



USER & RESPONDER MANUAL

NC Disaster Recovery Hub

Help after fires, floods and hurricanes in North Carolina

Web app & Android app · <https://disaster-resources.app>

Version 1.2 (October 2026)



NC Disaster Recovery Hub — a project of C4I Veteran Services Corp.

This manual covers the app for the public and for responders: a full overview, a quick guide for people affected by a disaster, and a quick guide for responders from any agency. Administrators: see the separate Admin Guide, available from C4I Veteran Services Corp. on request.

OPEN SOURCE

Released under the **MIT License**. Copyright (c) 2026 Donnell Nichols and C4I Veteran Services Corp. Source code: github.com/ifaungc-create/nc-disaster-recovery-hub

Contact: info@c4iveteranservices.org

Independent project — not a government publication. NC Disaster Recovery Hub and C4I Veteran Services Corp. are not part of, and do not speak for, the State of North Carolina or any government agency. Agencies and organizations named in this manual or in the app are not affiliated with the app or with C4I Veteran Services Corp. The app is not an emergency service: in an emergency, call 911.



About this manual

Product	NC Disaster Recovery Hub (web app and Android app)
Website	https://disaster-resources.app
Android package	<code>app.disasterresources.nchub</code> (Trusted Web Activity, version 1.0.0)
Manual version	Version 1.2 (October 2026). Written from the app's source code (branch <code>main</code> , October 25, 2026) and the live site.
New in Version 1.2	Addendum How share cards work : step-by-step guide for responders and clients, with sample-data screenshots and privacy notes (expiry, turning off a code, who can see what).
New in Version 1.1	Password reset with a one-time code from an administrator; statewide alerts now reach everyone who turns alerts on, and administrators can send one alert to several counties; the responder Add a resource form and the admin screens are now also in Spanish.
Data snapshot	County, fire department, school district and resource data collected and checked 2026-10-22; hotel list from OpenStreetMap data of 2026-10-21; cultural food list updated 2026-10-24.
License	Open source under the MIT License. Copyright (c) 2026 Donnell Nichols and C4I Veteran Services Corp. Full text in Appendix A.
Source code	https://github.com/ifaungc-create/nc-disaster-recovery-hub
Problems or questions	info@c4iveteranservices.org

How to use this manual

If you are...	Read
Anyone new to the app, or reviewing it	Part 1 — Full Manual & Overview : what the app does, every feature, privacy, accessibility and data quality.
A person affected by a disaster, or someone helping one	Part 2 — Quick Guide for the Public (two pages, plain language).
A caseworker, volunteer or agency staff member	Part 3 — Quick Guide for Responders (two pages), then the Addendum — How share cards work .
An administrator or maintainer	See the separate Admin Guide , available from C4I Veteran Services Corp. on request (info@c4iveteranservices.org). It is not part of this public manual.

Conventions

- Words in **“bold quotes”** are the exact labels shown in the app (taken from the app's English text file). Where it helps, the Spanish label follows in *(italic grey)*.
- Screenshots come from the live site or from the project's own automated tests. Screenshots marked “sample data” show made-up test names and numbers, not real people or services.
- Things that can only be changed by editing the code and publishing the site again are marked **Code change + redeploy**.

**Disclaimer (exact wording used in the app)**

None of the organizations or agencies listed in this app, whether government or private, are affiliated with this app or with C4I Veteran Services Corp. This app serves as a research and referral platform to help you recover from a disaster. We have done our best to confirm all information and keep it up to date, but information changes. Please let us know if a number does not work or a link is broken: info@c4iveteranservices.org.

The app also states on every screen: “This app shares public information and keeps your notes private. It is not a government service and does not replace 911. Listed agencies and organizations are not affiliated with this app.”



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PART 1

Full Manual & Overview

What the app is, who it is for, every feature, privacy, accessibility and data quality.

Purpose and audience

NC Disaster Recovery Hub is a free, mobile-first web app for people in North Carolina affected by fires, floods and hurricanes, and for the responders who help them. In the app's own words, it offers "phone numbers and websites for every county, fire departments, school districts, hotels, cultural food pantries and stores, home care guides, step-by-step guides, and a private place to keep case numbers and notes. It is free, has no ads and does not track you. It is available in English and Spanish."

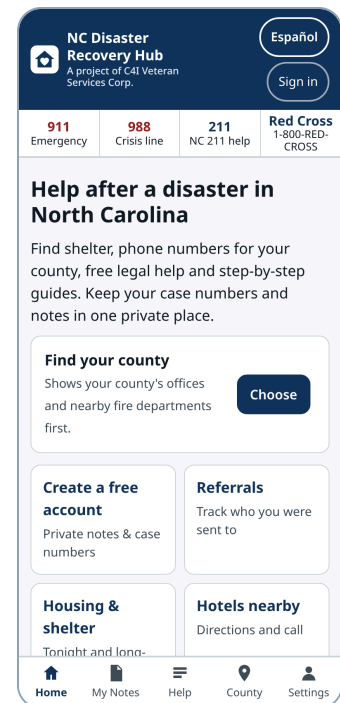
Who it is for

- **People affected by a disaster** and family members helping them: find shelter, county offices, legal aid, insurance claim lines and recovery guides; keep case numbers and referrals in one private place.
- **Disaster responders** from any agency or organization (caseworkers, volunteers, agency staff): give clients their contact details with a QR code or short code, and suggest new resources for the public lists after an administrator approves their account.
- **Administrators** named by C4I Veteran Services Corp.: approve responders, review suggested resources, and send opt-in recovery alerts statewide or to chosen counties, and help people who forgot their password.

What it is not. The app is not a government service, not an emergency alert system, and does not replace 911. It is a research and referral platform: it points people to the agencies and organizations that provide help.

How to open the app

- **Web:** open <https://disaster-resources.app> in any current phone or computer browser. No download is required.
- **Home Screen:** the site can be added to a phone's Home Screen like an app. On iPhone and iPad this is required for alerts (iOS/iPadOS 16.4 or later).
- **Android app:** a Google Play version (package `app.disasterresources.nchub`) shows the same website in a Chrome window, so everything in this manual applies to it. At the time of writing, its first release (1.0.0) had been uploaded for Google Play internal testing; public availability depends on Google Play review.
- **Offline:** after the first visit, the app shell and the public lists (resources, county pages, fire departments, hotels, insurance list) are saved on the device and open without a signal. Accounts, notes and alerts need a



Home screen (live site, English).



connection.

