State Disaster Recovery Center/Essential Services Center Training

Disaster Recovery Center /Essential Services Center Manager Training

Instructor’s Guide
The intent of this guide is to provide a framework for training and developing Disaster Recovery Center and Essential Services Center managers derived from State, Reservists, EMAC, and Local entities.
State Disaster Recovery Center/Essential Services Center
Training Guide
Instructors Manual

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Course Introduction and Overview

Purpose of this Course
This course provides training and resources for personnel responsible for managing Disaster Recover Centers (DRC) or Essential Services Centers (ESC) in response to a disaster.

Instructors Manual Overview
This instructor manual was developed to assist individual users or instructors who prepare for and facilitate the delivery of this course. It is intended as a supplement to coincide with the Student Guide. Each slide is presented in miniature version and contains the notes, instructions, and reference information participants will receive in their guide. The Instructor Manual highlights the information that needs to be stressed when discussing the slides.

Instructor will be asked to provide relevant examples throughout the course. This manual suggests points or concepts for instructors to highlight, but should not be used entirely in place of their own experiences or anecdotes.

In addition to the slides and adjacent notes, the Instructor Manual includes the following boxes for quick recognition of notes and questions for participant discussion.

Slide Information
The white box indicates information already on the slide but in a format to promote the instructor not to read from the slide. In addition, the information in this box goes into greater detail than the slide itself.

Instructor Notes
The blue box indicates additional information the instructor should choose to provide or ask the students. This material may address potential questions that may arise during the course of discussion.
Course Participants

Due to time constraints, class participation should be kept to a minimum. Questions should be encouraged and if time allows, individuals can share their ‘war stories’ towards the end of the presentation.

Instructor Guidelines

The Florida Division of Emergency Management is responsible for establishing and certifying instructors.

- Lead instructor must be the DRC Coordinator or a designated individual who has the experience and knowledge required to understand DRC operations.

Course Schedule

The training is intended to last no more than 1 hour in order to get DRC Managers to their respective posts in a timely fashion.

Course Material

The course materials include a PowerPoint presentation, an Instructor Manual, Student Guide, and flash drive(s) with DRC/ESC material

PowerPoint Slides: Each module in this course include slides that highlight key points to be made during the presentation. The slides include pictures, diagrams, and other visual aids.

Instructor Manual: The Instructor Manual provides a systematic approach to administering training and includes highlighted information from the contents of the Student Guide to evaluate the performance of the course participants.

Student Guide: Each module presents concepts and terms designed to lead students into patterns of thinking that foster stakeholder planning and collaboration.

Flash Drives: The Flash drive should be passed out to each student and its contents copied to their respective computer. This can be done before, during, or after the presentation. Students cannot leave until they have that data to facilitate DRC operations.

Prior to the course, the instructor should transfer the course visuals from CD or flash drive to the hard drive of a computer which will be used to ensure effective operation of the presentation.
Title Slide for Course Introduction
Welcome the students to the State of Florida’s Disaster Recovery Center/Essential Services Center Managers training.

Introductions

Instructor Notes
The instructor should introduce himself or herself and their team. Provide a brief overview of their experience related to DRC/ESCs.

Acknowledge that all participants provide a wide variety of valuable experience to DRC/ESC operations.

Ask students to introduce themselves.

Module 1: Introduction
Stress to the students that all course material, required forms, and guides will be made available to them via thumb-drive or other means.
Slide 4

**INTRODUCTION TO DISASTER RECOVERY CENTERS**

Module 1 Objectives
- Define DRC
- DRC Functions
- Types of DRCs
- DRC History

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Slide 5

**INTRODUCTION TO DISASTER RECOVERY CENTERS**

Disaster Recovery Center
A temporary facility located in or near the impacted area, where disaster survivors can go to receive disaster information and apply for Federal, State and Local disaster assistance programs.

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**INTRODUCTION TO DISASTER RECOVERY CENTERS**

DRC Functions
- First face to face meeting
- Assists special needs populations
- Return assistance
- Identify unmet needs and special population
- Safety Net
- Starts the recovery process

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**Objectives**
The purpose of this module is to ensure the students have a clear understanding of what a DRC is.

**Disaster Recovery Center**
Essentially, a Disaster Recovery Center is an informational hub where disaster survivors can get face to face advice and help after a disaster.

