University of Delaware
Disaster Research Center

DRC HANDBOOK
A Resource Guide for Faculty, Staff and Students
If ever in doubt as to the correct course of action in any situation, contact DRC directors in ample time for appropriate action to be taken.

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Contents

Contents ...................................................................................................................................................... 5
Welcome to DRC ........................................................................................................................................ 7
   Mission .................................................................................................................................................. 7
   Vision .................................................................................................................................................. 7
   History .................................................................................................................................................. 7
The E.L. Quarantelli Resource Collection .......................................................................................... 8
Structural Position in the University ................................................................................................. 8
Personnel ................................................................................................................................................ 9
   Roles, Rights & Responsibilities ....................................................................................................... 9
      Directors ......................................................................................................................................... 10
      Core Faculty .................................................................................................................................. 10
      Faculty Emeriti .............................................................................................................................. 10
      Administrative Staff ...................................................................................................................... 11
      Research Staff .............................................................................................................................. 11
      DRC Students ............................................................................................................................. 12
Policies & Procedures ............................................................................................................................. 15
   DRC Onboarding ............................................................................................................................. 15
      All Personnel ............................................................................................................................... 15
      Position-Specific Actions ............................................................................................................. 15
   DRC By Laws .................................................................................................................................. 15
   Meetings ............................................................................................................................................ 15
   Standing Committee ......................................................................................................................... 16
DRC Research ........................................................................................................................................ 16
   Research Administration, Roles, and Responsibilities ................................................................. 16
   Handling of Sensitive Information ................................................................................................. 17
   Human Subjects & Responsible Conduct of Research .............................................................. 18
   Conflict of Interest .......................................................................................................................... 18
   Records & Information Management ............................................................................................ 18
Travel & Procurement .......................................................................................................................... 18
   Quick Response Studies .................................................................................................................. 18
   Conference & Workshop Travel ..................................................................................................... 19
   Concur Purchasing & Travel Card .................................................................................................. 19
   Allowable Expenses ........................................................................................................................ 21
Welcome to DRC

This handbook is intended to serve as a resource for the Disaster Research Center's faculty, staff, graduate students, and undergraduate students. The handbook sets out expectations, rights, policies, and procedures to help the Center function in a collegial and efficient manner while supporting good science. The development of this handbook was identified as specific action item in the December 2007 strategic plan. The handbook is intended to be a living document that will continually evolve and change in response to the changing environment within which the Center functions, and the needs and contributions of the participants in the Center.

Mission

The Disaster Research Center is committed to advancing the state of the art in disaster research and scientifically guided practice; educating the next generation of disaster science scholars and informed practitioners in the fields of disaster recovery, response, and preparedness; and creating, gathering, and disseminating disaster knowledge in a dynamic and responsive way.

Vision

To be the leader in advancing disaster knowledge, through multi-disciplinary research, that contributes to solving complex social problems related to disasters.

History

The Disaster Research Center was established in 1963 and now, over fifty-five years later, DRC continues to celebrate success in research, education, and service to the disaster community. DRC was established at The Ohio State University in 1963 by Professors E.L. Quarantelli, Russell Dynes and J. Eugene Haas and moved to its current location at the University of Delaware in 1985. The Center was the first in the world devoted to the social scientific study of disasters.

Historically, DRC has conducted field interviews and extensive research projects on group, organizational, and community preparation for, response to, and recovery from a broad range of disasters and other community-wide crises.

While much of the research at DRC has been interdisciplinary throughout its existence, DRC builds on and maintains its foundation in social science while broadening its activities to embrace more explicitly interdisciplinary, multidisciplinary and cross disciplinary research. All DRC research is intended to yield both basic scientific knowledge on disasters and information that can be applied to develop more effective plans and policies to reduce disaster impacts.

For more information about DRC's early history, check out this first-hand account written by DRC founder E.L. Quarantelli: DRC Early History.
The E.L. Quarantelli Resource Collection

First established by Disaster Research Center co-founder Enrico Quarantelli, the E. L. Quarantelli Resource Collection comprises rare, hard-to-find, and original disaster research materials. The collection is open to interested scholars and agencies involved in disaster research. Acquisition priorities include historic research data, archival holdings, and publications not readily available elsewhere. The Center also maintains its own book, monograph, and report series.

Structural Position in the University

The Disaster Research Center is an interdisciplinary research unit in the Research Office and the E.L. Quarantelli Resource Collection is housed within DRC. DRC does not presently hire faculty or award degrees. These are currently the purview of academic units. DRC has well defined affiliations with the interdisciplinary graduate program in Disaster Science and Management (an academic program in the Biden School of Public Policy and Administration) as well as the Biden School of Public Policy and Administration, Epidemiology Program, and the Departments of Sociology and Criminal Justice, Anthropology, Geography, and Civil and Environmental Engineering.
Personnel

Roles, Rights & Responsibilities

All members of the DRC community are expected to comport themselves in a way that reflects favorably on them, DRC, and the University. This mandate includes but is not limited to inappropriate behavior as described in the University's Policy against Unlawful Harassment, Non-Discrimination, Sexual Misconduct and Title IX Policy, and the code of conduct regarding University Research. Review the University of Delaware Policies and Procedures Manual for more information.

Professional behavior includes being respectful of other people's time (such as coming to meetings on time) and project deadlines, interactions based on collaboration not competition, and communication of new knowledge and discovery.

DRC is affiliated with various programs across campus, and its faculty is drawn from other UD units. Consequently, the boundaries between DRC and these units often seem blurred, even if the roles and responsibilities are quite distinct.

Questions, or instances where the reporting of a concern is appropriate, should flow in the following way:

For funded or otherwise supported DRC projects where there is a faculty or staff supervisor, concerns should be first reported to the supervisor, and then to the Directors if the matter is not satisfactorily resolved. It should not be assumed that conversations between supervisors and students have been shared with the Directors, and all DRC members should be welcomed to express concerns informally or file a formal complaint, when appropriate. All DRC members should feel welcomed to discuss matters with the Vice President of Research, Scholarship, and Innovation, to whom the DRC Directors report. Other offices on campus are available where faculty, staff, and students can reach out to express concerns, file formal complaints, or seek guidance on university policies and other units than can be of assistance, such as the Office of Equity & Inclusion and the Vice Provost for Diversity and Inclusion, your unit’s human resources office, and the university’s chapter of the American Association of University Professors.