Screen layout

Area	What it contains
Header (top)	App name and the line “A project of C4I Veteran Services Corp.” ; a language button (“Español” or “English”); “Sign in” , or your first name when signed in.
Crisis bar (always visible)	Tap-to-call buttons: 911 “Emergency” ; 988 “Crisis line” ; 211 “NC 211 help” (if 211 does not connect: 1-888-892-1162); Red Cross 1-800-RED-CROSS (1-800-733-2767) .
Bottom menu	“Home” , “My Notes” , “Help” (all resources), “County” , “Settings” .
Footer	Short disclaimer, “Problems with the app? Email” info@c4iveteranservices.org, and links to “About & disclaimer” , “Privacy” , “Accessibility” and “Delete your account” .

Features

The Home screen shows **“Find your county”** and these tiles, in this order:

Tile	Opens
“Create a free account” (signed out) or “My case numbers” (signed in)	Sign-up, or My Notes → Case numbers
“Referrals”	My Notes → Referrals
“Housing & shelter”	Shelter, FEMA, rentals, rebuilding
“Hotels nearby”	Hotel and motel finder
“Cultural food: pantries & stores”	Cultural and religious food
“Home care after a fire or flood”	Cleaning, mold, food safety
“Translation apps & interpreters”	Other languages
“Alerts”	Opt-in recovery news
“Fire departments”	Fire department finder
“Replace documents”	Step-by-step replacement guides
“Insurance”	Claims, claim phone numbers, NCDOT help line
“Free legal help”	Legal Aid NC hotline and more
“Get a phone number”	Lifeline, TextNow, Google Voice
“All resources”	Every resource section

Create a free account Private notes & case numbers	Referrals Track who you were sent to
Housing & shelter Tonight and long-term	Hotels nearby Directions and call
Cultural food: pantries & stores Halal, kosher, Latino, Asian and more	Home care after a fire or flood Clean, dry, stop mold, save food
Translation apps & interpreters Other languages, free interpreters	Alerts Recovery news for NC or your county
Fire departments Search by county, ZIP, name	Replace documents License, SSN card, birth cert.
Insurance Claims & NCDOT help line	Free legal help Legal Aid NC hotline
Get a phone number Free options	All resources Jobs, relocating, relief

Below the tiles: **“Got a code from a responder? Enter it”**, a short disclaimer, and a warning box **“Someone at the door offering to board up or clean?”**

Home screen tiles (live site). Tiles marked with a darker border are the newest features.



Shelter, housing and hotels

- **“Housing & shelter”**: emergency shelter, FEMA assistance, rental housing and rebuilding programs, with phone and link buttons. It starts with “Emergency shelter tonight”: NC 211 knows which shelters are open near you, 24 hours a day, and the Red Cross also lists open shelters.
- **“Hotels & motels nearby”**: searches a built-in list of 2,079 North Carolina hotels and motels (OpenStreetMap data as of 2026-10-21) **on the phone itself**. Search with **“Use my location”** or **“Or enter a ZIP code or city”**. Results are sorted by distance (about 10 miles, widening to 25 if few are found) and offer **“Call”** when a phone is listed, **“Check on Google Maps”**, Apple Maps and **“Directions”**. The page also says **“Need a shelter tonight?”** (NC 211 and Red Cross shelters). A **“Disaster hotel help”** card explains FEMA Transitional Sheltering Assistance (TSA) and links the FEMA participating-hotel lookup. Every result says **“Call ahead to confirm availability and price.”**

County help (all 100 counties)

“Find your county” → **“Choose”**, or **“Use my location”** (matched to a county map on the device; nothing is sent). Each county page lists, where available: Emergency Management (with **“Sign up for emergency alerts”** from the county), Department of Social Services (DSS) with after-hours number, Health Department, Register of Deeds (with **“Order certificates online”**), the county website, the county fire marshal or emergency services, long-term recovery groups (35 counties), school districts, the nearest fire departments, and Eastern Band of Cherokee Indians Emergency Management for Jackson, Swain, Graham, Cherokee and Haywood counties. **“Make this my county”** saves the county on the device so it shows first.

Related lists: **“School districts”** (all 115 NC public school districts plus 2 state schools, by county) and **“Fire departments”** (every NC fire department and station from State Fire Marshal data, searchable by name, city, ZIP or county, with non-emergency numbers for getting a fire report).

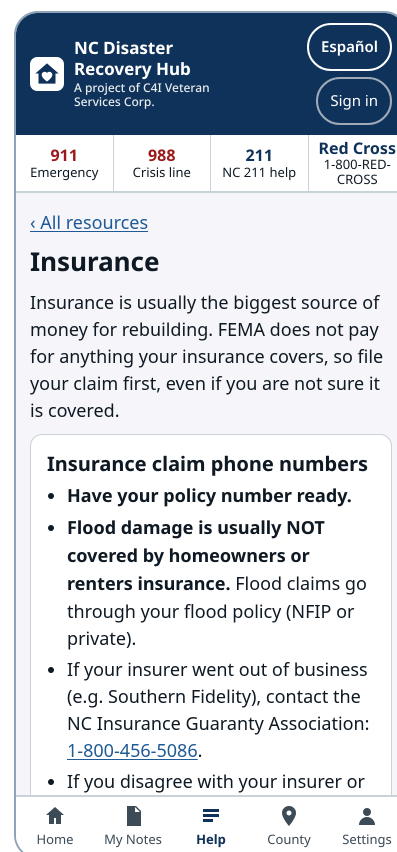
Free legal help, documents and other resource sections

“All resources” (bottom menu **“Help”**) contains: **“Housing & shelter”**, **“Relocating”**, **“Free legal help”** (Legal Aid NC hotline, FEMA appeals), **“Jobs & income”** (NCWorks, unemployment, Disaster Unemployment Assistance), **“Replacing documents”** (Social Security card, NC driver license or ID, birth certificate, bank cards and more, step by step), **“Relief organizations”**, **“Getting a fire report”**, **“Insurance”**, **“Board-up & cleanup companies”** (what to know before you sign anything), plus **“Added by verified responders”**. Each listing has a **“Report a broken link or number”** link.



