



# SCEMD

South Carolina Emergency Management  
Division

## **Disaster Recovery Center Standard Operating Procedures**

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## **I. INTRODUCTION**

A Disaster Recovery Center (DRC) is a temporary facility established in the disaster area following an Individual Assistance (IA) major disaster declaration. It may be staffed by representatives from Federal, State, Local and/or Tribal government, and volunteer agencies/organizations for the purpose of providing technical assistance and disaster relief information to individuals, businesses, and certain non-profit organizations affected by the disaster. The number of DRCs required in a disaster area is determined at the Joint Field Office (JFO) in cooperation with FEMA, State, Local, and Tribal leadership and is based upon the anticipated need in the affected communities.

### **A. Services Provided**

At a DRC, survivors seeking disaster assistance can meet with representatives of Federal, State, local, or tribal government, and volunteer agencies to:

1. Discuss disaster-related needs for all programs and assistance available
2. Register for disaster assistance
3. Receive updates on FEMA application status
4. Obtain clarification on written correspondence received
5. Provide appeal documentation to FEMA
6. Receive instructions on completing the Small Business Administration (SBA) loan application
7. Receive mitigation information
8. Receive housing assistance and rental resource information

### **B. Types of DRCs**

The DRC Coordination Task Force, in cooperation with local and tribal partners, will determine the location, priority and delivery method (fixed facility or mobile unit). Any deficiencies with utilities, communication systems, or transportation routes at the DRC site will be identified by the FEMA DRC Site Inspection Team with recommendations for correction.

#### **1. Fixed:**

A fixed DRC is established in a permanent structure with available utilities. It may be supported by a Mobile Communication Operations Vehicle (MCOV). Typically, fixed DRCs are located in cost-free local community or government buildings with available utilities. If needed, FEMA may provide direct support in identifying a site. If a donated space is not an option, FEMA may deploy General Services Administration (GSA) representatives to explore leasing facilities if the need for a fixed site exists. The location for a fixed DRC site will have to meet specific criteria and should be pre-identified (Appendix 1: SC DRC Pre-Identification Checklist).

**2. Mobile:**

A mobile DRC (MDRC) uses a MCOV which is designed to be self-contained and quickly mobilized to support the recovery operation. Generally, mobile units are used where a DRC will not be needed longer than seven days. It can also be used to rove from one location to another to accommodate rural communities that have been affected but do not have a population density large enough to support a fixed DRC. Whenever possible, the location for the MDRC should be in an area that will accommodate the needs of the local community, with available utilities and parking spaces. In extreme cases where there are irresolvable deficiencies, a MDRC can be established using a large tent for a limited time until a fixed facility can be identified or the need has been met. MDRC sites should also be pre-identified.

**3. Facility Size:**

The size of a DRC will vary based on the number of anticipated applicants to be served. Size is also dependent upon the space required by Federal, State, Local, Tribal, and voluntary agencies that maybe co-located at the DRC.

<b>DRC Size Chart</b>	
Small:	1500-3499 sq.ft
Medium:	3500-4999 sq.ft
Large:	5000 sq.ft-above

**C. Alternatives to Establishing a DRC**

Depending on the scope of the IA mission in an area, a DRC may not be necessary. DRCs are not intended to be the sole platform for providing disaster survivors with information, support, services, and a means to apply for disaster assistance. The following are alternative methods for survivors to access IA resources.

**1. Disaster Survivor Assistance Team**

A Disaster Survivor Assistance Team (DSAT) is made up of FEMA disaster specialists and can be sent to communities to provide one-on-one registration support to residents that need additional aid. Request for these teams should be made through SCEMD (ESF 14). See the SCEMD Disaster Survivor Assistance (DSA) SOP for further information.

**2. Community Outreach Meeting**

Held in the style of a town hall, these one-time meetings connect survivors with representatives from FEMA, the SBA, and agencies/organizations who can provide recovery assistance. Requests for these events should be made through SCEMD External Affairs.

**3. Registration Intake Center**

To facilitate disaster survivor registration for Federal assistance, FEMA may establish a Registration Intake Center in a fixed site. These sites are different than DRCs in that they are typically smaller, open for a shorter period of time, and do not provide all of the services of a DRC. This solution may be indicated in situation where:

- It is difficult to identify a DRC site that meets all of the criteria
- There is an extended timeline for opening a DRC site
- There are limited resources available for opening a DRC (e.g., limited federal personnel to inspect or staff the DRC, mobile communication operations vehicles, DRC kits, etc.)

#### **4. FEMA Helpline**

1-800-621-FEMA is a toll free helpline survivors can contact to speak with a representative to ask questions, register for assistance, and receive information on appeals.

