**Resilience Video Transcripts**

**Dr. Sanchez: (3:32 minutes)**
I’m Dr. Maria Sanchez. I own this clinic and I’m the first to arrive today and the building is intact, which is good. Ummm, but there is some damage. There is some roof damage. It seems like the computers are completely down. The phones are in and out. Ummm, so we’ll have, we’ll have some issues there; especially if we get some of our regular patients in. Ummm, and I don’t know who’s gonna come in. Ummm, you know my car was damaged in the storm last night. I’m sure other people are in similar situations. The devastation out there is, it’s pretty bad. We might get some wound patients coming in. People that are, have some issues that will need to be dealt with immediately, maybe some emotional issues. Ummm, my P.A. Robert was an EMT and he’s really good at those things. But you know, I don’t know if we are actually gonna get any of that. And, Marge, Marge is our office manager and she’s got this place going in tip top shape usually. I hope she comes in, ummm, because we’re gonna need her to manage the patients coming in, whether they’re the regulars that are on the schedule for today anyway, or anybody that’s new. Ahhh, as, the phones...if we can’t get those back up...Jim is our IT guy and he’s, uh, he’s really good with that stuff. And you know he’s a recovering addict, and he might be out trying to find treatment. So I really do hope he comes in. Uh, he could really help us with getting the computers back up and running, and, and the phone system to be up on a regular basis. That would really help ease some of the stress today. My daughter is safe, thankfully. Um, she’s in good hands, but, ah, you know this is new for her too, and she’s never been through a tornado. And the destruction is, uh, is emotionally crippling, I think, for anybody, especially a child. So, I’m gonna need to check in on her on a regular basis today to make sure she’s okay. And, ah, just try to keep everything together. I, I never sleep eight hours a day anyway, and I got very few hours of zzzzs last night, so I’m tired, moreso than usual, and, ummm, there’s going to be a lot of things going on today, a lot of work, a lot of new things. I love my job. I really dedicate myself to helping those people that come in here. It gives my life meaning. And so seeing these new cases that could possibly have today...that might be, that might be a stressful situation but it, I think it’ll add to my profession and to um, myself as a doctor. I’m, I think I’m gonna enjoy seeing some of the, some of those would patients that come in today. Um, there’s a lot to be done. And then there’s Jason who I’m gonna need to babysit today. That’s gonna add some stress. He’s gonna need me to make sure I’m on top of him and his situation and all the help that he needs usually, which will probably be magnified today...Ummm, it’s going to be an interesting day.

**Marge: (3:36 minutes)**
My name is Marge. I’m the office manager for Dr. Maria Sanchez’s clinic. She’s the head physician here. We had a tornado last evening and I’m the second one to arrive this morning. I was delayed because there was so much damage from the wind and the storm. There were, like uh, power lines down and what usually takes me about twenty minutes to get here; it took me about forty-five minutes. Dr. Sanchez was already here. She, she had some personal loss from, ah, the uh, tornado. A tree fell through her car. Uh, so we don’t know exactly who will be arriving today from our staff. But barring them being in the hospital, they are expected to be here. I have developed what is known as the COOP Plan and, um, so part of that plan is that everyone arrive in the case of an emergency such as this one. We have, uh, our P.A. on staff, Robert. He was a former EMT, so he will be very instrumental in helping make sure that the office runs smoothly; because he has the trauma experience first hand...and then we have a receptionist, Jason, who’s, he’s a young man but he actually was in a flood, so he hasn’t had professional experience dealing with a natural disaster but he has personal experience dealing with one. So, that familiarity will be very good. Also on our staff, we have Jim, who’s our IT professional. And he, he doesn’t like my COOP Plan for some reason and I have no idea why, because as part of someone who is developing a COOP Plan, you have to accept the whole staff’s input to have an effective one, and he kind of felt like it was his plan or no plan. Ummm, part of the plan is like, say, the communication with the staff. Uh, things that come up during emergencies is we might have to be in the office for twenty-four hours depending on the type of disaster and you have to have on hand...you have to know, like, if someone has high blood pressure. Uh, you need to have like two weeks of their medications on hand in case of that type of a situation. Like, I, uh, said we’re very fortunate in this building because we have not lost power. Uh, we have limited phone service. We have six charged cell phones at all times, in case we do lose land lines. Land lines are down today, but we do have communication so we are very fortunate. I, uh, I recently relocated and I bought a, uh, new, a new house and my mother has moved in with me. And she’s ummm, she’s an invalid. She’s in a wheelchair now and, uh, I’m very concerned but she...I have two Scotties, who, they’re gonna to keep each other company today, hah, and I’m not sure who will be helping whom. Ahhh, but when you are an office manager of a clinic like this, you have to realize that, um, the needs of the many outweigh the needs of the few...and, yes, it’s very stressful. I won’t deny that my mother is home there and we don’t know the neighbors yet, so I’ll be checking in with her today, but I will, I plan on staying at the office all day.