Insurance claim phone numbers

The “**Insurance**” section explains coverage basics (for example, “**Flood damage is usually NOT covered by homeowners or renters insurance.**”), the NC Department of Insurance consumer help line, NFIP flood insurance, and NCJUA/NCIUA. Its “**Insurance claim phone numbers**” list has 60 companies and programs selling home, renters, condo or flood insurance in North Carolina, in alphabetical order, searchable with “**Search by company name**” and filterable by product. Each entry shows “**Call to file a claim**” or “**Call customer service**” (when no separate claims line is listed), and “**File a claim online**” when available. The list is not a ranking and not an endorsement; the page shows “**Numbers checked {date}.**”



Insurance page (live site).

Private notes: case numbers, notes and referrals

With a free account, “**My Notes**” keeps three private lists that only the account holder can see:

- “**Case numbers**” — “**Agency or program**” (Red Cross, FEMA, Insurance claim, SBA, NCEM, Other), “**Case, claim or application number**”, “**Contact person**”, phone, email, “**Date opened**”, “**Next step or follow-up date**” and notes.
- “**Notes**” — free-form notes with a title.
- “**Referrals**” — “**Referred by**”, “**Referred to**”, “**For what**”, phone, “**Status**” (Not started, Contacted, Waiting, Done) and “**Follow-up date**” with due and past-due badges.

A responder’s share card can be saved into Notes with “**Got a code from a responder? Enter it**”, after the person ticks a consent box. Step by step, with screenshots: **Addendum — How share cards work.**

Cultural food: pantries and stores

Free food and stores for halal, kosher, Latino, Asian, South Asian, Middle Eastern and other foods in North Carolina. Free pantries and meals are listed first, then the regional food banks, then stores by region and city, with filters for “**Type of food**” and “**Free food or stores**”. Places found only on a public map are marked **Not verified**. The page reminds people to call before going and only says “certified” when the place itself says so.



Home care after a fire or flood

How to clean clothes and the home, remove smoke smell, stop mold, keep refrigerator and freezer food safe in a power outage, and what not to do. Each section lists its official sources (Ready.gov, CDC, EPA, USDA FSIS, Red Cross, NCDOL, university extension services). It begins with **“Safety first.”** and is marked as general guidance only.

Translation apps & interpreters (other languages)

The app itself is in **English and Spanish**. For other languages, the **“Translation apps & interpreters”** page offers:

- **“Free interpreters”**: when a person can ask for a free interpreter (FEMA Helpline, health care programs that receive federal money, NC 211), only as far as the linked official sources say.
- **“Free translation apps”**: Google Translate, Microsoft Translator, Apple Translate and Google Lens, with official store links.
- **“Translation built into your phone”**: steps for iPhone, Android, Pixel and Samsung phones.
- **“Read this app in another language”**: choose **“Translate into”** (21 languages, including Vietnamese, Chinese, Korean, Arabic, Hmong, French, Haitian Creole, Portuguese, Russian, Ukrainian, Hindi, Gujarati, Tagalog, Burmese, Nepali, Swahili, Amharic, Japanese and German) and a **“Page”**, then tap **“Open in Google Translate”**. Nothing is sent to Google unless the person taps the button. Sign-in, private notes and the nearby hotel search do not work in the translated copy.
“Translations are made by a computer and may be wrong.”

Read this app in another language

You can open a page of this app in Google Translate. This is optional.

Privacy: Nothing is sent to Google unless you tap the button. When you tap it, the address and text of the page are sent to Google, which has its own privacy policy. Sign-in, private notes and the nearby hotel search do not work in the translated copy, so do not type personal information there.

Translate into

Español

Page

Translation apps & interpreters

Open in Google Translate ↗

Translations are made by a computer and may be wrong.

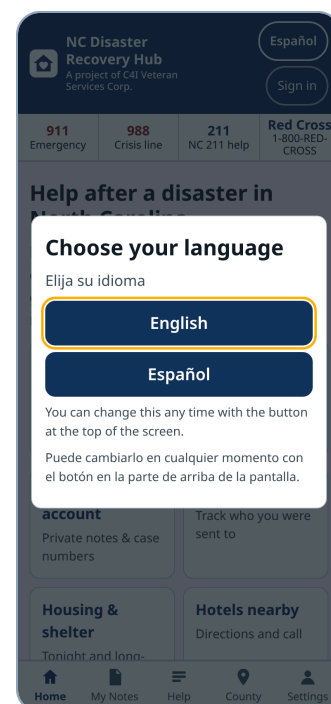
If the page does not translate, use the Translate option in your web browser instead (see “Translate a web page” above).

“Read this app in another language” (live site).



English / Spanish choice

On the first visit, a dialog asks “**Choose your language**” / *Elija su idioma* with buttons “**English**” and “**Español**”. The choice can be changed any time with the button at the top of every screen, or in “**Settings**” → “**Language**”. The choice is saved on the device only. All screens, buttons and messages are available in both languages, including the account screens, responder share cards, the responder **Add a resource** form and the admin screens (the Spanish for the responder and admin screens was added in October 2026 and is still waiting for review by a native speaker); names of agencies and programs, addresses and phone numbers are left as written. In Spanish, links to English-only websites are marked “(en inglés)”. The About page shows a Spanish translation of the disclaimer together with the official English text.



First visit: language dialog.



Alerts (opt-in push notifications)

“Alerts” sends a notification to a phone or computer when there is important disaster recovery news for North Carolina or a chosen county. Alerts are **off until the person turns them on**. Everyone who turns alerts on gets statewide news for North Carolina (“**Statewide alerts for North Carolina are always included.**”). People can also add up to 10 counties to get alerts for those counties, then tap “**Turn on alerts**” and allow notifications. Alerts arrive in the language the app was in when they were turned on, if the administrator wrote a Spanish version; otherwise in English.

The screen states clearly: “**This is not an emergency alert system.**” People are told to keep Wireless Emergency Alerts on, follow their county emergency management, and call 911 in an emergency.

Privacy: only the device’s push address, the chosen topics and the language are stored — no name, email or location — and alerts are not linked to an account. “**Turn off alerts**” deletes the push address. Works in current Chrome, Edge, Firefox and Safari, the Android app, and on iPhone/iPad (iOS 16.4+) after Add to Home Screen.