#### **5. Disaster Assistance Website**

<https://www.disasterassistance.gov/> is a website that provides survivors with information on Federal disaster assistance programs. Survivors may apply for disaster assistance, check the status of their application, and submit appeals.

## **II. ROLES AND RESPONSIBILITIES**

### **A. Disaster Recovery Center Task Force**

Upon the decision to initiate DRC operations, a DRC Task Force will be established to coordinate DRC deployment, operations, and demobilization. The DRC Task Force will be led by the State DRC Coordinator and the FEMA DRC Group Supervisor (DRGS).

#### **1. Responsibilities of the State DRC Coordinator**

- a. Identify the need for a DRC by coordinating with local officials, the State Individual Assistance Officer (IAO), and DRGS.
- b. Coordinate with local officials to determine potential DRC locations to provide to the FEMA DRC Inspection team for consideration.
- c. Ensure daily activity reports and situational updates are provided to State and local partners where DRCs are located.
- d. Confirm that all State and local partners have at least 72 hours' notice prior to DRC closure.
- e. Maintain visibility on any issues arising from DRC operations and provide regular updates to the State IAO (e.g. adjustment of hours of operation, temporary DRC closures, etc.).
- f. Obtain concurrence for DRC closure through coordination with local officials, Federal Coordinating Officer, State Coordinating Officer, DRGS, and SBA leadership (see Appendix 7: DRC Closure Checklist ).

## 2. Responsibilities of the FEMA DRC Group Supervisor (DRGS)

- a. Facilitate the inspection of potential DRC locations with Logistics. FEMA may provide assistance in identifying potential sites prior to deploying GSA to lease a space.
- b. Identify and staff DRCs.
- c. Provide Daily Activity Report (Appendix 6), DRC Identifier (Appendix 5), and situational updates as appropriate to State and Federal partners.
- d. In coordination with the Joint Information Center/System (JIC/JIS), announce DRC locations, opening dates and operational hours, and closures.
- e. Maintain visibility on DRC operations through regular communication with DRC managers.
- f. Prepare for DRC closures through coordination with the State DRC Coordinator and FEMA Individual Assistance Branch Director (IABD).

## 3. Responsibilities of DRC Coordination Task Force Members

- a. **State DRC Coordinator** – Provide recommendations and serve as the liaison between FEMA and local officials on DRC planning, deployment, and demobilization.
- b. **FEMA Security** – Establish and monitor contract security for all DRC locations and serve as the POC for any incidents that may occur.
- c. **FEMA Logistics** – Ensure that a memorandum of understanding (MOU) for each DRC is obtained and signed prior to occupancy of any facility, private or otherwise. Set up, maintain, and break down the DRC, to include the handling of furniture and supplies.
- d. **Joint Information Center/System (JIC/JIS)** – Handle media inquiries, draft and publish announcements, and document DRC operations with photos. Provide materials for distribution at DRCs. Coordinate and announce DRC locations, opening and closure dates, and hours to internal and external partners.
- e. **FEMA Disability Integration Advisors** – Ensure that all DRCs are accessible to the whole community by providing equipment and support for reasonable accommodations (e.g., American Sign Language Interpreters) to survivors as needed. (Appendix 2: FEMA DRC Accessibility Checklist)
- f. **FEMA Planning** – Provide Geographic Information System (GIS) resources as needed by the task force and attend meetings to gather information for the strategic timeline and overall situational awareness.
- g. **SBA** – Staff each DRC to assist survivors with low-interest disaster loans for individuals, businesses, and certain non-profits. SBA may choose to convert a DRC into a Disaster Loan Outreach Center (DLOC) when the DRC is demobilized.
- h. **FEMA Safety** – Conduct initial safety inspections of proposed locations and follow on inspections once a DRC is established. Serve as the POC for all accidents and injuries.

- i. **FEMA Mitigation** – Staff each DRC to provide survivors with information on mitigation measures to consider when rebuilding. Provide mold and mildew remediation guidance and information on the National Flood Insurance Program (NFIP) in coordination with appropriate State agencies (e.g., South Carolina Department of Health and Environmental Control, South Carolina Department of Natural Resources, and SCEMD).

#### **B. Local Responsibilities**

1. Submit a request through the State for FEMA to activate a DRC to assist survivors.
2. Recommend site(s) for the DRC(s).
3. Facilitate coordination between the facility owner and FEMA as necessary. **NOTE:** The MOU must be signed by the owner of the facility. The county should not sign a MOU for a property it does not own.
4. Coordinate with the State to determine the need for changes to hours of operations and/or DRC closure.

#### **C. Facility Responsibilities**

1. Sign a MOU (or GSA lease, as applicable) with FEMA. **NOTE:** The MOU should be signed by FEMA and the facility owner.
2. Negotiate any costs the facility will expect FEMA to cover prior to the MOU being signed and DRC opened.