**Robert, P.A. (3:00 minutes)**
Hi, I’m Robert. I’m the Physician’s Assistant here at the clinic. And, as you know, last night a, a pretty big tornado came through and did a lot of damage...uh, uh, thank God the clinic’s okay. We’re here, still standing. Ah, today, we’re going to be dealing with really two different kinds of trauma. One of them is going to be the physical and the other’s emotional and they’re both every bit as important. Ah, ah, you may notice I have the, this here (holds up a crutch). This was not from the tornado. This was from my son, my own personal little tornado, who decided to practice Karate on daddy’s knee. And, um, I asked him...he did a little bit of damage but it’s minor. It’ll repair in no time. I asked him, I says “Son, why did you do that?” And he says, “Dad, why didn’t you just do a back flip out of the way?” Why didn’t I think of that? My bad I guess... So, you know, I’m just like everybody else here. I’m dealing with problems and I’m gonna have to recover from them. Ahh, a little bit concerned about Jim. He’s usually very punctual. He’s normally here, ahh, really before everybody...and, ah, he’s a, he’s a recovering addict and uh, the clinic where he gets his methadone treatment is not open. It sustained a lot of damage. So, ah, I assume he may be looking for methadone, um, somewhere else, but I don’t know...I tried to get ahold of him. Can’t get ahold of him. Ah, ah, the other thing...back to the emotional side, is our, our, one of the people, ladies who works in the office, Marge. She’s here, but she’s worried about her mom who is at her house and she’s an older lady. So, you know, we’re all kind of getting through, ah, these various problems. And, uh, I, I come from a background, I was a paramedic, and EMT before I became a Physician’s Assistant. And I’ll be working with the doctor, whatever comes in...Uh, I know she doesn’t have as much experience as I do, so I’ll have to...She’s the boss, you know, ah, she’s the boss, so I’ll just have to kind of go along with her, and hopefully, she will listen to the voice of wisdom, as it were. But we’ll get through it, one way or the other. Um, let’s see, what else...my house, whew! It sustained a lot of damage, and uh, thank God, nobody, none of, none of our, nobody was hurt in our family. Uh, the family dogs and cats, we all got out fine. And, uh, uh, we’re gonna be in relatives’ house until we get our house repaired...and you know, just thank God for family and we’re gonna all get through this together.