Programs, departments, and colleges have very different reporting structures, and it is beyond the scope of the DRC Handbook to outline these. That said, because DRC faculty often serve multiple roles across campus, it is important to state that questions and concerns about academic programs or courses flow very differently from DRC matters.

Conversations, requests for guidance, and filing of complaints should flow as follows: First speak with your advisor or the course instructor, then the program coordinator/director of graduate studies/department chair; then reach out for support in your college/school or the graduate college. Other offices on campus are available where faculty, staff, and students can reach out to express concerns, file formal complaints, or seek guidance on university policies and other units than can be of assistance, such as the Office of Equity & Inclusion and the Vice Provost for Diversity and Inclusion, your unit’s human resources office, and the university’s chapter of the American Association of University Professors.

It is important to note that as a research center, DRC is unable to provide the same level of academic support as academic units. Your home programs, departments, and schools have important resources available. Please be sure to draw on these forms of support and feel free to reach out to DRC directors, faculty, and staff if you have difficulty locating these resources.
When a faculty member directs you to another unit, it is likely because another unit is responsible or better suited to assist you with such matters.

**Directors**

**DRC directors** show a strong appreciation for DRC’s history, while at the same time offering a vision to lead the Center’s increasingly multi-disciplinary efforts. The directors manage Center operations, supervise staff that includes graduate research assistants and undergraduates, mentor core faculty, seek out opportunities for Center members, represent DRC with funding agencies and other constituencies, advocate for DRC within the institution, seek external research and Center support, and coordinate efforts related to the University’s disaster-related academic programs. Because DRC core faculty members have appointments in a range of departments across campus, DRC directors also work actively to foster ties with other units. The directors engage in ambitious collaborative research and lead efforts to expand campus-wide participation in the Center.

**The assistant director of archives and collections** oversees all functions of the E.L. Quarantelli Resource Collection including, but not limited to, collection development, circulation, reference services and collection preservation. The assistant director will provide critical research support to both DRC personnel and to outside researchers.

**Core Faculty**

**DRC core faculty members** are immersed in the operations, decision making and activities of the Center. They are expected to actively promote DRC in their work and engagement. They teach related courses, administer their grants through the Center as principal investigators, and represent and promote DRC at conferences, meetings, and events. These faculty members engage their graduate research assistants in DRC activities and, when appropriate and available, faculty have offices at DRC. DRC core faculty members demonstrate a consistent commitment to DRC through the investment of time in research and education related to disasters, and participation in collaborative activities. Core faculty members represent a range of disciplinary backgrounds.

New core faculty members are appointed based on the consensus of the existing core faculty. The core faculty designation will be reviewed for reappointment by the director every three years or as needed.

**Faculty Emeriti**

**DRC emeriti faculty members** are core faculty who have retired from UD and have an interest in maintaining an affiliation with the Center. Emeriti faculty may continue to have full or shared office space at the Center should they continue to contribute to DRC’s mission and provided space is available and university policies will allow for it. They demonstrate some level of involvement and commitment to DRC, dependent on their circumstances in their retirement. Emeriti faculty may participate in many of the activities of DRC, such as serving as guest lecturers in disaster-related classes; serving on disaster-related thesis committees; submitting papers to the Resource Collection and through the DRC portal; and attending faculty meetings (but may not vote). They may participate on DRC research proposals, so long as another DRC faculty member is PI or CoPI on the grant and can step in to perform required tasks as stipulated in the proposal. They are expected to promote DRC in their work and engagement, as appropriate given their activities in retirement. They may also retain their privileges with the Resource Collection.
Emeriti faculty members are appointed at the discretion of the director. The appointment will be reassessed as needed based on the faculty member's continued participation in the above activities.

**Administrative Staff**

**Business Administrator**

The **business administrator** manages daily operations at the Center including the Center’s fiscal management and research administration. The business administrator analyzes, projects and monitors expenses and accounts; and prepares financial reports for directors and the principal investigators. The business administrator is the Human Resources (HR) Liaison responsible for processing paperwork for new hires and processing of HR forms for existing personnel. The business administrator manages purchasing cards and monitors and allocates expenses. The business administrator, as circumstances permit, perform other duties as needed including assisting faculty and graduates with travel; assisting foreign visitors with visa processing and housing; coordinating conferences, meetings, and lecture series; and supervising administrative staff.

**Administrative Assistant**

The **administrative assistant** is the contact person for undergraduate hires, processes bi-weekly payroll, maintains work schedules and assist with recruiting of miscellaneous wage student workers. In addition, the administrative assistant handles logistics for special events such as conferences, lectures, or workshops; assists faculty and staff with travel arrangements; screens callers, visitors and mail; orders office supplies and maintains inventory; and performs other related duties as assigned.

**Research Staff**

**Research Scientists**

Under the direction of the director or PI as appropriate, **research scientists** have a broad impact, internally and externally, on research and funding success of the Center. Principal areas of responsibility include conducting independent as well as collaborative research with faculty, visiting professionals and students; providing leadership and/or program management for special tasks and efforts that may include supervising research assistants and coordinating activities with visiting scholars, graduate and undergraduate students; and soliciting external funding in order to establish and maintain a strong research program as well as develop and initiate new areas of research. Research scientists promote the Center’s role as an educational leader through seminars, publications, and other professional activities.

**Postdoctoral Researchers**

**Postdoctoral researchers** are responsible for the management, development, and implementation of awards in coordination with principal investigators. The post-doctoral researchers also participate in the development of research proposals and assist in writing reports or articles related to research activities. They work with, supervise, and provide mentorship to the graduate and undergraduate students. It is also expected that post-doctoral researchers actively participate in the development of research papers that result in presentations in professional/scientific conferences and publications in peer-reviewed journals.
They coordinate and /or participate in several administrative and other types of activities and
tasks related to the project(s), as determined by the principal investigator.