### **III. IDENTIFICATION OF SITES**

#### **A. Pre-disaster Identification**

FEMA has established guidelines for determining the suitability of a site to serve as a DRC. During a disaster, FEMA conducts inspections of every facility before establishing a DRC. To allow for rapid deployment of DRCs to an area where a disaster has occurred, counties should pre-identify locations that meet the FEMA requirements.

1. Counties should identify potential DRC sites with SCEMD assistance using the SC DRC Pre-Identification Checklist (Appendix 1) to determine the suitability of the site. Pre-identification could result in faster deployment of DRCs upon declaration.
2. Counties should review and update their DRC site lists annually.
3. SCEMD will maintain a list of pre-identified DRC sites.
4. To the extent possible, DRCs should not be co-located with sites being used for Disaster Supplemental Nutrition Assistance Program (DSNAP), Multi-Agency Resource Centers (MARC), Points of Distribution, or shelters.

#### **B. Post-Disaster Identification**

1. The State DRC Coordinator will work with local officials to identify additional possible locations for DRCs.
2. FEMA may provide technical assistance in identifying potential sites prior to deploying GSA to lease a space.

## **IV. OPERATIONS**

### **A. Activation of Sites**

1. The FEMA DRC Inspection team will inspect the proposed location to assess suitability based on FEMA requirements.
2. FEMA and the owner of the facility will execute the MOU or GSA lease agreement. (Appendix 4: FEMA Site MOU provides sample language; the actual MOU used in any given disaster may differ).
3. The DRC Task Force will begin preparing for opening.
4. Initial operating hours, as well as any subsequent decision to scale down DRC hours will be determined jointly by the State DRC Coordinator and DRGS. Any changes will be announced to the JIC/JIS. Sample initial hours of operations may be Monday through Saturday, 8:00am to 6:00pm, and Sundays from 10:00am to 2:00pm.
5. The DRC Task Force will coordinate with JIC/JIS to release the DRC opening announcement.

### **B. Management of Sites**

A FEMA-appointed DRC manager for each DRC will be responsible for the establishment and daily operations of the DRC and ensuring it is properly staffed with trained personnel. Additional oversight may be provided by the appointment of State DRC managers. DRC staffing may include representatives from appropriate Federal, State, local, tribal, and voluntary agencies to include those listed below.

#### **1. Agencies that may be located at the DRCs:**

##### **a. Federal Partners:**

- i. U.S. Farm Service Agency – Provides assistance and information to disaster survivors relative to low-interest disaster loans to cover agricultural and farm losses.
- ii. U.S. Small Business Administration (SBA) – Provides low-interest disaster loans to cover losses to individuals, businesses, and certain non-profit organizations.
- iii. National Flood Insurance Program (NFIP) – Provides flood insurance, and information on flood insurance claims. If representatives are not in the DRC, FEMA mitigation representatives will provide information on the NFIP.
- iv. Internal Revenue Service (IRS) – Provides tax information and assistance to individuals, businesses, and non-profit organizations.
- v. Veterans Affairs (VA) – Provides assistance to include death benefits, pensions, insurance settlements, and adjustments to VA-insured home mortgages.

##### **b. State, Local, and Tribal Partners:**

- i. SC Department of Employment and Workforce – Assists survivors with unemployment compensation claims and Disaster Unemployment Assistance (if available).

- ii. SC Department of Insurance – Provides technical assistance with insurance policies and claims, and refers complaints to Office of Consumer Services (as requested).
- iii. South Carolina Department of Natural Resources– Provides survivors with information about the National Flood Insurance Program (NFIP)
- iv. SC Department of Revenue – Provides tax information and assistance to individuals, businesses, and non-profit organizations.
- v. South Carolina Department of Agriculture – Provides assistance and information to disaster survivors regarding low-interest disaster loans to cover agricultural and farm losses.
- vi. SC State Housing Finance and Development Authority (SC Housing) – Provides information and guidance on state housing resources available to individuals displaced by disaster. (e.g. SCHousingSearch.com, Housing Trust Fund, SC Homeownership and Employment Lending Program, etc.).
- vii. SC Department of Mental Health (DMH) – Provides mental health services to survivors. In situations where there are space or personnel limitations, DMH professionals may be called on to respond to an identified need for mental health support.
- viii. SC Department of Health and Environmental Control – Provides information regarding public health and environmental concerns specific to the disaster.

**c. Non-Governmental Organizations: (may be located at a MARC)**

- i. Members of South Carolina Voluntary Organizations Active in Disasters (SCVOAD) and National Voluntary Organizations Active in Disasters (NVOAD)
- ii. Other voluntary agencies and non-governmental agencies

**NOTE:** While voluntary agencies are welcome in DRCs, direct services, intake and/or distribution of donations may not occur at the site.