It is an excellent way to help those who feel 'victimized' know that various VOADS, the local, state, and federal governments are here to help.

**DRC Functions**
Provide the first face-to-face meeting with disaster program experts to explain what programs are available to them.

Answer questions and assist the elderly, disabled, people of other languages, and others who need assistance in filling out complicated forms and information packets.

Allow disaster survivors to return as often as needed to update their information.

Identify unmet needs and special population.

Provide a safety net for disaster survivors who fall through the cracks.

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**Instructor Notes**
The instructor should ask students to imagine themselves in the survivor's shoes.

Survivors often feel victimized and need reassurance that help is available.
Slide 7

**INTRODUCTION TO DISASTER RECOVERY CENTERS**

**Types of DRCs**
- Fixed DRC
- Mobile DRC
- State Soft Sided DRC

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- Each DRC is staffed and equipped according to what the disaster area requires. (Services based on county makeup (i.e. elderly=DOEA, +DOVA, may not need DCF)
- Fixed-Generally used to serve a large area. (normally not set up within the first 10 days)
  - Located in buildings such as vacant department stores, drug stores, community centers or public libraries
- Mobile-Generally used to support fixed structures with no working power in hard hit areas
  - Easy to set up
  - Can support tent sites
  - Can easily be relocated if needed
- Soft Sided-Generally used when no fixed structures are available.
  - Set up by contractors
  - Requires Sanitary Package support
  - Can be set up in field or parking lot 5 acres of usable space

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**DRC HISTORY**

2004-Florida;
- Charley, Frances, Ivan and Jeanne
- 150 DRCs opened, 600,000 served
- First DRC opened 5 days after landfall

2005-Mississippi:
- Katrina and Rita
- 35 DRCs opened, (SERT in Mississippi), 250,000 served
- First DRCs opened 8 days after landfall

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**DRC HISTORY**

2005-Florida;
- Dennis and Wilma
  - 60 opened, 150,000 served
  - First DRC opened 3 days after landfall (Wilma)
- 2007 Florida Ground hog day Tornadoes
  - 6 DRC's opened, 3,600 served
  - First DRC's opened within 24 hours of the presidential declaration
  - All six DRC's were opened within 48 hours following the presidential declaration
  - Operation lasted 1 month

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- 2004 Florida had 43 DRC in operation at the high point of the disasters
- 2005 in Mississippi, Florida sent 6000 emergency personnel to Mississippi to assist with hurricane Katrina

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- 2005 Florida had 43 DRC in operation at the high point of the disaster
- During the GHD event the president signed a declaration for the xmas day storms and we had the sixth DRC opened within 4 hours of signing of the declaration.
- Following a category 3,4, or 5 hurricane a DRC could have 3,600 disaster survivors pass through per day.

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**Instructor Notes**

- Instructor should highlight this point: This is something that would have never happened without state volunteers
MODULE 2:
Introduction to Essential Services Centers

Instructor Notes
- Only go through this Module if a request for an ESC has been submitted and approved by the CERT chief.
- If the President has already issued a presidential disaster and ESCs are not needed, Skip this Module.

INTRODUCTION TO ESSENTIAL SERVICES CENTERS

Essential Services Center:
- A temporary facility located in or near the impacted area, where disaster survivors can go for limited essential services and obtain disaster-related information
- Staffed with
  - State
  - Local
  - Volunteer
  - Faith-Based Organizations
  - Potentially transitions into a DRC

Essential Services Center
- Not commonly used
- Typically used if disaster environment is highly politicized
- Completely funded by the state
- No federal assistance

INTRODUCTION TO ESSENTIAL SERVICES CENTERS

Provides resources not readily available to the impacted county(s)
- Provides a point of supply distribution for survivors
  - Food
  - Water
  - Clothing
  - Other assistance
INTRODUCTION TO ESSENTIAL SERVICES CENTERS

Types of ESCs
- Fixed ESC
- Mobile ESC
- State Soft Sided ESC

Each ESC is staffed and equipped according to what the disaster area requires. (Services based on county makeup)
- Fixed—Generally used to serve a large area. (normally not set up within the first 10 days)
  - Located in buildings such as vacant department stores, drug stores, community centers or public libraries
- Mobile—Generally used to support fixed structures with no working power in hard hit areas
  - Easy to set up
  - Can support tent sites
  - Can easily be relocated if needed
- Soft Sided—Generally used when no fixed structures are available.
  - Set up by contractors
  - Requires Sanitary Package support
  - Can be set up in field or parking lot 5 acres of useable space