**Jim, IT Guy (2:42 minutes)**
I’m Jim, and I’m, I’m the billing clerk here, as least that’s what I’m paid to do. That’s my job, but I also, I’m the IT guy here, because no one else can do it. You know. I’m...it’s natural for me ‘cuz I’m, you know I take care of the whole network and make sure all the computers are kept up to date, and make sure viruses stay off of these things...’cuz, I’m a, I’m a computer geek kind of guy anyway. I mean, I know this stuff. I’ve taught myself this stuff. I live an online life as it is. I mean, I’m online all the time. I mean, my whole...I mean even my stamp collecting is...you know, like, it’s like it’s all e-bay, it’s like it’s great. So that’s, you know, it’s...I’m a little concerned ‘cuz I, I, I think the uh, I think the methadone treatment center is in the part of town that, that got hit the worst...I, I don’t know...I haven’t seen pictures, but that’s, that’s, that’s what I heard. I’m concerned about that. And, so, you know, I’ve been here since the beginning, you know. And Marge, huh, you know, this would all be going a lot better if Marge had incorporated my COOP. ‘Cuz, I wrote one. I wrote a detailed one. And, and, and I gave it to her. I don’t even think she looked at it. I don’t know whether she even, ‘cuz I know. I saw the plan. It doesn’t have anything in it that I wrote. It doesn’t have anything in it that I thought of. I mean it’s like, it’s, it’s, it’s so ridiculous because, uh, she doesn’t listen, doesn’t take any input. And yet, she’s like such a...MOM, you know? And like, like I need another mom, you know, especially where I work...And God...Marge...it’s just...I don’t know, this would just be a lot better if she would just...hmmm...and, you know, Doctor Sanchez is, you know, pretty good...but you can kind of tell though, it’s like I don’t know, I think this might be her second place that she’s actually been a doctor at, ur, I don’t know. She’s another one who’s always on send, you know, it’s like she doesn’t ask any input, she doesn’t take any input, she’s always barking orders and telling people what to do. And so, you know, I’ve got two of them now, on top that just don’t listen at all. And, you know, and Robert, Robert’s, you know, he’s, he’s pretty good, you know, for what he does...I mean...I can tell he wants to be a doctor, or thinks he’s a doctor...He’s not a doctor...not a doctor...and, and Jason just, what, what can you say about Jason? I mean, he’s a fricking infant, really. But for the job he’s got to do, it’s probably perfect for him, I mean...I, oh, I don’t know, I just...but, I’m, I’m, I’m, I’m really concerned about the methadone treatment center...if, if, if that was destroyed, that’s, that’s gonna be a problem, I’m, I’m concerned about that...

**Jason, Office Receptionist (3:03 minutes)**
Hello, I’m Jason. I am the Office Receptionist here. I work for the Doc. Ah, I was told that I need to talk about the tornado that came through town. Umm, in my opinion, it’s, it’s not as big as everybody is making it out to be, you know. There’s some broken glass. There’s some trees that got uprooted, some shingles, whatever, off roofs. Um, but really, it’s not that big of a deal, you know. The Doc’s car got smashed up...totaled. She’s kind of freaking out about it, but really, it’s just a car...you know, she can, she can replace it tomorrow if she wants. Um, Marge is here, she’s in the back. She’s really on her game today. But at the same time, she’s, she’s kind of worried ‘cuz her mom’s at home...Her mom’s really old...She’s like sixty, all alone. She’s in a wheelchair, two small dogs. But I told her that everything’s gonna be okay...‘cuz I believe everything WILL be okay. You know, I’ve, I’ve been through this before. I’ve done this. I used to work for my dad. And, and there was this flood. And everybody made it out to be a HUGE flood...but it wasn’t. And, it’s the same today. It’s not that big of a deal, you know. Ummm, I myself am a little bit worried as well, but ummm. See I have this group of friends, um. We get together and we go to yoga together, we practice yoga together. And, I don’t know, we’ll get coffee afterwards and just talk about, ah, just talk about whatever’s on our mind. Um, but instead of being worried, I’m doing what I was taught and just...you know, I’m staying centered and finding peace with everything and telling myself that, that they’ll be okay. That even though I haven’t seen them today like I was supposed to, that they’re okay and I’ll see them soon, you know. Instead of everybody, you know, I don’t know...I just want everybody to know that instead of looking at this like a challenge, just, I don’t know, take it for what it is. You know, it’s an experience. You’re probably a stronger person for it now. It’s an opportunity to grow.