**2. Special Situations**

- a. Inclement Weather - It is possible that DRCs will need to close or alter hours to ensure the safety of the DRC staff and survivors. DRCs will close if:
  - i. County government offices are also closed due to inclement weather. County closures are tracked on the SCEMD website, and/or;
  - ii. The determination is made by the DRC manager or JFO that conditions are not safe and a closure is recommended.
- b. Federal and/or State Holidays - In the event that there is a State or Federal holiday that conflicts with the established DRC hours, it is possible to close the DRCs for the day, adjust the hours, or keep them open as scheduled.
  - i. The State DRC Coordinator will evaluate the current DRC traffic and anticipated survivor need to present an initial recommendation to the counties.
  - ii. The counties will provide feedback to EMD.

- iii. SCEMD will provide its final recommendation to the FEMA DRC Group Supervisor.
- c. Mobile DRCs and Daylight Hours  
In the event that a Mobile DRC is located outside in an area without sufficient lighting, it may be necessary to alter the operating the hours of the DRC due to safety concerns.
- d. Notification  
In any case where there is a closure or alteration to the operating hours, notification will be made as soon as practical to the State DRC Coordinator and FEMA DRC Group Supervisor.
  - i. The FEMA DRC Group supervisor will make notifications to appropriate Federal partners including the Federal Coordinating Officer, external affairs, JIC, the DRC managers, etc.
  - ii. The State DRC Coordinator will make the appropriate notifications to State and County partners including the State Coordinating Officer.

## V. DEMOBILIZATION

DRCs are intended to be temporary facilities. Planning for demobilization should begin as soon as the decision is made to activate DRCs.

### A. Criteria That May Indicate Closure:

One or more of the following factors may indicate that the community recovery needs are being met through other sources and the DRC can be demobilized:

1. Average daily visitor traffic for a six day period is 25 visitors or less.
2. A DRC has 10 or fewer visitors for three consecutive days.
3. The owners of the DRC location require the space be vacated (DRC Task Force and Local official may consider opening an alternate DRC if necessary).
4. Local official requests DRC closure.

### B. Notifications of Closure

1. It is essential to give survivors the maximum amount of time to utilize the resources provided by a DRC. Internal and external notifications must begin at least 72 hours in advance of closure, and press releases must go out 48 hours in advance of closure.
2. In anticipation of concluding DRC operations in the State, public notification should begin as far in advance as possible. This will allow survivors the opportunity to conclude ongoing business with the DRC and ensure the continuum of care remains intact by connecting survivors with alternative recovery resources in the community.

### C. DRC Closure Process

1. Upon meeting one or more of the closure indicator criteria, the DRC Group Supervisor will provide a DRC closure report to the State DRC Coordinator that contains all the traffic for that DRC to date and identifies which closure criteria have been met.
2. The State DRC Coordinator will review the report and, if in concurrence, will reach out to the County DRC POC for county administrator concurrence.

3. Once the State receives written county administrator concurrence via email, the State DRC POC will save a copy of that email and the DRC closure report to the Palmetto DRC Board and the appropriate folder in the S Drive.
4. The final decision for DRC closure will be made by the Federal and State Coordinating Officers or their designees.

**D. Final Disposition of DRC**

1. The facility may be closed and returned to pre-disaster state and function, or;
2. The DRC may transition to a DLOC at the recommendation of the SBA and with the concurrence of local officials and the DRC Task Force.

## Appendix 1: SCEMD DRC Pre-Identification Checklist

### South Carolina Disaster Recovery Center Pre-Identification Checklist

This worksheet is used when assessing pre-identified locations for use as a DRC. It is recommended that a review be conducted annually.

FEMA will conduct a final site certification and sign agreement with location owner before a DRC is established at the pre-identified location.