**Limited-Term Researchers**

Limited-term researchers assist principal investigators with management, coordination, and
development of awards. Limited-term researchers participate in development of proposals,
writing reports or articles related to project activities. They develop research papers that result
in presentations at professional/scientific conferences and publications in peer-reviewed
journals. Limited-term researchers coordinate and /or participate in several administrative and
other types of activities and tasks related to the project(s), as determined by the principal
investigator.

**DRC Students**

Beginning with students joining DRC in September 2021 and thereafter, **DRC students** are
graduate or undergraduate research assistants working on active DRC grants, graduate or
undergraduate fellows working on internal DRC projects, or students working closely (over the
course of an academic year) with a DRC core faculty member on faculty-led/co-led,
collaborative, disaster-related research.

Unlike academic departments, there are many transition points apart from graduation at which
students become DRC alumni. In general, students are alumni when, after a period of more
than a year, they are not employed on a DRC project or at the Center, working at the Center as
part of a fellowship or scholarship, or working with DRC faculty in sustained and collaborative
disaster-related research.

**Responsibilities**

Students should expect:

- To be assigned a specific project and/or have a designated supervisor.
- Supervisors to monitor academic progress, provide career guidance and
demonstrate some flexibility around deadlines associated with coursework.
- Opportunities to participate in field work, as appropriate and as opportunities allow,
and to interact with visitors and publish work.
- Opportunities to attend and present at national and international conferences.

Students are expected to:

- Promote the work of DRC.
- Comport themselves responsibly both within and outside of the Center.
- Participate in project meetings and to actively contribute to the project.
- Participate in Center-wide activities and events
- Use project work as material for class projects and as part of thesis or degree
requirements.
- Graduate students who receive funding from or through the University of Delaware,
including DRC, will receive a contract or letter of award that outlines details of their
assistantship or fellowship and obligations. They should also regularly communicate
with their supervisors regarding roles and responsibilities as these may vary.
Graduate Student Check-Ins
https://sites.udel.edu/drc-forms/drc-grad-appraisal/

Each January, DRC graduate students participate in an annual check-in. This gives the directors an opportunity to meet with students, find out about the interesting work they are doing, what they want to accomplish in the coming year, and how they want to contribute to DRC’s mission. This is also an opportunity for students to share concerns, ask questions, or raise issues not covered in earlier meetings. Students are asked to submit an electronic package to the business administrator and will be contacted for a brief meeting with a director. The package should include the following: Students are asked to submit an electronic package to the business administrator. The package should include the following:

1. **Narrative**: Half a page, single-spaced is likely appropriate. Anything longer is unnecessary. Newer students may have less to write their first year.
   - Last year’s accomplishments/contribution narrative: A succinct but complete narrative on both how you have contributed to DRC as well as how you have benefited from your involvement at DRC.
   - Future year’s plans: A succinct but complete narrative on both how you want to contribute to DRC in the next calendar year, as well as how you hope to benefit from your future involvement at DRC, and things we can do to help

2. **Updated CV** (in PDF format): Provide complete information through the end of the last calendar year.
   - This is a great opportunity to add any publications, presentations, fieldwork, or community engagement activities to the DRC portal. [https://sites.udel.edu/drc-forms](https://sites.udel.edu/drc-forms)

3. **Updated High-Resolution photo** (for the website, optional)

4. **Updated Bio** (for the website): Consider if anything has changed. Future employers look at these, but so do people who meet you at conferences. Keeping these updated is important.

The package is due annually by January 31st, although the business administrator will, of course, accept them earlier in January.

Graduate Research Assistants

For funded projects, DRC draws on students from programs across the university. Each academic program has different criteria and policies for admitting students, provision of funding, and other matters related to their program. These can vary quite considerably across the institution and often have an impact on the way that assistantships are provided at the Center when those students are funded on a DRC project. Graduate research assistants who are funded on research grants are hired by the relevant faculty member, with approval from the DRC directors. Hiring often depends on such factors as the timing of tasks, knowledge and skills needed for the assignment, student funding needs including bridge funding, or supporting students from one’s home department or research group. Assistantships are dependent on funding, typically generated by individual faculty and staff for short-term or multi-year research.
projects. At times, academic programs may assign, with DRC director approval and coordination, graduate students on fellowship or other sources of funding to work at DRC. On occasion and as funding allows, DRC may allocate on an ad hoc basis, other assistantship or fellowship funding based on need or on merit.

PAID LEAVE & TIME OFF
Per the Graduate College’s Graduate Student Paid Leave Policy, graduate students who are on 9-month contracts are entitled to 20 hours of paid vacation for the academic year. Students who are on 12-month contracts are entitled to 40 hours of paid vacation per contract year. Vacation time cannot be counted against periods when the university is closed, although it may take place during the winter (9-month contracts) or summer (12-month contracts) session. It need not take place in one 20- or 40-hour, block but it must be completed before the end of the contract year. Graduate students working on a DRC-funded project should coordinate with the project’s Principal Investigator on when the student wishes to take this vacation time during their contract, mindful that it should not be scheduled at a time that causes disruption to the project. Students may typically request time at the end of the fall or spring semester. Research assistantships run through winter and summer (for 12-month contracts), but this may also be a time students and supervisors find as convenient times for vacation to take place.

Vacation periods should be reported by email to the business administrator as soon as agreed upon by the research assistant and their supervisor.

RESIGNATION
If at any time you choose to end your employment at the Center, we require one month’s notice. Given the fact that our projects rely on continuous progress we need this time to search for a replacement and to train them to take over for you.

Undergraduate Research Assistants

HOURS OF EXPECTED WORK
DRC undergraduate students are expected to work 15-20 hours per week unless other arrangements have been made with the project supervisor. The minimum length of any shift is two hours from the time the student signs in until the time the student signs out. At the beginning of each semester the project supervisor or his/her appointee will send an email requesting class schedules for the semester and a list of other commitments that would prevent a student from working at any specific time. In addition, they will request a preferred work schedule. Based on this information they will create a set schedule for each student for that semester. If, during the semester, a student needs to change the number of work hours assigned (for any reason), they must arrange a meeting with the project supervisor to discuss the reason for the change before adjustments will be made. If, during the semester, a student needs to request time off (for any reason), they are required to send an email with a minimum of one week notice to the administrative assistant, graduate assistant, or project supervisor. All days off are unpaid.