911 Emergency 988 Crisis line 211 NC 211 help Red Cross 1-800-RED-CROSS

Choose your alerts

What do you want alerts about?

Statewide alerts for North Carolina are always included. Everyone who turns on alerts gets statewide alerts. Add counties to also get alerts for those counties.

Also get alerts for a county (optional, up to 10)

Wake Add county

Wake County x

Alerts come in the language you are using now (English) when a Spanish version is sent; otherwise in English.

Wake County added.

Turn on alerts

Your privacy

Home My Notes Help County Settings

Choosing alerts (screenshot from the project’s test run).

Other features

- “**Get a phone number**”: free and low-cost options (Lifeline, TextNow, Google Voice) with honest notes on their limits. The app itself does not give out phone numbers.
- “**Download my data**” (Settings): a JSON file of everything in the account.
- “**Forget my location**” (Settings): erases the saved county and approximate position.
- Responder share cards and responder-suggested resources (see Part 3).

Accounts and roles

Role	How you get it	What it allows
No account	—	Every public page: resources, counties, hotels, fire departments, food, home care, translation, alerts.
“ Person affected by a disaster ”	Sign up; opens right away.	Private notes, case numbers and referrals; saving responder share cards; data download; account deletion.



Role	How you get it	What it allows
“Disaster responder”	Sign up; an administrator must approve.	Everything above. After approval: share cards for clients, and suggesting resources for the public lists (reviewed by an administrator).
“Administrator”	The account email is on the server’s list of administrator emails (set by the site owner) and was confirmed with a one-time code.	The Admin area: responders, submissions, published records (edit or remove), alerts, accounts (password reset codes, deleting an account) and the action log. Never client notes.

Sign-in lasts until the app is closed unless **“Keep me signed in on this device”** is ticked (use only on your own phone). Passwords need 8 or more characters.

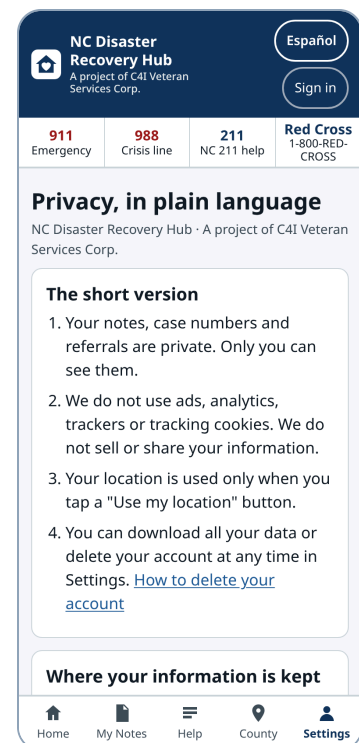
Forgot your password? The app does not send emails. The person contacts the administrator (info@c4iveteranservices.org, or **“Problems with the app?”** in Settings). After checking who they are, the administrator gives a one-time code by phone or in person. On the sign-in screen, tap **“Forgot your password? Reset it with a code”**, enter the email, the code and a new password, and tap **“Set new password”**. The code works once and expires in 2 hours; every device signed in to the account is signed out. **Email addresses are not verified:** the app does not check that an email address belongs to the person who registered it.

Privacy

The app’s plain-language privacy page (**“Privacy, in plain language”**) says:

1. **“Your notes, case numbers and referrals are private. Only you can see them.”**
2. **“We do not use ads, analytics, trackers or tracking cookies. We do not sell or share your information.”**
3. **“Your location is used only when you tap a “Use my location” button.”**
4. **“You can download all your data or delete your account at any time in Settings.”**

How this is built: accounts and notes are stored on the app’s server (Netlify, in the United States), encrypted with a key unique to each account; responders, agencies and administrators cannot see them. There are no cookies, no third-party scripts, fonts or analytics inside the app (the automated tests fail if any outside request is made). County lookup and hotel search run on the device. The server never stores IP addresses; to stop password guessing it keeps short-lived, scrambled counters. The Android app collects nothing extra.



Privacy page (live site).



Accessibility statement

The app’s goal is to meet the Web Content Accessibility Guidelines (WCAG) 2.1, level AA. This is a goal and a testing practice, **not a certification**.

What has been done (from the app’s Accessibility page and test reports, last checked 2026-10-24):

- Every screen works with a keyboard with a visible focus outline; a **“Skip to content”** link is first on each page.
- Headings, landmarks and labels for screen readers; form errors are announced.
- Strong color contrast; buttons and links at least 48 × 48 pixels; 18-pixel base text.
- Works with text enlarged to 200% and on screens 320 pixels wide; reduces motion when the device asks.
- Each page declares its language (English or Spanish). No time limits, flashing content or CAPTCHAs.
- Automated testing in English and Spanish: axe-core reported 0 findings on all tested public, signed-in and admin screens; Lighthouse accessibility scored 100 on all 24 pages tested.

Known limits (stated on the app’s page): automated tools cannot find every problem; the app has not yet been tested by an outside accessibility expert or with every screen reader; linked outside websites and Google Translate copies may be less accessible; the Android wrapper has not been separately tested with TalkBack. People can ask for help or information in another format at info@c4iveteranservices.org.

Data quality, “Not verified” labels and monthly refresh

Information was collected from official sources (state directories, agency websites, the NC Office of State Fire Marshal, NC DPI, NCDOT, NC VOA, OpenStreetMap and others) and each page says when it was checked. Labels the public may see:

Label	Meaning
Not verified	An item that could not be confirmed. Examples: a cultural food place “Found on a public map or listing, but not confirmed by the place itself. Call first.” ; an older fire department listing not in the October 2026 State Fire Marshal directory; a county link that “did not load when checked” ; a county where it is “Not yet confirmed who handles fire reports” .
Added by a verified responder, approved {date}	A record suggested by an approved responder and checked by an administrator against its source link.
“Numbers checked {date}.” / “Checked {date}.”	When the numbers or links on that page were last checked.

Monthly refresh. The project’s maintenance plan is to re-check all information once a month — county offices, fire departments, school districts, resource phones and links, insurance claim lines, hotels, cultural food places, home care sources, the translation page, accessibility, and alerts — and then rebuild and publish the site. This is a manual process run by the maintainers (described in the separate Admin Guide); the app does not update these lists automatically.