Basic Site Information			
Site Name:	Address:		City:
County:	Site POC:		
County POC:	Alternate Site POC:		
Alternate County POC:	Site Type:		<input type="checkbox"/> Fixed <input type="checkbox"/> Mobile
Site accessible days/hours:	Site Ownership: <input type="checkbox"/> Government <input type="checkbox"/> Non-Government		
DRC Site Requirements		Circle Appropriate Answer	Comments
<b>Parking</b> - Minimum of 20 spaces preferably 40 or more		Yes   No   Workaround Required	
<b>Electricity</b> - Adequate lighting and outlets		Yes   No   Workaround Required	
<b>Water system functioning</b> - Restrooms functional (note if portable units are necessary)		Yes   No   Workaround Required	
<b>Secure, safe, and sanitary facility</b> - Exterior / interior has no visible leaks or damage - Parking lot and exterior lighting present - Operational sprinkler system or fire extinguishers - Operational heating/cooling system(s) - Can locations be secured (e.g. gates, doors, and windows)		Yes   No   Workaround Required	
<b>FEMA standard use agreement (MOU)</b> Needed for both fixed and mobile locations		Yes      No	
<b>ADA compliance</b> - Adequate handicap parking?(1 for every 25 slots) - Ramps (36" wide) for wheelchair (if necessary) - Doorways accommodate wheelchair(32" wide) - Restrooms handicapped accessible (stalls 60" wide x 56" deep)/ portable units necessary		Yes   No   Workaround Required	
<b>Space Available</b>	<b>Small</b> 1500-3499 sq.ft	<b>Medium</b> 3500-4999 sq.ft	<b>Large</b> 5000 sq.ft - Above
<b>Tables and chairs available</b> (FEMA can provide if needed)		Yes      No	
<b>Frequency of janitorial and trash pickup services</b> (if available)		Yes   No   Workaround Required	
<b>Existing internet available</b>	Providers Name:	No      Workaround Required	
<b>Existing telephone available</b>	Providers Name:	No      Workaround Required	
<b>Level of cellular reception</b>	<b>Verizon Signal Strength (Bars)</b>	No service	1   2   3   4   5
	<b>AT&amp;T Signal Strength (Bars)</b>	No service	1   2   3   4   5

South Carolina Emergency Management

Disaster Recovery Center Standard Operating Procedures

Last Updated: 7-25-2016

Disaster Recovery Center Pre-Identification Checklist 1

This worksheet is to be used to identify the assessment team-members and indicate the county's intent. Spaces is provided for addition optional information, such as, drawings, workaround details, other comments.

**(Optional) Space To Add Additional Information and Drawings**

**Site Name:**

**Site Address:**

**Pre-Identifications Assessment Team-members**

Name	Organization	Contact information	Date

**Recommendation**

This assessment and documentation does not serve as a FEMA site certification or signed agreement. It serves only to pre-identify a location suitable to operate as a Disaster Recovery Center. If the decision is made to activate a DRC, this location must undergo a site inspection by FEMA before a DRC is established. Additional information can be found in the SCEMD DRC SOP.

<b>County recommendation for use as a DRC?</b>	Yes	Yes with workarounds	No	<b>Date:</b>
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## Appendix 2: FEMA DRC Accessibility Checklist

DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY Disaster Number (DR #) <span style="border: 1px solid black; display: inline-block; width: 80px; height: 15px;"></span>			
<b>ACCESSIBILITY CHECKLIST</b>			
Section 504 of the Rehabilitation Act of 1973 (as amended, 7CFR, part 15b.4) requires that all offices be accessible to disabled persons. Checklist items are referenced in the Americans with Disabilities Act and Architectural Barriers Act Accessibility Guidelines (July 23, 2004)			
<input type="checkbox"/> Building used for Joint Field Office (JFO) <input type="checkbox"/> Building used for Disaster Recovery Center (DRC) <input type="checkbox"/> Building used for other purposes.			
Please check all that apply			
<input type="checkbox"/> Office of Equal Rights (POC) <input type="checkbox"/> Safety (POC) <input type="checkbox"/> Logistics (POC) <input type="checkbox"/> Regional Disability Integration Specialist/ODIC (POC)			
PARKING			
A. Does the facility have the required amount of accessible parking spaces? (F208.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
B. Are parking spaces clearly designated for use by persons with disabilities and are those spaces located on the shortest accessible route from parking to an accessible entrance? (F208.3.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
C. Are the spaces at least 96 inches wide minimum for cars, with a 5-foot access aisle to sidewalks and ramps? (502.2, Figure 502.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
D. Are the spaces at least 132 inches wide minimum for vans which is marked to define the width, and has an adjacent 5-foot aisle, which extends the full length of the parking space & serves? (502.2, Figure 502.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
E. Are the designated spaces designed to ensure that people who use mobility devices do not have to wheel or walk behind cars? (Advisory 502.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
F. Are parking spaces and access aisles serving them stable, firm and slip resistant? (502.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
G. Are access aisles at the same level as the parking spaces they serve? (502.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
CURB RAMPS			
A. Are there any curb ramps located on an accessible route? (402.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
B. Are curb ramps at marked crossings wholly contained within the markings, excluding any flared sides? (406.5)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
C. Are built up curb ramps located so that they do not project into vehicular traffic lanes, parking spaces, or parking access aisle? (406.5)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
ENTRANCES AND EGRESS			
A. Is at least one accessible route provided within the site from accessible parking spaces and accessible passenger loading zones? (F202.2.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
B. Is there at least one entrance to the facility with a door that has a clear width of 32 inches minimum? (404.2.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
C. Are the spaces and routes inside the facility wide enough for a customer in a wheelchair to maneuver comfortably? (403.5.2, 404.2.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
D. Are entrances and egress door handles operable with one hand that do not require tight grasping, pinching, or twisting of the wrist? (309.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
E. Where automatic doors exist, do they provide a clear opening of at least 32 inches in power-on and power-off mode? (404.3.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
F. Where automatic doors exist, and they're part of a means of egress, is the clear opening at least 32 inches when operated in emergency mode? (404.3.5)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
INTERIOR DOORS, OFFICES AND ROOMS			
A. Is the clear width of door openings at least 32 inches, and of sturdy construction? For clear openings more than 24 inches deep, see addition requirement. (404.2.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
B. Does the force necessary to push or pull a door or gate (other than a fire door) exceed 5 pounds? (404.2.9)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:
C. Are door handles operable with one hand that do not require tight grasping, pinching, or twisting of the wrist? (309.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required		Comments:

