

The **PERSONAL** Resilience Certificate Program

PROGRAM DESCRIPTION

This six-week online program features the study of personal resilience in five life dimensions: personal, financial, emergency, household and legal. Students will learn how to prepare an individual risk assessment, develop a family emergency plan, and take actionable steps to prepare for their recovery from commonly occurring emergencies such as home fires or identity theft, and larger events such as natural disasters. Students will also identify their individual roles, responsibilities and gaps in emergency plans pertaining to their workplace. They will then apply these concepts to develop a comprehensive Personal Resilience Plan specific to their workplace, family, life situation and geographic location.

The course includes weekly, one-hour virtual classes led by a personal recovery expert who will provide value-added information and individual guidance to class members as they complete their plans.

Successful completion of this program earns the student a Certificate of Personal Resilience, jointly issued by Personal Recovery Concepts and George Mason University Center for Infrastructure Protection and Homeland Security.

COURSE MATERIALS

This online course provides a robust complement of tools, including:

e-Copy of the Course Guide. Weekly step-by-step guide for what students need to complete before advancing to the next module.

Students will create their personal recovery plan using Personal Recovery PRO™. They will access the Interactive e-Workshop™ for the state(s) the student lives and works in. This e-Workshop complements the Personal Recovery PRO™ by pointing students to the resources they need to build their personal resilience plan. Additionally, the e-Workshop provides the learning needed to successfully complete qualifying quizzes. The e-Workshop includes a navigation demo.

Download of the Personal Recovery PRO™ 3.0 life-information management system. Once populated, this system generates the student's Personal Resilience Plan which will be submitted for evaluation to earn the Personal Resilience Certificate.

e-Copy of the Personal Recovery PRO™ 3.0 user guide.

WHO SHOULD ATTEND

First responders (e.g., police, fire, medical, community support agency employees)

Business continuity/emergency managers

Military members

Federal agency employees

Employees

Citizens



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TOPIC HIGHLIGHTS

Module 1: Know your risks

- Identify and document emergency response and recovery plans for the disasters most likely in the area/s you and your family live, work and spend leisure time.

Module 2: Before an Emergency

- Identify and document resources specific to your zip code that can help response and recovery when a disaster strikes.
- Take steps to prepare, including compiling a disaster supply and water kit.

Module 3: During an Emergency

- Identify and document the resources available to you to navigate emergency response and recovery during an emergency.
- Develop a family evacuation plan, including code-words.
- Develop a personalized workplace continuity plan.
- Develop wallet-size emergency plan cards.

Module 4: After an Emergency

- Identify and document resources available to you to navigate emergency recovery after a disaster.
- Document utility shut-off procedures and contacts.
- Learn the basics for developing a FEMA disaster response claim.

Module 5: Home Fires

- Develop and document a family escape plan and rally location.
- Document assets.
- Learn techniques to successfully complete an insurance claim.

Module 6: Identity Theft

- Learn how to recognize and deter against the latest identity theft scams
- Learn how to defend yourself once you suspect identity theft
- Document and secure wallet content
- Document and secure account information, access codes and personal identification numbers.
- Develop duplicates of key identification documents

Module 7: Household and Legal

- Document household responsibilities for multiple family members
- Document other-care information, routines for children, parents and pets
- Document the location for essential legal documents; store electronic files; key contacts; account access information.
- Document final wishes/arrangements

Following Hurricane Katrina, a paper published by the Louisiana Commission on Law Enforcement stated:

“A major lesson of Katrina is that first responder personnel cannot function at best efficiency if they are worried about their own families.” It concluded that “Evacuating and sheltering families ahead of time, or having a preset plan when the disaster is of such a nature as to provide no advance warning, is, therefore, critical to the first responder role.”

Module 8: Securing your Personal Recovery System

- Learn techniques to store and access your personal recovery system securely.
- Create redundancy.



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CERTIFICATE REQUIREMENTS

Attendance: Students must attend five of the six online sessions.

Workshop: Students must complete the eight modules of the Interactive e-Workshop™. Each workshop module includes homework to populate critical life information to one of the five life-information management areas within the Personal Recovery PRO™ software. Forms are included in the e-Workshop to help gather information for family members living outside the home.

Qualifying quizzes: After each course module, students will receive a qualifying quiz. Students must pass each qualifying quiz by correctly answering 85% or more of the questions. Students receive an email with a link to take each qualifying quiz. The quizzes are based on the information contained within the Interactive e-Workshop™.

Final Project: Each student must develop and submit a Personal Resilience Plan as their final project. Late projects will not be accepted. The plan is evaluated against rigorous standards established by Personal Recovery Concepts and George Mason University Center for Infrastructure Protection and Homeland Security.

COMMENTS FROM STUDENTS

Bruce - On the morning of 9-11, I was working across the street from the Pentagon. My wife was in the car headed to DC and our son was home with a sitter. We had never considered how we would communicate, where we would go, or what we would do should we end up in three locations, every road jammed and cell phones overwhelmed. PRC has guided us to the answers. We can now think about the unthinkable and know we will make the best of a difficult situation. With so many things beyond our control and the psychological toll to become prepared, our family was simply not prepared before working with PRC. I thought we were ready but once we attended training and began to work with PRC my eyes were opened and we truly became prepared.

Sonia - Why Personal Recovery Concepts – My husband and I have a couple of rental properties and few months back we had a fire in one of them. It was really difficult to see how the family struggled to get their personal information all put together again, as everything inside had been destroyed completely. We experienced it as an owner of a rental home, but they experienced a huge loss of their belongings inside the home and I cannot imagine what it must have been like for them. From that point on I wanted to make sure the same thing would not happen to us. It really made me think how vulnerable we all are in our everyday lives and how something out of the blue can take us back in a heartbeat. We all know the escape routes and most importantly I know all the personal information needed to recover is secured in a fire proof vault so if the unthinkable happens we will be prepared. We are also in the midst of preparing our renters to practice their fire drills as well. It is an amazing product everyone should have.

Philip - Speaking as a first responder, a family's Personal Recovery PRO information is invaluable in finding/reaching family members and friends who need to be contacted if/when individuals need to be hospitalized or relocated; in knowing that there may be pets/animals and/or non-family members that need to be "found;" where/how to turn off gas and electricity without causing personal/property damage, and being aware of any pre-existing medical conditions that might be adversely affected by the recovery effort. Additionally, as a member of an emergency communications team, I can take a family's critical information and quickly provide it to authorities to expedite crisis management.





Center for Infrastructure Protection
and Homeland Security

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www.resilienceisreal.com

To schedule a class for your employees,
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