Reporting problems

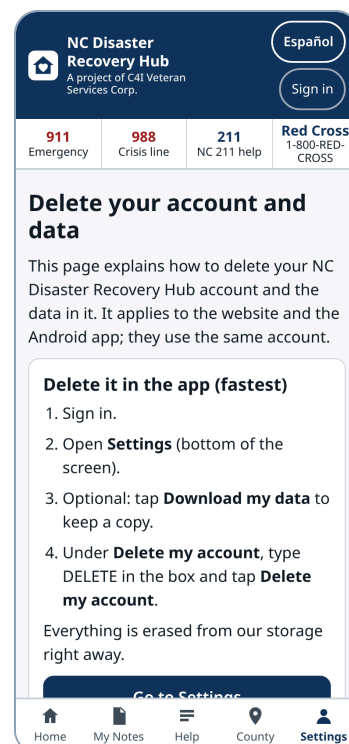
- Every resource, county office, fire department, school and community entry has **“Report a broken link or number”**. It opens the person’s email app with a message to info@c4iveteranservices.org that names the item.
- Anything else: **“Problems with the app? Email”** info@c4iveteranservices.org (footer, Settings, About page). Accessibility problems: the same address.

Account deletion

In the app (fastest): sign in → **“Settings”** → optionally **“Download my data”** → under **“Delete my account”**, type DELETE and tap **“Delete my account”**. Everything is erased from storage right away.

By email (if the person cannot sign in): email info@c4iveteranservices.org from the account’s address with the subject “Delete my account”. The app promises a reply to confirm, deletion, and a confirmation within 30 days at most. After checking the request, an administrator deletes the account in the app.

What is deleted: the account (name, email, password, account type, organization), notes, case numbers and referrals; for responders, share cards and records not yet approved. **What is kept:** resource records an administrator already published (they do not show who sent them); the administrators’ action log (no client information); anti-abuse counters (scrambled, deleted within hours). Alerts are separate from accounts and are turned off on each device in **“Settings”** → **“Alerts”**.



Public deletion page /delete-account (live site).

Open source and license

OPEN SOURCE

NC Disaster Recovery Hub is open source software released under the MIT License.

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Source code: <https://github.com/ifaungc-create/nc-disaster-recovery-hub>

- The MIT License lets anyone use, copy, modify, merge, publish, distribute, sublicense and sell copies of the software, provided the copyright notice and permission notice are kept. The software is provided “as is”, without warranty. Full text: Appendix A.



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- The project asks reusers to keep the credit visible: “Based on the NC Disaster Recovery Hub by Donnell Nichols and C4I Veteran Services Corp.”
 - The names “NC Disaster Recovery Hub” and “C4I Veteran Services Corp.” and the C4I logo are **not** licensed for use in other apps.
 - Data credits: hotel, motel and some store listings © OpenStreetMap contributors, Open Database License (ODbL) 1.0; fire department listings based on the NC Office of State Fire Marshal directory. See Appendix B.



PART 2 · QUICK GUIDE

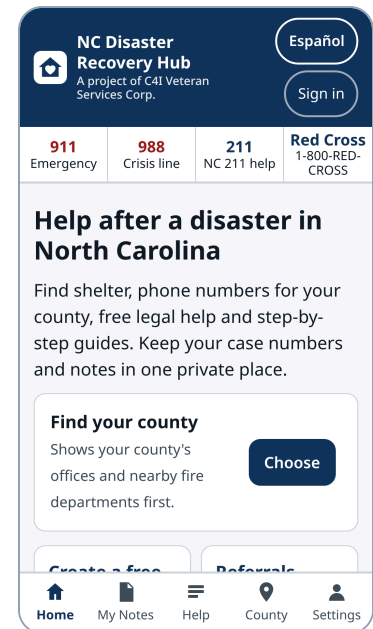
Quick Guide for the Public

For people affected by a fire, flood or hurricane in North Carolina. Free. No ads. No tracking.

In an emergency, call 911. This app is not an emergency service and not a government service. The buttons at the top of every screen call 911, 988 (crisis line), 211 (NC 211 help) and the Red Cross.

Step by step

- 1 **Open the app.** On any phone or computer, go to **disaster-resources.app**.
Tip: add it to your Home Screen so it opens like an app. (Android users may also have the Google Play app.)
- 2 **Pick your language.** The first time, tap **“English”** or **“Español”**. To change it later, tap the button at the top of the screen, or **“Settings”** (*Configuración*) → **“Language”**.
- 3 **Find help.** On **“Home”** (*Inicio*):
 - **“Find your county”** → **“Choose”**: your county’s emergency management, social services (DSS), health department, Register of Deeds, fire departments and schools. Tap **“Make this my county”** to see it first next time.
 - **“Housing & shelter”** or **“Hotels nearby”**: shelter tonight and places to stay. Call ahead.
 - **“Insurance”**: claim phone numbers for 60 insurance companies and programs, and the NC Department of Insurance help line.
 - **“Free legal help”**, **“Replace documents”**, **“Cultural food: pantries & stores”**, **“Home care after a fire or flood”**, **“Get a phone number”**, and **“All resources”**.
- 4 **Save your case numbers (optional free account).** Tap **“Create a free account”** → **“Person affected by a disaster”** → enter a first name, email and a password (8 or more characters) → tick the privacy box → **“Create account”**. Then **“My Notes”** (*Mis notas*) → **“Case numbers”** → **“+ Add a case number”**: choose the agency (FEMA, Red Cross, insurance claim, SBA...), type the number and who to call → **“Save”**. Use **“Referrals”** to track who you were sent to, and **“Notes”** for anything else. Only you can see them. **Got a QR code or code from a responder?** Scan it, or tap **“Got a code from a responder? Enter it”** → **“Look up code”**. Nothing is saved unless you tick the box and tap **“Save to my notes”**.



Home screen.