FEMA Form 143-3-0-1, (8/12)

D. Where knee clearance is required under an element, is the clearance between 9 inches and 27 inches high, and at least 30 inches wide? (305.3.4, 306.3.5)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
E. Are switches and controls for lights, heat, fire alarms, and similar controls of frequent or essential use placed no higher than 48 inches above the floor? (308.2, 308.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
<b>DRINKING FOUNTAINS</b>		
A. If the facility has drinking fountains, are they located no higher than 36 inches above the finish floor or ground? (602.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
<b>RESTROOMS</b>		
A. Do toilet rooms have accessible fixtures, accessories, doors and adequate maneuvering clearances for people who use mobility devices? (604)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
B. Is the clear floor space adjacent to any fixture located beyond the arc of the door swing? (603.2.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
C. If there are toilet compartment doors, are they at least 32 inches wide? (604.8.1.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
D. If there are wheelchair toilet compartments, is the minimum requirement for the compartments at least 56 inches or 59 inches deep, and 60 inches wide? (604.8.1.1)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
E. If there are toilet compartments doors, do they swing away from the minimum required compartment area? (604.8.1.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
F. Where there is a hand operated flush control, is it mounted no more than 36 inches above the finish floor? (604.9.5)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
G. Where there is more than one urinal provided, is at least one stall type urinal or wall-hung type urinal located no more than 17 inches above the finish floor or ground? (F213.3.3, 605.2)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
H. Is at least one lavatory or sink mounted with the counter or rim no higher than 34 inches above the finish floor or ground? (606.3)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
I. Are all water faucets operable with one hand which doesn't require tight grasping, pinching, or twisting of the wrist? (606.4)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Workaround Required	Comments:
Additional Comments:		
Name	Title	POC Completing the checklist
<input type="checkbox"/> Approved for use as is. <input type="checkbox"/> Approved for use with modifications. <input type="checkbox"/> Disapproved for use.		

## Appendix 3: South Carolina Disaster Recovery Center Fact Sheet

### **South Carolina Disaster Recovery Center Fact Sheet**

#### **General Information**

A Disaster Recovery Center (DRC) is typically a temporary facility established in the disaster area following a major disaster declaration approved for Individual Assistance (IA). It is staffed by representatives from the Federal, State, local and volunteer agencies/organizations for the purpose of providing technical assistance and disaster relief information to individuals, businesses & certain non-profit organizations affected by the disaster. The size of the disaster will determine the number of DRCs needed. (For additional information see SCEMD DRC SOP)

#### **Alternatives to establishing DRCs**

Depending on the Scope of the IA mission in an area, a DRC may not be necessary. DRCs are not intended to be the sole platform for providing disaster survivors with information, support, services, and a means to apply for disaster assistance. The following are alternatives to methods for survivors to access Individual Assistance resources.

**1. Disaster Survivor Assistance Team**

A Disaster Survivor Assistance Team (DSAT) is made up of FEMA disaster specialists and can be sent to communities to provide one-on-one registration support to residents that need additional aid. Request for these teams should be made through SCEMD (ESF 14).

**2. Community Outreach Meeting**

Held in the style of a town hall, these one-time meetings connect survivors with representatives from FEMA, SBA, and non-governmental organizations who can provide recovery assistance. Request for these events should be made through SCEMD (ESF 14).

**3. FEMA helpline**

1-800-621-FEMA is a toll free helpline survivors can contact to speak with a representative to ask questions, register for assistance, receive information on appeals.

**4. Disaster assistance website**

<https://www.disasterassistance.gov/> is a website provides survivors with information federal disaster assistance programs. Survivors can quickly apply for assistance, check the status of their application and submit apples all on one website. This is where most survivors to register for assistance.