Closure of ESC

Final decision of closing an ESC remains with the SERT Chief and the County
ESC Coordinator provides the facility owner with a written notice of closure date and time
Conduct Final Inspection / Walk-through
ESC may transition to a DRC

ESC will transition smoothly into a DRC if:
- County receives presidential declaration
- FEMA inspection team finalizes assessment
- Federal staff arrive
MODULE 3:
Roles and Responsibilities

Instructor Notes
- This Module will focus on the various Local, State, Federal, and volunteer agency roles and responsibilities

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ROLES AND RESPONSIBILITIES

Module 2 Objectives

DRC Key players    Volunteer Roles
Federal Roles       Equal Opportunity
State Roles         Sexual harassment
Local Roles

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ROLES AND RESPONSIBILITIES

Key Players

FEMA DRC Coordinator
State DRC Coordinator
DRC Manager
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**ROLES AND RESPONSIBILITIES**

**FEMA DRC Coordinator**
- Works with State DRC Coordinator
- Supports Security and Safety needs of the DRC

**Instructor Notes**
- If any issues occur with the FEMA DRC Coordinator:
  - 1st attempt to resolve issues in a civil manner
  - 2nd contact State DRC Coordinator if issue remains unresolved

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**ROLES AND RESPONSIBILITIES**

**State DRC Coordinator**
- Coordinates with other agencies
- Assigns and manages DRC managers
- Responsible for establishing, managing, and demobilizing DRC operations
- Maintains EM constellation tracking log
- Facilitates the daily 1600 conference call
- Verifies security, safety, administrative, and logistical support

**State DRC Coordinator**
- Essentially, the state DRC Coordinator's job is to support DRC managers and ensure their success.
- Other Agencies include Department of Transportation, Department of Agriculture, Department of Children and Families, ESF 6, ESF 8, ESF 15
- EM Constellation is used to submit and track mission requests for disaster operations
- All DRC managers will attend the conference call, subject to change

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**ROLES AND RESPONSIBILITIES**

**DRC Manager**
- Maintains DRC records
- Establish DRC layout/evacuation plan
- Maintain daily agency sign-in sheet
- Manages DRC operations
- Daily briefs/conference calls
- Suggests solutions to problems
- Ensure equipment operability
- Establish people and vehicle traffic control measures

**DRC Manager**
- Maintaining forms and records will be a crucial part of managing a DRC
- Ensures the DRC layout is adequate for the staff and survivors
- Traffic control measures is important in order to avoid over crowding, traffic jams, and ensure the ability to evacuate if needed

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**State DRC Manager**
- Crisis counseling area is crucial for easing the trauma of survivors. Those being counseled should have a separate counseling area to facilitate privacy.
- Refer the media to the Public information Officer
- It is highly important for forms to be turned in on time, accurate, and synced with FEMA. The DRC coordinator and state uses this information
- Remember, this is going to be tough, keep a positive attitude.

**Federal**
- A brief overview of each agency can be found in the DRC manager’s pocket guide and a more detailed overview can be found in your material. We will just be conducting a brief overview of each program

  ***Federal support will not be available during ESC operations***

**Small Business Administration (SBA)**
- Provide information on disaster loan programs.
- Assist in completion of loan applications.

**Disaster Unemployment Assistance (DUA)**
- May provide weekly benefit payments to those out of work as a direct result of the disaster.

**Disaster Legal Services**
- Persons may seek legal counseling regarding various legal issues

**External Affairs**
- Community Relations teams go out in the community

**Mitigation**
- Mitigation focuses on flood insurance issues

**Individual and Households Program (IHP)**
- The IHP provides money and services to survivors of a disaster area when their losses are not covered by insurance and property has been damaged and/or destroyed.
State Representatives

Department of Children and Families (DCF)
- Food stamp replacement, Disaster Behavioral Health/Crisis counseling, and Disaster Emergency Food Stamps.

Department of Economic Opportunity (DEO)
- Job placement, Training and referrals, and Unemployment benefits that may be available to survivors who are out of work as a direct result of the disaster.

Department of Elder Affairs (EA)
- Case managers connect the elderly to appropriate assistance.