- 5 **Turn on alerts (optional).** Tap the **“Alerts”** tile (or **“Settings”** → **“Choose alerts”**). Statewide news for North Carolina is always included. To also get news for a county, pick it and tap **“Add county”** (up to 10). Tap **“Turn on alerts”** (*Activar las alertas*) and allow notifications when your phone asks.
 - **Statewide alerts reach everyone** who turned alerts on. County alerts reach only people who added that county.
 - **iPhone/iPad:** first add the app to your Home Screen (Safari → Share → **“Add to Home Screen”**), open it from there, then turn on alerts. Needs iOS 16.4 or later.
 - Alerts come in the language the app is in when you save your choices. To change: switch the language, open Alerts and tap **“Save my alert choices”**. To stop: **“Turn off alerts”**.
 - These are recovery news, not warnings. Keep Wireless Emergency Alerts on your phone turned on.
- 6 **Read the app in another language.** Tap **“Translation apps & interpreters”** → **“Read this app in another language”** → choose a language in **“Translate into”** and a **“Page”** → **“Open in Google Translate”**. Do not sign in or type personal information in the translated copy. For deadlines, money, case numbers, medical or legal matters, ask for a free interpreter — the same page explains how.
- 7 **Got a code from a responder?** Tap **“Got a code from a responder? Enter it”**, type the code, read the card, tick the box and save it to your notes. The responder never sees your notes.
- 8 **Delete your account.** **“Settings”** → (optional) **“Download my data (JSON)”** → under **“Delete my account”** type **DELETE** → tap **“Delete my account”** (*Eliminar mi cuenta*). Everything is erased right away. Can’t sign in? Email info@c4iveteranservices.org with the subject “Delete my account”. Forgot your password? Ask the administrator for a one-time code, then tap **“Forgot your password? Reset it with a code”** on the sign-in screen. Alerts are separate: turn them off on each device.

Your privacy

No ads, analytics, trackers or tracking cookies. Your notes are encrypted and private. Your location is used only when you tap **“Use my location”**, and it is matched to your county on your phone.

Please note

The agencies and organizations listed are not affiliated with this app or with C4I Veteran Services Corp. This is a research and referral tool; information changes, so confirm before you go. Items marked **Not verified** could not be confirmed — call first.

Problems? Tap **“Report a broken link or number”** under any listing, or email info@c4iveteranservices.org.

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PART 3 · QUICK GUIDE

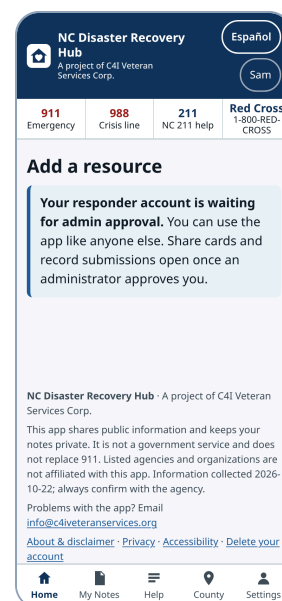
Quick Guide for Responders

For caseworkers, volunteers and staff of any agency or organization.

1. Register and get approved

- 1 Go to **disaster-resources.app** → “Sign in” → “Create a free account”.
- 2 Under “How are you using this app?” choose “Disaster responder” (*Trabajador de ayuda en desastres*).
- 3 Enter your “Organization (optional)”, “Your name”, a work “Email” and a password (8 or more characters). Clients will see the name you enter on your share cards.
- 4 Tick the privacy/disclaimer box → “Create account”. You will see: “Your account is ready. Your responder request was sent; an administrator will review it.”
- 5 **Wait for admin approval.** Until then you can use the app like anyone else, but share cards and record submissions are blocked, and you see “Your responder account is waiting for admin approval.” When approved, open Home again; two new buttons appear. If your request is denied or access is removed, the reason (if given) is shown — contact the administrator if you think it is a mistake.

Approval is a manual check by an administrator. It is not a background check.



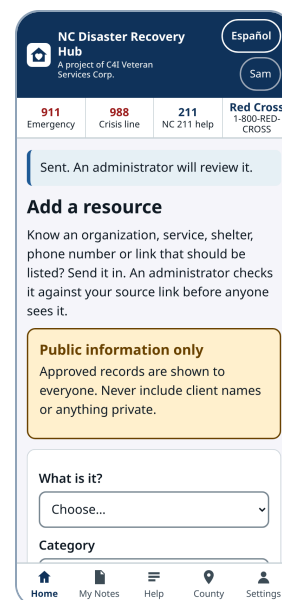
Waiting for approval (sample data, test run).

2. Suggest a resource (goes to the admin approval queue)

- 1 Home → “Add a resource to the lists” (*Agregar un recurso a las listas*).
- 2 Fill in **What is it?** (Organization, Service, Shelter, Phone number or Link), **Category** (Housing & shelter, Relocating, Free legal help, Jobs & income, Replacing documents, Relief organizations, Fire reports, Insurance, Board-up & cleanup, Other), **County** (or Statewide), **Name or title**, and at least one of **Description**, **Phone number** or **Link** (https://).
- 3 **Source link** is required: an https:// page where an administrator can check the information.
- 4 Tap **Send for review**. Track it under **What I sent**: Waiting for review, Approved, or Not approved (with the administrator’s reason).

Nothing is public until an administrator approves it (the administrator may correct it first). Approved records appear in the matching resource section, on the county page (for county records), and under “Added by verified responders”, labeled

Added by a verified responder, approved {date}. Up to 50 records can wait for review at once. **Public information only — never client names or anything private.**



Add a resource (sample data, test run).



3. Give a client your contact details (share cards)

Home → **“Create a share card for a client”** → fill in **“Card title”** (e.g. “Your Red Cross caseworker”), **“Organization”**, **“Your name”**, **“Phone”**, **“Email”** and **“Website”** (optional), and **“Next steps or details”** → **“Create share card”**.

The client scans the QR code with their camera or types the 8-character code in the app, then chooses whether to save it to their private notes. Codes expire after 30 days; **“Turn off this code”** stops new saves. You see only how many times it was saved — never who saved it. **“Do not include client information”** on a card. Full steps for you and the client, with screenshots: **Addendum — How share cards work** (after this quick guide).

4. What responders can and cannot do

Can	Cannot
Use every public page, and keep their own private notes, case numbers and referrals.	See any client’s notes, account, case numbers or referrals — no part of the app shows them.
After approval: create, list and turn off share cards.	See who saved a share card (only a count).
After approval: suggest resources with a source link and track their status.	Publish anything directly, or edit a record after it is published (ask an administrator).
Turn on alerts on their own devices, like anyone.	Send alerts (administrators only), or approve other responders.