UD WORKFORCE
All undergraduate research assistants are required to sign in and out for each shift. Undergraduate students must clock in and clock out via https://www.udel.edu/faculty-staff/human-resources/payroll/udworkforce/. No one other than the student can log in that individual’s hours.
Policies & Procedures

DRC Onboarding

When hired, DRC personnel have several items to attend to before beginning work. Documents for review and signature are provided by the business administrator in a welcome folder.

All Personnel

1. Complete DRC’s online Biographic Information form: https://sites.udel.edu/drc-forms/bio-form/
2. Review the policies & procedures outlined in this Handbook. Return the signed Statement of Understanding page to the business administrator.
3. Review, sign, and return the Photo Release form.
4. Complete the required CITI Research Training (https://about.citiprogram.org/). Send completion certificate to administrative assistant.
5. Add the “DRC Admin & Events” shared Google calendar and join DRC on Slack. Read more about these communication tools below.

Position-Specific Actions

Faculty, Staff & Graduate Research Assistants

Schedule a follow-up meeting with the business administrator for Concur (credit card and travel system) training, if applicable.

Undergraduate Research Assistants

Review the UD Workforce training: https://www.udel.edu/faculty-staff/human-resources/payroll/udworkforce/training/.

Visiting Researchers

Within the first two weeks, schedule a meeting with one of the DRC directors to set expectations for time spent at DRC.

DRC By Laws

Meetings

DRC directors will hold faculty meetings once a month or as needed during the academic year. Agenda items will be solicited from participants and established by the directors. On voting items, only core faculty members have voting privileges. Each core faculty member receives one vote, and a majority quorum must be reached for a final decision.

The directors will hold “All Hands Meetings” once per semester or as needed during the academic year. Attendees typically include graduate students and staff, and faculty are welcomed to attend. While agendas may vary, the following topics will often be addressed: new
student introductions, DRC policy and procedures, the E.L. Quarantelli Collection, and an overview of DRC research projects. This is also a time for any issues to be raised as an individual or as a collective, or for students to ask questions about new initiatives, policies, opportunities, or other questions of concern.

Standing Committee

DRC is a committee of the whole.

DRC Research

Research Administration, Roles, and Responsibilities

Proposal Preparation

Principal Investigators work directly with the DRC business administrator to prepare both the internal proposal that is reviewed by the UD Research Office and the external submission. It is best practice to send the business administrator the solicitation and general budget requests (at minimum) 1.5 months in advance of the deadline. UD’s Research Office requires 72 hours in advance of the deadline to review the complete proposal before approving it for submission.

Principal Investigator (DRC Faculty or Pre-Approved Staff)

- Overall responsibility for programmatic and financial stewardship of award.
- Initiate proposal submission.

Research Administrator (DRC Business Administrator)

- Coordinates the proposal process and assists the principal investigator with preparation.
- Acts as liaison between the principal investigator and the Research Office.

Contract & Grant Specialist (from the UD Research Office)

- Provides guidance and interpretation of federal regulations, agency specific requirements, and University policies and procedures.
- Ensures a timely, compliant, and accurate submission of proposal.

Award Management & Monitoring

Principal Investigators and the DRC business administrator must adhere to award terms and conditions and ensure that all expenses charged to federal grants are allowable, allocable, and reasonable.

Contract & Grant Specialist (from the UD Research Office)

- Negotiate and accept awards on behalf of the University, including modifications to existing awards.
- Prepare and distribute the notice of award to the Principal Investigator and the Research Administrator.
- Establish speedtype and chartfield setup for projects.
- Process no-cost extensions.
Subaward Specialist (from the UD Research Office)

- Prepare, negotiate, and initiate subaward agreements.
- Prepare, negotiate, and execute subaward modifications.

Principal Investigator (DRC Faculty or Pre-Approved Staff)

- Complete and submit technical reports in a timely manner (interim and final).
- Initiate request for budget revisions, no-cost extensions, and cost transfers in accordance with university and federal policy and procedures.
- Review and accept subaward terms and conditions.
- Initiate request to modify subawards.
- Review and approve subaward invoices.
- Manage subaward performance.

Research Administrator (DRC Business Administrator)

- Assist principal investigator with budget revision.
- Process cost transfers (JV) in a timely manner, in accordance with university and federal policy and procedures (OMB circular A-21/UG Subpart E)
- Monitor and reconcile expenditures to ensure allowability, allocability and reasonableness.
- Monitor and reconcile balances to ensure spending within budget and to prevent over expenditures.
- Initiate Subaward Purchase Order webform (initial PO and PO Amendment).
- Review, approve and submit subaward invoices for payment.
- Maintain backup documentation related to expenditures within terms and conditions of the award (record retention).
- Monitor, track, and document cost share commitments.
- Initiate purchase order request for approved subaward agreements.
- Review, complete and submit closeout checklist in a timely manner.

COST TRANSFER POLICY

Cost transfers over 90 days of the charge require detailed justification. The business administrator reviews all project accounts each month; principal investigators receive a detailed report about their awards on a quarterly basis.

Handling of Sensitive Information

All information gathered by or held by the Disaster Research Center should be considered sensitive information and should be safeguarded by all faculty, staff, and students. While it is impossible to state every situation that might arise, all DRC personnel should think first toward preventing disclosure of information, including project related data, personnel data, drafts of publications and presentations, photographs, and other materials.

DRC directors or the Principal Investigators of projects will determine what information can be publicized and under what conditions, and all personnel should be aware of and comply with human subject’s protection requirements of the project they are working on, or of projects from which they are using data, including provisions of informed consent forms. Personnel leaving
DRC who desire to continue to use DRC data must enter into a Data Use Agreement that will cover the use, handling, and disposition of any data.