Department of Veterans Affairs (VA)
- Case managers provide information on benefits, pensions, insurance settlements, and VA mortgages.

Department of Highway Safety and Motor Vehicles (DHSMV)
- Identification replacement, driver’s license, voter registration, organ donation designation, emergency contact registration, vehicle tags and registration;

Department of Agriculture
- Provides loan programs to assist eligible farmers.

Department of Financial Services
- Provides information on federal and state assistance programs, including insurance awareness.

Note: Which state agencies assigned to a Disaster Recovery Center will be dependent on the type of disaster and extent of damages.
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**Roles and Responsibilities**

Government/volunteer

Local
- Department of Health
- Utilities
- Building and Permit Office
- Community Response Team

Local
- County Department of Health
  - Water test kits and Health and safety awareness.
- Utilities
  - Information related to restoration of services.

**Building and Permit Office**
- Provide information related to building and remodeling projects when permits are necessary.

**Community Response Team**
- Provide disaster preparedness education for survivors within the impacted community.
- Provide staff support for the DRC operation.

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**Roles and Responsibilities**

Government/volunteer

Volunteer
- Long-Term Recovery
- Faith-Based Organizations
- American Red Cross
- Salvation Army

**Volunteer Representatives**
Voluntary and faith-based organizations may assist survivors with emergency food, clothing, shelter, and medical assistance. **Learn and know what is present in your particular situation so you can make appropriate referrals.**

**Long-Term Recovery**
- Intake and Unmet need identification.

**Faith-Based Organizations**
- Vouchers for clothing, referrals for services such as debris removal, and flood cleanup and assistance in replacement of household necessities.

**American Red Cross**
- Feeding and hydration, flood cleanup materials, and gathering information on identified unmet needs of the impacted community.

**Salvation Army**
- Feeding and hydration sheltering clothing and assistance in replacement of household necessities.

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**Roles and Responsibilities**

**EEO**
Discrimination based on race, sex, color, religion, national origin, age, political affiliation, marital status, disability or any other characteristics will not be tolerated.

Any individual within the DRC found guilty of discrimination will be asked to depart the facility.

**Equal Opportunity**
Any discrimination will not be tolerated.
### Roles and Responsibilities

**Sexual Harassment**

- Unwelcome sexual advance
- Unwelcome request for sexual favors
- Other unwelcome verbal or physical conduct of a sexual nature
- Pressuring or repeatedly asking an employee for a date
- Will not be tolerated

Any individual within the DRC found guilty of sexual harassment will be asked to depart the facility.

### Sexual Harassment

- You are not performing this job to pick up chicks/hunks.
- You are not performing this job to find a spouse.
- You are not performing this job to obtain phone numbers.
- You are not performing this job to hook up.
- You are performing this job to serve citizens who just survived a disaster.
Pre-declaration phase

- This Module will cover the planning, coordinating, and preparation activities that can occur from just before the disaster up until DRC operations actually begin.

Instructor Notes

- If a presidential disaster declaration has already been issued, this module can be skipped or briefly skimmed over.

Module 2 Objectives
- Process
- Planning
- Supply Preparation
- Mental Preparation

DRC Process
- DRCs are established after a presidentially declared disaster
- A preliminary damage assessment is conducted and leads to a presidential disaster declaration
- During this process, the DRC coordinator will be evaluating population density and identify the pre-identified DRCs are in the impact area.
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**PRE-DECLARATION PHASE**

*Planning*
- 10 Reservists will be placed on standby (CAT 2 and below)
- 40 Reservists will be placed on standby (CAT 3 and up)
- 1 DRC per projected affected county or 10 DRCs
- Contact County EM for pre-designated DRC

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**Planning**
- CAT 3 and up will see an initial 4 reservists per DRC
  - This will enable quick deployment of experienced DRC managers to newly opened DRCs
  - 1 DRC manager with 3 DRC assistant managers
- If more than 10 counties are affected, then the DRC Coordinator will plan for 1 DRC per affected county starting off
- DRC Coordinator will contact County Emergency Management Directors or their point of contact and solidify which pre-designated DRC site will be used.