5. Receiving alerts

Tap the **“Alerts”** tile, add up to 10 counties you serve (statewide news is always included), then **“Turn on alerts”**. Alerts are per device and not linked to your account — turn them on separately on each phone or computer. On iPhone/iPad, add the app to the Home Screen first. Alerts carry recovery news (for example, a Disaster Recovery Center opening); they are not an emergency warning system.

6. Good practice and help

- Never share your password. Do not tick **“Keep me signed in on this device”** on a shared computer; use **“Sign out”** in Settings.
- Tell clients the app is free, private and not a government service, and that listed agencies are not affiliated with it.
- Found a wrong number? Use **“Report a broken link or number”**, or suggest a correction with a source link.
- Leaving your role? **“Settings”** → **“Delete my account”** also deletes your share cards and unapproved submissions.
- Questions or problems: **info@c4iveteranservices.org**.

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ADDENDUM · NEW IN VERSION 1.2

How share cards work

Step by step for responders and for the people they help, with what is and is not saved. Screenshots show sample data from a test run, not real people or services.

A **share card** lets a responder give a client their contact details and next steps, so the client's phone shows who their responder is and what to do next. The client scans a **QR code** or types an **8-character code** (e.g. K5T7-YY47) and chooses whether to save a copy to their private notes.

Privacy in short

- **Nothing is saved unless the client chooses:** they see the card first, then tick a consent box and tap **“Save to my notes”**.
- **The responder never sees who saved the card**, or the client's notes or account — only how many times it was saved by code.
- **Codes expire after 30 days**, and the responder can **“Turn off this code”** at any time.
- **Cards hold the responder's details only.** The form warns: **“Do not include client information”**.

Responder side: make and give a card

- 1 **Be an approved responder.** Share cards open only after an administrator approves your responder account (see the Quick Guide for Responders, step 1). Until then the app shows **“Your responder account is waiting for admin approval.”**
- 2 On Home, tap **“Create a share card for a client”** (*Crear una tarjeta para compartir con un cliente*).
- 3 Fill in the card. **“Organization”** and **“Your name”** come from your account (one of them is required). Add a **“Card title”** (e.g. “Your Red Cross caseworker”), **“Phone”**, **“Email”** (optional), **“Website”** (optional, must start with https://) and **“Next steps or details”** (up to 1,500 characters). Only your own and your organization's details — no client names, case details or addresses.
- 4 Tap **“Create share card”**. The **“Share card”** screen shows the QR code, the short code, **“Expires {date}. Saved {n} time(s) by code.”**, and a preview of exactly what the client will see.
- 5 **Give it to the client:** they scan the QR code with their phone camera, or open the app and type the code. One card can be given to many clients. **“All my share cards”** lists your cards (up to 300) with their status: *active until {date}, turned off or expired*.

NC Disaster Recovery Hub
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911 Emergency
988 Crisis line
211 NC 211 help
Red Cross 1-800-RED-CROSS

Share card
Ask the person to scan the QR code with their phone camera, or to open this app and enter the code. They choose whether to save it.

K5T7-YY47
Expires Nov 24, 2026. Saved 1 time(s) by code.

Your Example Relief Team caseworker

Organization Example Relief Team
Contact Jordan (sample)
Phone 919-555-0123
Email jordan@example.org
Website https://example.org

Sample card. Call me after your inspection. Office hours Mon-Fri 9-4.

Turn off this code
Turning it off stops new saves by code. People who already saved it keep their copy, and a QR code that was already scanned keeps working until it expires.

All my share cards

The responder's share card: QR code, short code, expiry and save count, card preview, and **Turn off this code** (sample data).



Client side: look up and save a card

- 1 Open the card.** Either scan the QR code with the phone camera (it opens the app at the card), or open the app and tap **“Got a code from a responder? Enter it”** (*¿Recibió un código de un trabajador de ayuda? Ingréselo*) on Home — or, in **“My Notes”** → **“Notes”**, **“Save a responder’s share code”**.
- 2 Type the code** in **“Code (8 letters and numbers)”** and tap **“Look up code”**. Capital or small letters both work, and the dash is optional. Codes never use the easily confused characters I, L, O, 0 or 1.
- 3 Check the card.** The **“Save this information?”** screen (*¿Guardar esta información?*) says **“A responder shared this contact information with you. Nothing is saved unless you choose to.”** and shows the responder’s details.
- 4 Sign in if asked.** Saving needs a free account. If the client is not signed in, the screen offers **“Create a free account”** and **“Sign in”**, and comes back to the same card afterwards.
- 5 Choose.** To keep it, tick **“Yes, save a copy to my private notes. I understand the responder will not see my notes or account.”** and tap **“Save to my notes”**. Without the tick the app asks the person to confirm and saves nothing. **“No thanks”** goes back to Home.
- 6 Find it later** in **“My Notes”** → **“Notes”**, marked *from a responder share card*, with the line **“(Saved from share code …)”** or **“(Saved from a QR code)”**. The client can edit or delete it like any other note, and it stays even after the code expires.

1. Typing the code (sample data).

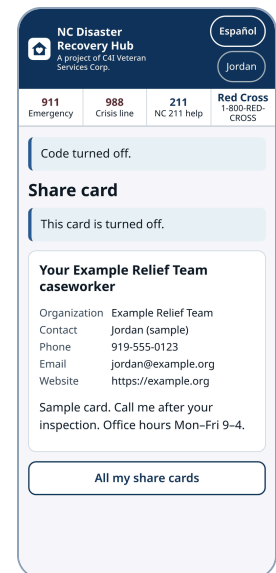
2. **Save this information?** — the client decides (sample data).