#### **County Responsibilities**

Prior to a disaster counties should pre-identify suitable locations to support DRCs (see SC DRC Pre-Identification Checklist) Following an Individual Assistance declaration Effective counties should evaluate the level of need and choose the best course of action. If the need for one or more DRCs is determined, the following steps should be taken.

1. Request through the State (ESF 14), that FEMA activate a DRC to assist survivors.
2. Provide FEMA with a suitable location(s) to establish the DRC(s) (pre-identified or otherwise)

#### **SCEMD Responsibility**

SCEMD will provided support and training to counties for the pre-identification process. SCEMD will also, facilitate effective communications between counties and FEMA.

#### **FEMA Responsibility**

FEMA will conduct a site inspection of the location. Once deemed suitable, FEMA and the owner of the facility sign a MOU for the site. If the county or local government does not own the facility they do not need to sign the MOU. Post event, if a cost-free facility cannot be located, FEMA may deploy GSA to lease a space. NOTE: this is not ideal as it will delay the opening of the DRC. FEMA administers DRC operations by:

1. Addressing safety and Disability Integration Advisor
2. Providing site security
3. Furnishing all communication requirements
4. Arranging all logistics needs
5. Providing External Affairs (in conjunction with State PIO)
6. Deploying Individual Assistance representatives
7. Deploying Mitigation representatives
8. Coordinating with SBA to provide representatives

## Appendix 4: Sample FEMA Site MOU

[Site Building Name]  
[Site Address]  
[Site City, State, Zip]

### SITE RELEASE FORM

DISASTER RECOVERY CENTER – [SITE BUILDING NAME or CITY]  
License and Use Agreement  
Between  
The Federal Emergency Management Agency and [Site Building Name]

After review of the property known as the [Site Building Name], [Site Address], [Site City, State, Zip], all undersigned representatives and associated parties recognize that, aside from any expectations noted below, the site has been properly demobilized and has been returned to its prior condition or better. Any improvements that have been made are approved, all equipment and debris related to the Disaster Recovery Center – [Site City] have been removed, and all land and pre-existing facilities have been restored to their original conditions.

The Department of Homeland Security (DHS), the Federal Emergency Management Agency (FEMA) and all other associated entities including contractors and subcontractors are hereby released from any future liabilities related to the work performed at the site as well as site remediation. DHS/FEMA will not be responsible for any future maintenance issues.

SITE LOCATION:  
[Site Building Name]  
[Site Address]  
[Site City, State, Zip]

Final Site Inspection Conducted On: \_\_\_\_\_

\_\_\_\_\_  
[Site POC] or authorized agent  
[Site Building Name]

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
FEMA, Disaster Recovery Center Manager – [DRC #-Name]

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
FEMA, [Logistics POC]

\_\_\_\_\_  
(Date)

## 7-6.2. License and Use Agreement without a Building

### LICENSE/USE AGREEMENT

#### I. Parties:

The Parties to this Agreement are the Federal Emergency Management Agency (FEMA), Department of Homeland Security, and \_\_\_\_\_ (Licensor.)

#### II. Authority:

This Agreement is authorized under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, 42 U.S.C. §§ 5121-5207, *et seq.*

#### III. Purpose:

FEMA desires to use, and the Licensor agrees to license and permit FEMA to use the following described property (hereinafter referred to as the "Premises") at no cost to FEMA:

(description of property e.g. "a parking lot" or unimproved land" and address. Include any areas excepted from use or for shared use)

#### IV. Scope:

The Licensor will authorize FEMA the use of the premises identified above for the following purposes:

(e.g. to store up to 100 THUs prior to deployment to disaster sites or post-deployment pending disposition. This property will remain FEMA property in the exclusive control and authority of FEMA in accordance with FEMA 119-7-1. FEMA retains the right remove and deploy the property at any time and for any incident at the sole discretion of FEMA, including for incidents outside the State of Connecticut.)

#### V. Duration:

This Agreement shall become effective upon execution, and expire no later than \_\_\_\_\_, unless terminated prior to that date with 10 calendar days notice from either party. The Agreement may be extended by mutual consent of the parties.

#### VI. Duties and Responsibilities:

##### A. Licensor shall:

1. At no cost to FEMA, maintain the premises in good repair and condition;
2. Provide FEMA with any keys or other instruments necessary to access the Premises, as needed by FEMA, and coordinate with FEMA to assist with limiting the access of third parties;

3. Maintain at Licensor's own expense existing electrical service and any existing lighting for the duration of this Agreement; and
4. Permit FEMA to install, if necessary: Fencing, portable toilets, additional lighting, generators, temporary guard shelters, signage and other removable property necessary to carry out the intended use of the Premises.
5. Maintain insurance for liability, and for loss of or damage to the property, arising from the wrongful or negligent acts or omissions of third parties.