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**These are suggested items to bring***
***Remember, you may need to be self sufficient for up to 3 days***

**Special Items**
- 1 Weather Radio
- 1 Laptop
- 1 Surge Protector
- 1 Extension Cord
- 1 CD with appropriate manager forms and information

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**PRE-DECLARATION PHASE**

Supply Preparation
- Be prepared to be self sufficient for 72 hours
- Avis Vehicle
- Sleeping Bag, ground cloth and cushion or air mattress
- Raincoat/clothing
- Insect repellent
- Flashlights
- Batteries
- Cooler
- Hand sanitizers/lotions
- Medicine
- Vitamin supplement
- Allergy medicine
- Energy bars, slim fast, etc
- Water
- Food

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**PRE-DECLARATION PHASE**

*Mental preparation*
- You will be working in a high stress and problem rich environment
- Supplies needed won’t always arrive on time
- Patience will be needed
- Problem solving skills will be needed
- We don’t have all the answers
- We can’t solve all the problems you experience
- Be flexible
- Goal-then centers within 24 hours of cessation of TS winds
- You have volunteered to take on a difficult but rewarding task

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**Instructor Notes**
- Be sure to reiterate how stressful this job may be.
- A lot of trust is being placed in the managers. They are representing the State of Florida in everything they do.
Instructor Notes:
- This module will go over actual DRC operations

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DECLARATION PHASE

Module 5 Objectives
- Site Selection
- Working in a disaster environment
- Problems that may be faced
- DRC process/setup
- DRC Forms/Conference Calls

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DECLARATION PHASE

DRC Facility Selection
- A DRC facility is typically a donated public building provided by the county
  - DRCs are donated unless approved by FEMA
- Memorandums of Understanding are required before DRC operations occupy the donated facility
- If DRCs are not immediately recognizable, DRC managers can request variable message boards from the DRC Coordinator to 'point to' the DRC location.

Instructor Notes:
- See annex for Minimum DRC Requirements
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**DECLARATION PHASE**

Working in a disaster environment
- Disaster priorities
- Support
- Difficult Assignment

**Working in a Disaster Environment**
- DRCs are somewhere down the list of priorities when response measures are likely still taking place
- What you get and when you get it will depend on many variables out of our control
- It is a disaster and we will do our best to support you
- Remember this is a hardship assignment

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**DECLARATION PHASE**

Problems you may face
- Moving in after the cessation of Tropical Storm winds
- State Agency program staff will come in as soon as possible
- Street and road signs may be gone
- It may take three or four days to get the basic set up
- Disaster survivors may take a few days to locate the DRC

**Problems you may face**
- Debris and traffic may hinder your ability to get to the DRC location
- State Agency staff will be pulled from all over Florida and may arrive at different times
- Severe Storms may demolish street signs

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**DECLARATION PHASE**

Problems you may face
- The first day you may be operating out of your vehicle using a clipboard operation
- Your briefings may be standing in front of the tent telling a group of disaster survivors which agencies you have and a brief description of what each one can offer.

**Problems you may face**
- The initial setup and coordination of the DRC may be difficult
- When there is a line or group of survivors waiting to go inside the DRC, it may be a good idea to give them a quick briefing on available programs and how the flow of traffic works inside the DRC.
DRC process
- Soft openings are typically the early stages of the DRC when not all resources are available and the DRC facility and staff are not ready for a large number of people
- Hard openings refers to the typical operation period of the DRC

Equipment
- Plan ahead of time for equipment and personnel locations
  - Don’t allow resources to pile up or become cluttered
  - Keep track of resources
  - Keep program staff most likely to assist the same survivors together
  - Conduct Safety walk-through to identify any safety hazards prior to opening
  - Don’t allow survivors to enter prior to opening
  - Once the A/C is hooked up and running do not turn it off
- FEMA Mobile DRC requires
  - 40’L X 20’W
  - Area next to enclosed air conditioned tent
  - Not underneath powerlines
  - Space for the awning to fold out

Instructor Notes:
- If ESCs are not being used skip this slide
- If ESCs are being used, discuss the absence of Federal entities but stress the importance of planning for their arrival pending a presidential disaster declaration
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**Layout**
- Ensure the layout provides sufficient room for people to move from station to station and to have a place to sit while waiting
- Applicants enter and exit through the Registration and Exit Interview station

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**Layout**
- Pick the layout that suites the building layout the best