At all times, personnel should be aware of the importance of information security, especially information held electronically, and employ appropriate safeguards such as encryption and ensuring that no sensitive data is stored on non-DRC computers or on easily lost items such as portable drives. Data such as printed copies of transcripts should be locked when you are finished working with it, and no data should be left out on desks or held or displayed where non-DRC personnel may see it.

**Human Subjects & Responsible Conduct of Research**

All personnel working at DRC - faculty, staff, graduate, and undergraduate students, and visiting scholars - must complete Human Subjects training. Students and others as required by the directors will complete Responsible Conduct of Research training. **Human Subjects training must be renewed every 3 years.** Visit [https://about.citiprogram.org/en/homepage/](https://about.citiprogram.org/en/homepage/) for more information. A copy of this certification must be kept on file with the business administrator.

**Conflict of Interest**

The UD Research Office will not process proposals without a current Conflict of Interest Disclosure Form from the PI. Conflict of Interest forms can be found on [UD Webforms](https://udwebforms.udel.edu/) under the Blank Forms tab. This must be completed each year before you can submit any grant proposals.

**Records & Information Management**

DRC records and information includes all project files, personnel files, and related data. Personnel and financial information are managed by the business administrator. Data and supporting research documentation are managed by the Principal Investigator. Project information moves through two stages: active and inactive. Information becomes inactive one year after the close of the project. At that time, management transfers from the PI to the assistant director of archives and collections. The assistant director will then process the material for transfer to the University archives.

**Travel & Procurement**

**Quick Response Studies**

Quick response trips are necessarily organized in haste. The directors will select DRC graduate students to make DRC-sponsored quick response or reconnaissance trips to affected areas based on active Center involvement, research experience, and interest in ongoing or burgeoning research topics that DRC will be pursuing. It is strongly suggested that DRC students keep a current passport as they must be prepared to travel during any time of the year. Principal Investigators may, of course, conduct their own quick response studies and deploy students as appropriate.

Other students, of course, are entirely at liberty to pursue their own research interests, in consultation with their faculty advisers or other faculty, and we will be interested in what you learn. However, students undertaking such independent projects and their faculty advisers must initiate their own application with UD’s Institutional Review Board ([www.irbnet.org](http://www.irbnet.org)). Note that
projects which do not, at first, appear to involve human subjects can unexpectedly morph into a project that would be covered under Federal regulations contained in 45 CFR 46. Therefore, any student embarking on a research trip should complete the required human subjects training. As a reminder, any student working at DRC must complete that training.

Conference & Workshop Travel
https://sites.udel.edu/drc-forms/travel/

DRC personnel presenting research should receive travel funding through the grant on which they work. Periodically, modest funds will be available and announced through special travel funding calls only. Graduate students are expected to also consider academic department and Graduate College sources of student travel funds for non-grant travel.

All travel charged to grants must be approved in advance by the PI. Unapproved travel will not be reimbursed. All travel charged to DRC funds must be approved in advance by the directors. An estimated budget must be included in the request.

Concur Purchasing & Travel Card
http://www.udel.edu/concur

All faculty, staff and funded graduate research assistants receive a university credit card in their name. This card is used only for purchasing goods and services for DRC and to travel. The following policies and procedures apply to use of the UD issued credit card while traveling:

Pre-Travel: Staff & Students

1. If your grant is funding your travel, coordinate directly with your PI regarding allowable expenses. If you’ve been approved for funding through a special DRC travel call, prepare a draft budget for the trip.

2. Initiate a Concur Travel Request. Concur travel requests are required for all UD staff and students and must be approved prior to departure.
   a. Request Header: "Trip details" should include why you are traveling and (if applicable) that you've been approved by [DRC/DRC/another dept/Grad. College] for funding up to [$ amount]; and use the "speedtype" DISA17S000 unless otherwise instructed.
   b. Approval Flow: Change the "direct supervisor approval" to your PI (if grant-related) or to DRC’s business administrator (if DRC-funded).

3. When your Concur Travel Request is approved, “expense it.” This creates a new Expense Report for this trip. One trip per expense report. Both reimbursements and credit card transactions are processed in Concur on the same expense report.
   a. The "report header" auto fills from your "request header" when you click “expense it.”
   b. If you do not click “expense it” and decide to manually create your expense report, please be sure to “add” your approved travel request to the report.
4. Travel can be booked using Concur or directly through the vendor’s website (airlines, hotels, car rental, shuttle services, etc.); **please do not use third party booking services** including but not limited to Expedia, Priceline, or Orbitz. Should you choose to do so, you will be personally responsible for any non-refundable fees related to trip changes or cancellation.

Pre-Travel: Faculty

1. UD faculty using DRC funds to travel are not required to submit Concur Travel Requests prior to traveling.

2. Travel can be booked using Concur or directly through the vendor’s website (airlines, hotels, car rental, shuttle services, etc.); **please do not use third party booking services** including but not limited to Expedia, Priceline, or Orbitz. Should you choose to do so, you will be personally responsible for any non-refundable fees related to trip changes or cancellation.

3. It is recommended that you create an Expense Report for the trip prior to departure. Input the trip details and your itinerary when populating the report. One trip per expense report.
   - Report Header: "Trip details" should include why you are traveling and whether the travel is related to an active grant or other award. For "speedtype," search “DISA” to view all DRC purpose codes. Select the relevant code. When in doubt, please use DISA17S000 and DRC’s business administrator will adjust the allocations appropriately.

Post-Travel: All Personnel

1. **In Concur**, move trip-related transactions to the corresponding expense report. For out-of-pocket expenses, you will need to manually create a "new expense" on the expense report.

2. Upload receipts to Concur! **All transactions must have a matching, itemized receipt** (for both out-of-pocket and UD card expenses). Discard the original receipt. You can only attach one receipt per transaction and only once the transaction has been moved to an expense report.
   - For restaurant receipts, please take one picture of both the itemized receipt and the customer copy of the payment with the tip and total clearly noted.

3. It is best practice to submit your completed expense report within 30 days of travel. Please direct any concur-related questions to DRC’s business administrator.

Trip Cancellations: All Personnel

1. Reach out to each vendor for refund. Should the situation merit, ask about "extenuating circumstances" clauses. Be prepared to provide relevant proof related to the cancellation.