**B. FEMA shall:**

1. Maintain the Premises in clean and orderly condition;
2. Surrender the Premises in the same state and condition as it was in at the commencement of FEMA use and occupancy, including the removal of any items installed in accordance with 6a(4) above;
3. Provide for any required security or cleaning services under separate contract at FEMA expense;
4. Permit the Licensor to enter the Premises with approval of the designated FEMA Point of Contact, or as otherwise coordinated for routine entry or shared use, as described in paragraph 3 of this Agreement.

**VII. Non-Fund Obligating Agreement:**

Nothing in the Agreement shall authorize FEMA to obligate or transfer any funds in connection with FEMA's use and occupancy of the Premises. Any additional work or activity that would require the transfer of funds or the provision of goods or services among the parties will require execution of a separate agreement and will be contingent upon the availability of appropriated funds. Such activity must be independently authorized by appropriate statutory authority. This Agreement does not provide such authority.

**VIII. Liability:**

Licensor and the United States each agree to be responsible for the negligent or wrongful acts or omissions of their respective employees arising under this agreement. The parties agree -- subject to any limitations imposed by law, rule, or regulation -- to cooperate in good faith to resolve any claims promptly and, whenever appropriate, without litigation. For all claims or suits arising under this agreement, each party's designated legal representatives will, within (7) calendar days of receipt, provide each other's designated legal representatives copies of any documents memorializing such claims. Nothing in this Agreement shall be construed as a waiver of any sovereign immunity of the United States. The Federal Tort Claims Act (FTCA), 28 U.S.C. §§ 1346 (b), 2671-2680 provides the exclusive monetary damages remedy for allegedly wrongful or negligent acts or omissions by federal employees within the scope of their employment.

**IX. Compliance with Applicable Law:**

The Licensor shall comply with all Federal, State and local laws applicable to the Licensor as owner, or Licensor, or both of the Premises, including, without limitation, laws applicable to construction, ownership, alteration or operation of both or either thereof, and will obtain and maintain all required and permits, licenses and similar items, at no cost to FEMA. United States law will be applied to resolve any dispute or claim.

**X. Proper Use of Premises:**

Licensor warrants that the Premises may be used for the purposes intended by FEMA as described in this Agreement. Nothing in this Agreement shall be construed to create a duty on FEMA to inspect for toxic material or latent environmental conditions which could be affected by FEMA's intended use of the Premises. Any known environmental conditions which could affect FEMA's use of the Premises, known to the Licensor, must be disclosed to FEMA.

**XI. Integrated Agreement:**

This Agreement contains the entire agreement of the parties. No agreement outside of this document can alter these provisions. Any changes to this Agreement must be made in writing with the mutual consent of the parties.

**XII. Points of Contact:**

**A. The FEMA Point of Contact is:**

1. [Name]
2. [Title]
3. [Address]
4. [Phone and Email]

**B. The Licensor's Point of Contact is:**

1. [Name]
2. [Title]
3. [Address]
4. [Phone and Email]

**XIII. Other Provisions:**

Nothing in this agreement is intended to conflict with current law or regulations or the directives of DHS/FEMA. If a term of this agreement is inconsistent with any such authority, then that term shall be invalid, but the remaining terms and conditions of this agreement shall remain in full force and effect.

**XIV. Effective Date:**

The terms of this agreement will become effective on the date of signature of the authority representatives of all parties.

**XV. Modification:**

This agreement may be modified upon the mutual written consent of the parties.





**Appendix 7: SCEMD Closure Checklist for DRCs**

**DR-xxxx-SC Closure Checklist for Disaster Recovery Centers**

**DRC #/Address:**

**Closure Date:** xx/xx/201x

<b>Position</b>	<b>Action</b>	<b>Approval for Date of Closure</b>
DRC meets SCEMD metrics for closure	YES/NO= _____	
Small Business Administration	DLOC YES/NO= _____	
State DRC Coordinator	Initiating Closure	
FEMA DRC Coordinator	Initiating Closure	
County Administrator	Concurrence/Date	xx/xx/xx (see attached)
County Emergency Manager	POC Name/Date	xx/xx/xx (see attached)
State Coordinating Officer	Concurrence	
Federal Coordinating Officer	Concurrence	

The following will be notified of all closings via email:

State IA Branch Director  
 State External Affairs  
 FEMA DRC Coordination Team

The following will be notified by the FEMA DRC Coordination Team:

DRC Manager	FEMA Hazard Mitigation Branch Director
Division Supervisor	FEMA DIA
FEMA IA Branch Director	FEMA Security
FEMA Logistics	FEMA Safety
FEMA External Affairs	FEMA Operations Section Chief