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**DECLARATION PHASE**

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Worst Case Scenarios

- A wide variety of issues can be seen during DRC operations
- Come prepared mentally and emotionally
- Come with supplies to potentially alleviate the bad situations (i.e. bring gallons of clean drinking water, food, etc)
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**DECLARATION PHASE**

**Operational period**
- Alpha 0700-1900
- Bravo 1900-0700
- Submit to DRC coordinator at 1500 daily
  - DRC Log
  - SitRep
  - Disaster Housing Surveys/Receive Survivors
  - Supply list
  - Conference call issue report
  - Coordinate DRC needs

**Operational period**
- A 24 hour operational period will be used for catastrophic events

**DRC Forms**
- A copy of required forms can be found in the annex and the passed out student material

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**DECLARATION PHASE**

**Conference Calls**
- We will provide phone numbers for the conference call
- The format:
  - Roll call by DRC name or number
  - Visitor count at time of conference call
  - General announcements and important information
  - DRC problems and issues
  - Agency information
  - Questions

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**DECLARATION PHASE**

**Conference Calls**
- Mute all phones when not speaking
- Always assume that what ever you say will be in tomorrow’s news
- Sensitive information should be handled one-on-one on a separate land line
- No cell phones if possible, they cause static
- Be professional
- Don’t ask repetitive questions
- Brevity is essential
- Speak from prepared notes
Module 6 objectives
- Coordination
- Demobilization criteria
- Do's and Don'ts
- Questions

Coordination
- If variable message boards are used, DOT will be notified to post the closing dates of the DRC
- AARs are a critical part in insure future DRC missions are successful and improved upon
**DEMOLIZATION PHASE**

Demobilization criteria
- Severity of the damage in the immediate area
- The number of DRCs within the county
- Registration from the impacted area
- DRC Manager's Daily and Weekly reports
- EM director's and local official's perspective of estimated needs

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**Criteria**
- The FEMA and State DRC Coordinator along with the county em director will make the final decision of DRC closure.

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**DRC ESC Do's**

Always consider the disaster survivor first
- When in doubt, call the DRC/ESC Coordination Center
- Notify the DRC/ESC Coordinator if you're going to be out of the Center other than for lunch or short periods of time (2 hrs or more).
- Have a plan to evacuate & muster staff
- Unless you want to donate your time, always send your time sheet in on time.
- Always remember...you represent the State of Florida and you are the cavalry
- Semper Gumby
- No time for 'turf wars'

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**Do's**
- Be patient with survivors, they are stressed from the disaster
- Have an evacuation and safety plan
  - A plan can be found in the student material
- Always be flexible

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**DRC ESC Don'ts**

Never purchase anything without prior approval from the DRC/ESC Coordination Center
- Never give out your phone number to the media
- Never give out your personal phone number to the applicants
- Never promise or offer to assist in obtaining additional DRCs
- Never agree to attend or speak at City or County meetings
- Never agree to be interviewed
- Never give personal cash or money to a survivor
- Do not handle other people's children

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**Don'ts**
- If you purchase anything not approved, it will be coming out of your paycheck
- You don't want the media calling you every 5 minutes
- You are not their to pick up chicks/hunks
- If the media asks for an interview, send them to the PIO
- You will not be reimbursed for giving cash to survivors
- Children become a liability
Instructor's Notes

Students should take down the DRC Coordinator's contact information and be told to contact the DRC Coordinator for any issues.
Appendix
The Disaster Recovery Center Survivors Sign in Sheet is used to collect information on applicants and it allows the DRC Manager to keep track of the total number of Survivors seen in a day.

## Disaster Recovery Center Survivors Sign In Sheet

**Disaster Number/Name:**

**Date:**

**DRC Location:**

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<th>Name Please Print</th>
<th>Here to see</th>
<th>Reason for visit</th>
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<td>25</td>
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</tbody>
</table>
This form should be filled out accurately every day, by the staff of a given DRC/ESC when they get to or leave work for any non payable reason. This form should list all the State and Volunteer Personnel who are present and working in the DRC/ESC.

This information allows for a more accurate accounting of all personnel and time spent assisting survivors by each and every entity working within the DRC/ESC's.

This report allows the DRC/ESC Coordinator to provide an accounting of other State Agency Employees. Additionally, this report allows the DRC/ESC Coordinator to represent the DRC/ESC’s, with regards to the various Voluntary Agencies (VOLAGs) and the Voluntary Agencies Active in Disasters (VOADs) when we have meetings at the Joint Field Office (JFO).