2. In interim, attach original receipts to posted transactions. As refunds post, add the refunded transactions to the same expense report as the original expenses.
3. Transactions that do not receive full refunds, will still require payment. Please work with DRC’s business administrator on determining who (individual, DRC, or another department) will absorb the expense.

a. Airlines: delay canceling your reservation until right before the departure time. Often, airlines will change refund policies (in our favor) if a widespread event is interrupting travel. International travel credits should be considered before simply canceling.

Failure to comply with these policies will result in the revocation of your UD Travel Card.

Allowable Expenses
www.udel.edu/procurement/travel

University travel regulations serve as a general guideline for what constitutes allowable travel expenses. Allowable expenses include all expenditures that further the mission of a trip. Unallowable expenses include alcohol, traffic tickets and other fines, entertainment other than meals, personal phone calls, and costs associated with replacing luggage that is damaged during travel.

All transactions must have a matching, itemized receipt (for both out-of-pocket and UD card expenses). Discard the original receipt. Receipts are not strictly required for purchases under $25.00. Personnel may elect to use federal per diem rates for the area of travel but cannot elect to use the per diem meal rate and use the UD Travel Card for meals.

DRC Communications

Communication Tools

DRC Listservs

DRC maintains three listservs: drc-students@udel.edu, drc-faculty@udel.edu and drc-staff@udel.edu. All DRC students as defined in the personnel section of this Handbook are included on the drc-student list. All DRC core faculty members are listed on the drc-faculty list. All DRC administrative and research staff, and visiting scholars are included on the drc-staff list.

DRC Shared Calendars

DRC uses shared Google calendars to disseminate event information such as presentations, meetings, and gatherings. All personnel should add the “DRC Admin & Events” calendar. Other calendars will be shared as appropriate.

DRC’s Slack Workspace

DRC uses Slack for daily communications between faculty, staff, and students and for project coordination. Slack replaces back-and-forth email, allows teams to discuss and collaborate in real time, and share not only ideas/information but also actual documents.

Set Up: You will receive an email invite via Slack from the business administrator. Once you've accepted the invitation, you'll be automatically added to a few of DRC’s public channels and to the relevant grant channel (if applicable). Please download Slack to your computer and/or phone. Workspace URL: drc-6618
Direct messages (DMs) are one-to-one conversations between you and another workspace member. Group direct messages (group DMs) are smaller discussions, outside of channels, between you and up to eight other members.

Slack channels give everyone a shared view of progress and purpose. Here is an article about "channels." As you work in channels, your conversations and files become a searchable archive that gets more useful with time. If you would like a channel created, please send the business administrator a Slack message.

Connect Apps enhance internal communication and automate all kinds of marvelous or mundane tasks. An app can pipe context and data from tools and services into Slack, letting users get work done faster and smarter. Check out these apps: G Suite, Zoom, Simple Poll, and more!

UDEL Zoom

All current faculty, staff, and students with a @udel.edu email address have access to Zoom Pro at no cost. UD Zoom is centrally supported; if you have questions or need assistance with Zoom, contact the IT Support Center by email askit@udel.edu or phone: 302-831-6000. UD Zoom routes through UD’s two-factor authentication (2FA).

You must use your UD Zoom account when conducting UD/DRC business especially if it pertains to interviews. At no point should official UD business be conducted using a personal Zoom account.

Set Up: To request a new Zoom Pro account, please visit udel.edu/zoom and click “Sign in.” On the UD CAS page, enter your UDelNet ID and password. Upon sign in you will be taken to your profile page.

Zoom Security & Privacy: How do I avoid “Zoombombing?”: When you create a standard Zoom meeting, anyone with the link can join. To prevent disruption by uninvited guests, it is important for meeting hosts to implement protective measures. If your meeting has a Zoombombing incident, contact UD IT Security. Refer to UD’s Zoom guides for suggested tips and trips: https://sites.udel.edu/ats/conferencing/zoom/.

MailChimp

DRC uses the email management system MailChimp to send out mass communications, such as the Dispatch and Annual Report, to DRC alumni, friends, and supporters. All DRC personnel are auto enrolled to receive external DRC communications. Upon leaving the Center, DRC encourages all past employees to subscribe to the mailing list with a new email address via the DRC website: drc.udel.edu/communications.

Social Media & Website
drc.udel.edu

DRC’s website is the primary resource for information regarding DRC research, faculty and staff, disaster-related educational opportunities at UD, and the E.L. Quarantelli Resource Collection. DRC website and social media profiles on Facebook and Twitter function as DRC’s face to the outside world. It is of the utmost importance that the information presented is current.
and correct. All DRC students, faculty and staff must submit the necessary information in a timely manner.

Like DRC on Facebook: www.facebook.com/disasterresearchcenter
Follow DRC on Twitter: @UDELREC

DRC Forms Portal
http://sites.udel.edu/drc-forms

DRC uses a web-based forms system for the collection of information about presentations, publications, field research, and disaster-related community engagement for use in the DRC Dispatch, Annual Report, DRC website and social media. When a form is submitted, all relevant administrative personnel receive the information, and the information is cataloged in a database. Additionally, all DRC policies and procedures can be found on the Portal.

The forms are accessible via the DRC website, drc.udel.edu. In the lower right corner of the website, click “DRC Forms Portal” and enter the password “Disaster15”.

Informational Publications

DRC has two informational publications: the DRC Dispatch and the Annual Report. The Dispatch is the bi-annual e-newsletter which shares news and research information with the disaster research community within and outside the University of Delaware. The Annual Report includes information regarding DRC projects and activities as well as documents produced by the Center, its staff, and the E.L.Q. Resource Collection. Information for these publications will primarily be sourced from the DRC webforms. Periodically, personnel may receive a request for information to be included in DRC publications. The Dispatch and Annual Report are distributed using the MailChimp communication list.

DRC Materials & Space

Most students, except for those working with the physical aspects of the Collection, have been working remotely and should continue to do so. Director permission is required for student or visitor access. Students needing access to the collection or to data held at DRC should consult their adviser or project PI.

