignment

Final Paper Due

Should you have any complaints with your experience in this course please visit <http://www.distance.ufl.edu/student-complaints> (Links to an external site.) to submit a complaint.

Grading Policies

The grade is based on a point system. You divide the total number of earned points into the total amount of points available to determine your grade. A grading rubric for the final project is under the Files Tab on the course.

Assignment	Points or percentage
Grading Discussion Participation – 10 points each discussion	130 points
Final Project - comprehensive and applied	150 points
Total Grade	280 points

Grading Scale:

A = 93.0 to 100%	C = 73.0 to 76.9
A- = 90.0 to 92.9	C- = 70.0 to 72.9
B+ = 87.0 to 89.9	D+ = 67.0 to 69.9
B = 83.0 to 86.9	D = 63.0 to 66.9
B- = 80.0 to 82.9	D- = 60.0 to 62.9
C+ = 77.0 to 79.9	F = below 60

Passing Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-
Grade Points	4.0	3.67	3.33	3.0	2.67	2.33	2.0	1.67	1.33	1.0	.67

Late Assignments and Discussion Posts

- Assignments 48 hours late will receive a 10% deduction in their grade.
- Assignments more than 48 hours but less than 30 days late will receive a 20% deduction in their grade.
- Assignments more than 30 days late but submitted during the semester will receive a 50% deduction in their grade.
- Discussions up to 48 hours late will receive a 25% deduction in their grade.
- Discussions more than 48 hours later will receive a 50% deduction in their grade.

Please note that any student having less than 75% of their work complete for the semester cannot earn an “I” contract. If you have 75% of the work complete, you can propose an I contract to the instructor.

It is your responsibility to keep your instructor informed at all times. The instructor does have the right under extenuating circumstances with proper notification to assist the student by extending the above time requirements.

Evaluation process

Students are expected to provide feedback on the quality of instruction in this course based on 10 criteria. These evaluations are conducted online at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three

Weeks of the semester, but students will be given specific times when they are open.

Summary results of these assessments are available to students at

<https://evaluations.ufl.edu> (Links to an external site.).

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