This report is submitted electronically, everyday with the remainder of the daily reporting requirements. The “hard Copies of these reports shall remain in the custody of the State DRC/ESC Manager until he/she is demobilized, or re-assigned to other duties.

<table>
<thead>
<tr>
<th>DISASTER NAME</th>
<th>AGENCY</th>
<th>CELL #</th>
<th>IN</th>
<th>OUT</th>
<th>E-MAIL ADDRESS</th>
<th>SIGNATURE</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>
- This form is used to maintain contact information and emergency contact information.

**Disaster Recovery Center State, Local & Volunteer Agency Emergency Contact Information**

Disaster Number/Name:

DRC Number/Location:

Date: __________________ State Manager: __________________ FEMA Manager: __________________

<table>
<thead>
<tr>
<th>Personnel</th>
<th>Hotel Information</th>
<th>Vehicle Information</th>
<th>Emergency Contact &amp; Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STATE MANAGER</strong></td>
<td>Hotel Name</td>
<td>Rental Company</td>
<td>Name</td>
</tr>
<tr>
<td>Name</td>
<td>Hotel Street Address</td>
<td>Vehicle Make/Model</td>
<td>Home Phone Number</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>Hotel Phone Number</td>
<td>License Plate Number</td>
<td>Cell Phone Number</td>
</tr>
<tr>
<td>Personal Cell Phone Number</td>
<td>Room Number</td>
<td>Color</td>
<td>Relationship</td>
</tr>
<tr>
<td>Dept. of Economic Opportunity</td>
<td>(Job Title)</td>
<td>Rental Company</td>
<td>Name</td>
</tr>
<tr>
<td>Name</td>
<td>Hotel Street Address</td>
<td>Vehicle Make/Model</td>
<td>Home Phone Number</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>Hotel Phone Number</td>
<td>License Plate Number</td>
<td>Cell Phone Number</td>
</tr>
<tr>
<td>Personal Cell Phone Number</td>
<td>Room Number</td>
<td>Color</td>
<td>Relationship</td>
</tr>
<tr>
<td><strong>Dept. of Children &amp; Families</strong></td>
<td>(Job Title)</td>
<td>Rental Company</td>
<td>Name</td>
</tr>
<tr>
<td>Name</td>
<td>Hotel Street Address</td>
<td>Vehicle Make/Model</td>
<td>Home Phone Number</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>Hotel Phone Number</td>
<td>License Plate Number</td>
<td>Cell Phone Number</td>
</tr>
<tr>
<td>Personal Cell Phone Number</td>
<td>Room Number</td>
<td>Color</td>
<td>Relationship</td>
</tr>
<tr>
<td><strong>Crisis Counseling</strong></td>
<td>(Job Title)</td>
<td>Rental Company</td>
<td>Name</td>
</tr>
<tr>
<td>Name</td>
<td>Hotel Street Address</td>
<td>Vehicle Make/Model</td>
<td>Home Phone Number</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>Hotel Phone Number</td>
<td>License Plate Number</td>
<td>Cell Phone Number</td>
</tr>
<tr>
<td>Personal Cell Phone Number</td>
<td>Room Number</td>
<td>Color</td>
<td>Relationship</td>
</tr>
<tr>
<td><strong>State CR Team Lead</strong></td>
<td>(Job Title)</td>
<td>Rental Company</td>
<td>Name</td>
</tr>
<tr>
<td>Name</td>
<td>Hotel Street Address</td>
<td>Vehicle Make/Model</td>
<td>Home Phone Number</td>
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<tr>
<td>Cell Phone</td>
<td>Hotel Phone Number</td>
<td>License Plate Number</td>
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<tr>
<td>Personal Cell Phone Number</td>
<td>Room Number</td>
<td>Color</td>
<td>Relationship</td>
</tr>
<tr>
<td><strong>State CR Team Member</strong></td>
<td>(Job Title)</td>
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<td>Hotel Street Address</td>
<td>Vehicle Make/Model</td>
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<td>Cell Phone</td>
<td>Hotel Phone Number</td>
<td>License Plate Number</td>
<td>Cell Phone Number</td>
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<tr>
<td>Personal Cell Phone Number</td>
<td>Room Number</td>
<td>Color</td>
<td>Relationship</td>
</tr>
<tr>
<td><strong>Dept. of Elder Affairs</strong></td>
<td>(Job Title)</td>
<td>Rental Company</td>
<td>Name</td>
</tr>
<tr>
<td>Name</td>
<td>Hotel Street Address</td>
<td>Vehicle Make/Model</td>
<td>Home Phone Number</td>
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<td>Cell Phone</td>
<td>Hotel Phone Number</td>
<td>License Plate Number</td>
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<tr>
<td>Personal Cell Phone Number</td>
<td>Room Number</td>
<td>Color</td>
<td>Relationship</td>
</tr>
</tbody>
</table>
This is arguably the most important form the DRC manager must fill out and turn in daily. This form is used to track the daily number of visitors in the DRC and the total each agency has seen.