Telephone Use

All DRC personnel and visitors have access to the phones within the Center for work or project related calls. The following policies apply to the use of these telephones:

- Use of DRC telephones for personal use should be minimal.
- No personal international phone calls are to be made from the Center.
- International calls made from DRC should be related to specific project activities, e.g. making inquiries about disaster situations, setting up interview appointments, and calls to obtain needed materials.

Computers

The workstations at the Center are to be used for research-related work only. Students are not authorized to add or remove any programs on these workstations nor are they permitted to move/relocate computers to different workstations. Use of the internet should be appropriate
and applicable to project work. See [www.udel.edu/it/security/students/accept-use](http://www.udel.edu/it/security/students/accept-use) for the University’s policies regarding appropriate use of computers. Analytical software requests must be approved by the directors or project supervisor and provided to the business administrator prior to purchase.

DRC computer support is provided by the University. For all IT requests, contact the DRC administrative assistant who will then contact IT.

**Destruction of Computing Equipment**

DRC computers that are no longer functioning and/or used need to be destroyed. The information on the hard drives needs to be deleted and destroyed. Files on USB drives should be deleted using AxCrypt software. AxCrypt software can be found on the UD Software page. IT specialists must certify in writing that the computers are cleaned and ready for destruction by procurement before the computers leave DRC.

**Copiers & Other Equipment**

- Duplex printing is strongly suggested.
- The small copier in the reception area is for quick copies.
- The copier in the Collections Processing Area (formally the graduate student area) is for DRC projects and includes scanning capabilities.
- Visitors will be charged a fee of $0.05 per page. Resource Collection staff will collect copy monies due from visitors prior to departure.
- Digital recorders/video cameras must be checked out from and returned to the administrative assistant within an appropriate time frame.

**File Room**

The file room provides a secure location to store sensitive or valuable information and materials. Supplies stored in the file room may only be accessed by DRC administrative staff members. Project files and data stored in the room are organized according to the following protocol:

- The Assistant Director of Archives and Collections is responsible for assigning space and tracking projects stored in the file room.
- When requesting space, the PI must provide:
  - Names of PI/Co-PIs
  - Name of project (Formal and Informal)
  - Start date and anticipated duration
  - Brief list of the types of documents/materials generated
- One year after the close of the project, the files are moved to UD Archives.
  - The PI for the project must contact the assistant director at the close of the project and is responsible for prepping the documents for transfer.
  - The assistant director will handle the physical transfer of the project files to UD Archives.

Any questions regarding project files and storage should be directed to the Assistant Director of Archives and Collections.
Supply Closet

The supply closet located adjacent to the Data Access Area (formerly the undergraduate and visiting scholar area) and is organized and stocked by the administrative assistant for the use of Center personnel. Should any of the supplies run low, notify the administrative assistant. The administrative assistant will then restock the supplies as needed. Naturally, all DRC personnel should be good stewards of these resources.

Conference Room

The conference room is reserved by scheduling an event or meeting on the “DRC Conference Room” Google Calendar. The conference room capacity is currently limited in accordance with university policy for social distancing. Always return the room to its prior condition at the conclusion of the event or meeting.

Kitchen

The kitchen is a common area for all DRC faculty, staff, and students. Do not leave food in the refrigerator or dirty dishes in the sink. Items left in the refrigerator overnight may be disposed of without notice. Wipe up any spills including in the microwave. Coffee is available at $0.75 per cup.

Security

All doors will be locked outside of normal business hours (9:00 am to 4:00 pm). These times may be shortened or extended due to unexpected circumstances. The last person to leave should turn off the lights, unplug coffee maker, toaster, and microwave. Security lights will stay on. If you do not know you are the last person leaving, assume that you are, and adhere to these procedures.

- The Pearson Hall and Graham Hall doors are always locked. Doors should never be propped open. Windows must be closed prior to leaving. Ensure all doors are securely locked.
- Visitors must come to the main entrance located near the Graham Hall parking lot.
- The Resource Collection is closed to all users unless the sign indicates otherwise.
- Only space heaters approved by University Facilities, after appropriate assessment of the temperature by Facilities personnel, may be used. These should be unplugged when not in use.

E.L. Quarantelli Resource Collection

Policies & Procedures

Library Borrowing

Parts of the Collection are publicly available; however, check-out privileges are limited to DRC faculty, staff, students, and long-term visiting scholars. Research assistance is available by appointment. Please email elq-resource@udel.edu or message #queries-elqresource on Slack.
Replacement of Lost/Damaged Materials

Anyone borrowing material from the E.L. Quarantelli Resource Collection will be financially responsible for any damage caused to the material during the borrowing period that renders the material unusable. The cost of replacing items not returned within one year of checkout is the responsibility of the borrower. If an identical copy is available, the borrower may (1) purchase an identical copy and return it to the resource collection as a replacement; or (2) pay the full cost of purchasing the replacement.

If an identical copy is not available, the borrower will pay a fine as follows:

- Bound items: no less than $50.00 each or documented cost of equivalent replacement item
- Vertical file items: no less than $5.00 each
- Audio/visual materials: no less than $50.00 each or documented cost of equivalent replacement item

It is imperative to follow these procedures when borrowing materials from the Resource Collection to ensure this valuable resource remains available to everyone at the DRC and abroad who uses the Collection and relies on materials being available.

Research Tools

Archival Materials

The bulk of materials in the E. L. Quarantelli Resource Collection can be found in archival holdings, which comprises materials collected during field research and other original research data. These materials include such items as interview transcripts, surveys, photographs and audio-visual materials of disaster events, and supplemental materials collected at disaster sites (e.g. local newspapers, meeting minutes, fliers, and memorabilia).

Due to the sensitive nature of these materials, DRC’s archival holdings are currently classed as restricted, and users must apply for access. To access materials, please review the below finding aid (Ctrl+F to search) and email the assistant director for archives and collections, Valerie Marlowe marlowev@udel.edu. Search the Archival Findings Aid here: https://www.drc.udel.edu/content-sub-site/Documents/Series 6381 container lists.pdf

Resources Available Online

Search the Collection

By popular demand, DISCAT, the catalog database for the E. L. Quarantelli Resource Collection, is now online! If you are looking for published materials (books, articles), preliminary papers, reports about disasters (damage, after action, recovery), or disaster plans, click here to search our catalog! Many materials listed are available digitally, but not all are directly linked from the database. To access materials or for more information, please contact Collection staff at elq-resource@udel.edu or message #queries-elqresource on Slack.