3. The saved note in **My Notes** (sample data).



Expiry and turning off a code

- **Expiry.** Every code expires **30 days** after it is made (“**The code expires in 30 days. You can turn it off any time.**”). The date is shown on the card. An expired QR code shows “**This QR code has expired. Ask the responder for a new one.**”
- **Turning off.** On the card, tap “**Turn off this code**” (*Desactivar este código*). The card then shows “**This card is turned off.**” and a typed code gets “**That code was not found, has expired, or was turned off by the responder. Check the code and try again.**”
- **What turning off does not do**, in the app’s own words: “**Turning it off stops new saves by code. People who already saved it keep their copy, and a QR code that was already scanned keeps working until it expires.**” The QR code carries the card itself, so it works until its expiry date even without a connection to the server.
- **Need to change a card?** Cards cannot be edited. Turn off the old code and create a new card.
- **Other ways a code stops:** if an administrator turns down or removes a responder’s access, all of that responder’s codes are turned off; deleting a responder account deletes its share cards. Expired cards are removed from the server about a week after they expire.



After **Turn off this code** (sample data).

Who can see what

Information	Responder	Client
The card’s contents	Yes — it is their own card.	Yes, when they scan or type the code. A copy is kept only if they choose to save it.
Who saved the card	Never. Only a count of saves by code (saves from a QR code are not counted).	—
The client’s notes, case numbers, referrals or account	Never. No part of the app shows them to responders or administrators.	Yes — private to them; stored encrypted on the server.

- Looking up a code returns only the responder’s card, never who else saved it. Code lookups are limited (30 per 15 minutes per network) to stop guessing.
- The QR code holds the card in the part of the web address after “#”, which the browser does not send to the server when the page opens. The card is sent to the server only if the client chooses to save it to their notes.

Tips for responders

- Use a clear title (“Your caseworker”, “Your housing contact”) and put the next step in “**Next steps or details**”, e.g. office hours or what to bring.
- Tell the client that saving is optional, that you will not see their notes, and that the app is free. When your phone number or role changes, turn off old codes and make new cards.



PART 4

Appendices

License, credits, glossary and contact.

Appendix A — MIT License (full text)

NC Disaster Recovery Hub is open source software. The full license, exactly as in the `LICENSE` file of the repository at <https://github.com/ifaungc-create/nc-disaster-recovery-hub>:

MIT License

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Appendix B — Credits and notices

From the repository's `NOTICE.md`:

NC Disaster Recovery Hub was created by **Donnell Nichols** and is a project of **C4I Veteran Services Corp.** (<https://disaster-resources.app>, info@c4iveteranservices.org).

If you reuse or adapt this code, the MIT license requires you to keep the copyright notice in `LICENSE`. We also ask that you keep this credit visible in your README and in your app's About page: "Based on the NC Disaster Recovery Hub by Donnell Nichols and C4I Veteran Services Corp."

The names "NC Disaster Recovery Hub" and "C4I Veteran Services Corp." and the C4I logo are not licensed for use in your own app; please use your own name and branding.



Data

- Hotel, motel and some store listings: © OpenStreetMap contributors, available under the Open Database License (ODbL) 1.0, <https://www.openstreetmap.org/copyright>. Reuse of that data must credit OpenStreetMap and keep it under the ODbL.
- Fire department listings are based on the NC Office of State Fire Marshal directory.
- Other phone numbers and links come from the public websites of the organizations and agencies listed. None of them are affiliated with this app or with C4I Veteran Services Corp.

Other sources used by the app

As documented in the repository: NC DPS / NCEM county emergency management directory; NCDHHS local DSS and local health department directories; NC Association of Registers of Deeds; NC.gov county websites list; NC VOAD long-term recovery groups; NC DPI School Report Card data 2024–25; U.S. Census TIGERweb county boundaries and 2024 Gazetteer; NCDOT and company websites for insurance claim lines; FEMA, SSA, NCDMV, NC Vital Records, Legal Aid NC and other official agency pages; Ready.gov, CDC, EPA, USDA FSIS, Red Cross and university extension pages for home care. Listing a source does not mean that source endorses or is affiliated with the app.

Appendix C — Glossary

Admin area

The administrators' screens: Responders, Submissions, Published, Alerts, Accounts, Log.

Alert (push notification)

An opt-in message to a device about recovery news; not an emergency warning.

Audit log (Log)

Record of admin actions: who, what, when, optional reason. No client data.

CORS

A web security header; here it lets Google's translation copy load the app's files.

DRC

Disaster Recovery Center, an in-person FEMA/state help site.

DSS

County Department of Social Services.

EM / NCEM

Emergency Management / North Carolina Emergency Management.

FEMA TSA

FEMA Transitional Sheltering Assistance (short hotel stays for eligible survivors, when turned on for a disaster).

i18n

"Internationalization": the English/Spanish text files of the app.

LEA

Local Education Agency (public school district).

NC 211

North Carolina's free help line for shelter, food and local services.

NCDOT / OSFM

NC Department of Insurance / its Office of State Fire Marshal.

Netlify / Netlify Blobs

The web host and its storage service used by the app.

Not verified

Label for an item that could not be confirmed. Call first.

ODbL / OpenStreetMap

Open Database License / the open map project that supplies hotel and some store data.

PWA

Progressive Web App: a website that can be installed and work offline.



Responder

Caseworker, volunteer or agency staff account; needs admin approval for share cards and submissions.

Share card

A responder's contact card given to a client by QR code or 8-character code; expires in 30 days.

Submission

A resource suggested by an approved responder, waiting for admin review.

Topic

What a device subscribed to: statewide news (always included) and up to 10 counties.

TWA

Trusted Web Activity: the Android app that shows the website full-screen.

WCAG 2.1 AA

Web Content Accessibility Guidelines, the app's accessibility goal.

Appendix D — Public pages and contact

Public pages (no sign-in) at <https://disaster-resources.app>: `/hotels`, `/fire-departments`, `/counties`, `/county/<name>` (e.g. `/county/new-hanover`), `/school-districts`, `/resources`, `/housing`, `/relocating`, `/legal`, `/jobs`, `/documents`, `/relief`, `/fire-report`, `/insurance`, `/board-up-cleanup`, `/phone`, `/cultural-food`, `/home-care-after-disaster`, `/translation`, `/alerts`, `/about`, `/privacy`, `/accessibility`, `/delete-account`.

Program	NC Disaster Recovery Hub — a project of C4I Veteran Services Corp.
Email (problems, reports, accessibility, account deletion)	info@c4iveteranservices.org
Website	https://disaster-resources.app
Source code (MIT License)	https://github.com/ifaungc-create/nc-disaster-recovery-hub
Emergency	Call 911. The app is not an emergency service.



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Manual Version 1.2 (October 2026)