



Academic year: 2021/2022	Course title: Disaster management (Sup E602)
Academic level: forth Year	Final Exam
Date: 24 \1 \2021	Total marks: 80 marks
Time allowed: 2 hrs	Course's teacher: Dr. Heba Emad

Answer the following questions:

Question No. (1): (10 marks):

Read the following statements and put (√) for true statement and (×) for false statement

1.	Emergency is defined as the probability of occurrence of a potentially damaging event	()
2.	Crisis is an abrupt and unexpected negative change creating a critical, dangerous, and unstable situation at the individual, group, organization, or community level	()
3.	The time interval is often longer for disasters than for crises	()
4.	Acute-Crisis Stage is the actual phase of crisis	()
5.	Social media was considered a unique communication outlet	()
6.	To calm the people during crisis, it is permit not to tell the true	()
7.	The CEO always serve as the company spokesperson during a crisis	()
8.	The possibility to predict crisis is higher than disaster	()
9.	Disaster usually have an internal origin	()
10.	Evaluation is considered crisis communication training	()

Question No. (2): (20 marks):

Choose the correct answer:

1.	First stage of crisis communication process is.....			
	a.	Communication with internal stakeholders	b.	Initiating the communication process
	c.	Communication with external stakeholders	d.	Designating a spokes-person
	2. The time interval for Immediate phase in crisis communication is			
a.	1-20 min	b.	1-10 min	
	c.	1-30 min	d.	1-30 min
3.	The time interval for advisory phase in crisis communication is			



	a	1-20 min	b.	3-5 hours
	b	1-30 min	d.	1-24 hour
4	The member who is responsible for leading the <i>crisis management team</i> is.....			
	a.	Coordinator	b.	Team leader
	c.	Hospital director	d.	spokespersons
5	Includes the name of the organization, general contact information, date of distribution, and the company logo			
	a.	The cover page of crisis management plan	b.	Table of Contents of crisis management plan
	c.	Command Center Locations	d.	Distribution of the crisis management plan
6	Crisis communication occurs throughout			
	a.	acute phases of crisis	b.	the life cycle of the crisis
	c.	post- crisis stage	d.	a and c
7	is a prearranged meeting location where the CMT gathers in the event of a crisis.....			
	a.	The cover page of crisis management plan	b.	Table of Contents of crisis management plan
	c.	Command Center Locations	d.	Distribution of the crisis management plan
8	Crisis management teams should exercise at least			
	a.	Once per year	c.	Every four months
	b.	Twice per year	d.	Once per month
9are when <i>not all team</i> members are in the same physical space with face-to-face contact			
	a.	Virtual teams	b.	Risk retention team
	c.	Cross-function team	d.	Crisis communication team
10	<i>Crisis Management Team</i> competences includes			
	a.	knowledge	b.	Attitudes
	c.	Skills	d.	all of them

Question No. (3): (10 marks):

Complete the following:

- 1-is the messages that are given to audiences during an emergency .



2- Crisis management plan is.....

3- The three channels of crisis communication are,.....,and.....

4- The crisis management team is, meaning it is comprised of people from different areas of the organization

5- Members of crisis management team involve,,,and.....

Question No. (4): (40 marks):

1. Describe role of nurse in crisis stages (**10 marks**)

2. **List** types of disaster (**10 marks**)

Good luck

Dr. Heba Emad