- This form can be used by the DRC manager to have reference material for the conference call.
- Accuracy is paramount to this form. Ensure FEMA's numbers match the numbers on this form.

---

**Disaster Recovery Center Daily Situation Report**

**Disaster Number/Name:** ____________________________

**Today’s Day/Date:** ____________________________

**DRC #/Location:** ____________________________

State Manager: ____________________________

Federal Manager: ____________________________

DRC Hours of Operation: ____________________________

<table>
<thead>
<tr>
<th>Open Date</th>
<th>Close Date</th>
<th>Daily Total Survivor Visits</th>
<th>Cumulative Total Survivor Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Agencies Represented Today:</td>
<td>YES/NO</td>
<td>*Total Survivor Visits</td>
<td>Daily</td>
</tr>
<tr>
<td>Elder Affairs</td>
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<tr>
<td>Veterans Affairs</td>
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<td>Veterans Affairs</td>
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<tr>
<td>Dept of Economic Opportunity</td>
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<tr>
<td>Dept of Children &amp; Families</td>
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<td>Dept of Children &amp; Families</td>
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<td>Crisis Counseling</td>
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<td>Internal Revenue Srvc. IRS</td>
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<td>Social Security Administration SSI</td>
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<tr>
<td>FEMA Mitigation</td>
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<td>American Red Cross ARC</td>
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<td>Local Child. &amp; Fam. Srvc</td>
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<td>Local Children &amp; Families Srvcs</td>
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<td>Salvation Army SA</td>
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<td>State Mitigation</td>
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<tr>
<td>Dept of Health &amp; Human Srvc</td>
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<td>Dept of Health &amp; Human Srvcs</td>
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<td>Hwy Safety &amp; Motor Vehicles.</td>
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<td>United Way UW</td>
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<td>Disaster Housing Surveys</td>
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<td>Disaster Housing Surveys</td>
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</tr>
</tbody>
</table>
Disaster Recovery Center Daily Situation Report

Additional Documentation Page

Disaster Number/Name: ______________________________________________________
Today's Day/Date: _________________________________________________________
DRC #/Location: _________________________________________________________

State Manager: ___________________________________________________________
Federal Manager: __________________________________________________________
DRC Hours of Operation: ___________________________________________________

Newly Identified Unmet Emergency Needs:

Unusual Events:

Special Visitors:

Changes in DRC Personnel:

Changes in DRC Personnel Contact Information:

Changes in DRC Personnel Emergency Contact Information:

Local Weather Update:

Meeting with, regarding; specifics discussed:
Below is the minimum DRC Site Requirements as per FEMA:

1.) Donated Facility (Community Center, Civic Center, school gymnasium or any other public county or city donated building).

2.) Minimum 2,000 Square Footage is desired.

3.) Facility must be available for a minimum of 30 days, seven (7) days a week and have access 24 hours a day.

4.) Must be ADA compliant.

5.) Ground Floor Access.

6.) Identify a facility Point of Contact who is available if needed 24/7 (as needed).

7.) Must have sufficient on-site parking (approximately 100 spaces or more) or provide public transportation by county from a staging area.

8.) All required building utilities are available (electric, phone, water, A/C etc.) and (paid for by County).

9.) Security (County provided for approximately 3 days, if needed or until FEMA can provide security).

10.) ADA Compliant Restrooms.

11.) Trash cans/liners.

12.) Janitorial Services.

13.) Have a physical address, including proper name, zip, and latitude/longitude for proper geocoding.

14.) Near Bus/ Mass transit and major roadways, if possible.