University of Delaware’s Online Institutional Repository
http://udspace.udel.edu/handle/19716/35
The University of Delaware’s UDspace provides access to the Disaster Research Center’s research in digital form, including access to over 700 DRC preliminary papers, reports, and other DRC documents.

**Master Publication List**  
[https://www.drc.udel.edu/content-sub-site/Documents/Master%20Publication%20List.pdf](https://www.drc.udel.edu/content-sub-site/Documents/Master%20Publication%20List.pdf)  
A complete list of all publications produced by DRC personnel, 1963 - Present.

**EMForum.org Webinar Archives**  
[http://www1.udel.edu/DRC/emforum/recordings/](http://www1.udel.edu/DRC/emforum/recordings/)  
From 1997 to 2014, the Emergency Information Infrastructure Project (EIIP) hosted a continuing series of real-time, interactive presentations on a wide variety of emergency management-related topics, first via text chat and subsequently by the EMForum.org Webinar for the purpose of providing the opportunity for continuing education and professional exchange.

Over the course of its existence, leaders in all phases of emergency management – preparedness, response, recovery, and mitigation – volunteered their time to share their expertise and experience with their colleagues and respond to their questions. This exchange was captured, first through text transcripts, and later, the addition of audio and video recordings, amassing a large archive that continues to remain relevant to the issues of the day.

**UD Emergency Preparedness**

DRC is a unit within the University of Delaware. As such, the Center follows University guidelines and plans for emergency situations. Please reference UD’s [Office of Campus & Public Safety Emergency Preparedness](http://www1.udel.edu/DRC/emforum/recordings/) and their [Crisis Management Guide](http://www1.udel.edu/DRC/emforum/recordings/) for detailed information about what to do in the event of an emergency.

**Inclement Weather Policy**

In general, the University of Delaware will remain open unless weather conditions are very severe. However, if an employee believes they are placed in unnecessary risk by staying at work or coming to work during severe weather they are permitted to take leave. See UD’s [Faculty Handbook for university policies related to inclement weather](http://www1.udel.edu/DRC/emforum/recordings/).

**DRC Emergency Action Plan**

In accordance with University of Delaware [Office of Campus & Public Safety](http://www1.udel.edu/DRC/emforum/recordings/), DRC developed an emergency action plan for DRC offices located in 166 Graham Hall. This plan is subject to change at the discretion of the DRC emergency coordinator listed below. Please familiarize yourself with the evacuation floor plan located in the front lobby.

**Emergency Alerts**

In the event of an emergency, employees are alerted by the sounding of an alarm and verbal announcements. The University of Delaware has also partnered with SWN Communications, Inc. to send UD Alert notices to students, faculty and staff via the following methods: voice messages, e-mail messages and text/sms messages. It is important to keep your University emergency contact information up to date in UDSIS as well as with the business administrator.
For details, students should visit www.udel.edu/udalertstudent, and faculty and staff members should visit www.udel.edu/udalertstaff.

Emergency Evacuation

In the event of an emergency, DRC has designated faculty and staff members to remain in the workplace to shut down or monitor critical operations before they evacuate. No employees are assigned to perform medical or rescue duties during emergency evacuation situations.

**Emergency Coordinator(s):** DRC Directors

The emergency coordinator(s) oversee(s) the evacuation process and is responsible for the Center’s disaster recovery planning.

**Communications/Information Officer:** DRC business administrator

The communications and information officer acts as the primary liaison in the event of an emergency. All on-site information will be relayed directly to the communications officer, and he/she will inform the emergency coordinator and relevant parties.

**Safety Officer(s):** DRC Admin. Assistant & Assistant Director of Archives & Collections

Safety officers are designated to ensure that all faculty, staff and students are evacuated from the building and accounted for at the assembly area. They are to report directly to the communication/information officer.

**Evacuation Policy:** In the event of a fire or other emergency in which evacuation is the appropriate action, ALL employees shall evacuate immediately. Employees shall evacuate by means of the nearest available marked exit and close all doors behind them as they exit.

**Primary Exit:** Front exit leading to Pearson Parking Lot

**Secondary Exit:** Back exit leading out into (formally) the Round House

**Assembly Area:** In front of Pearson Hall

**Extinguishers:** Portable fire extinguishers are provided in the workplace for employee use. In the event of fire, any employee may use extinguishers to attempt to extinguish the fire before evacuating. Dial 911 first, then attempt to extinguish the fire. Use your best judgement before attempting to extinguish a fire. Safety is the priority.
Statement of Understanding

All Disaster Research Center faculty, staff and students receive a DRC Handbook outlining essential policies and procedures.

I, ________________________________, hereby acknowledge and declare that:

Printed Name

1. I understand that I should consult DRC administrative staff or the DRC directors regarding any questions not answered in the handbook.

2. Since the information, policies and procedures described herein may change at any time, I acknowledge that revisions to the handbook may occur. Changes to DRC policy and procedures will generally be communicated to faculty, staff, and students by the directors. I understand revised policies and procedures may supersede, modify, or eliminate existing policies. Only the DRC directors can implement revisions to policy in this handbook.

3. By initialing, I confirm that I specifically reviewed the following sections within the DRC handbook and understand the policies regarding (as they apply to me):
   _____ DRC Research: Handling of Sensitive Information
   _____ DRC Research: Human Subjects & Responsible Conduct in Research
   _____ DRC Communication: Communication Tools
   _____ DRC Communication: Forms Portal
   _____ Resource Collection: Borrowing Procedure
   _____ Resource Collection: Replacement of Lost/Damaged Materials

4. Failure to comply with these policies can result in dismissal.

I have received the DRC Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

SIGNATURE:

___________________________________________________________

DATE: ______________________