

Support Annex 6. Volunteer and Donation Management

1. Authority

Refer to the Basic Plan for general authority.

2. Purpose

The purpose of this annex is to outline the concept of operation, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and local government to manage donations of goods and services that may occur before and after a disaster impact.

3. Situation and Assumptions

3.1 Situation

3.1.1 As noted in the Basic Plan, the jurisdiction is at risk from a number of hazards that could threaten public health and safety as well as private and public property. Should a major disaster or a lesser emergency where there is high level of media interest occur, many individuals may want to donate money, goods, and/or services to assist the victims or participate in the recovery process. The amount of donations offered could be sizable, and we could face extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, and distributing the donations to the disaster victims and supervising volunteer workers desiring to assist in the effort.

3.2 Coos County does not wish to operate a system to collect, process, and distribute donations to disaster victims. Such a system is best overseen by the community-based organizations and other voluntary agencies who have successfully handled donations in the past.

3.3 The County Commissioners may accept a donation (in the form of a gift, grant, or loan) on behalf of Coos County for purposes of emergency services or disaster recovery. In turn, Coos County may use all the services, equipment, supplies, materials, and funds to the full extent authorized by the agreement under which they are received.

3.2 Assumptions

3.2.1 Should a major emergency or disaster occur, donations may be given/delivered to Coos County whether or not they are requested. In large quantities, such donations may overwhelm the capability of the local community to handle and distribute them. It is therefore important to have list of needed items ready with the first press release regarding the disaster, to try to avoid processing and storing of unneeded goods.

3.2.2 In a catastrophic disaster affecting the jurisdiction, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable flow of donations.

3.2.3 Donated goods may be offered to local volunteer groups or simply delivered to local government. The Coos County Board of Commissioners may accept donations (in the form of a gift, grant, or loan) on behalf of Coos County for the purposes of emergency services or disaster recovery. In turn, Coos County may use all the services, equipment, supplies, materials, and funds to the full extent authorized by the agreement under which they are received.

3.2.4 Many individuals donate goods that are not needed by disaster victims or offer services that are not needed in the recovery process. Receiving and sorting unneeded goods or hosting volunteers who do not have needed skills wastes valuable resources; disposing of large quantities of unneeded goods can be a lengthy and very costly process.

3.2.5 In some cases, the amount of donations received by a community may relate more to the media attention the emergency situation receives than the magnitude of the disaster or the number of victims.

3.2.6 The problem of unneeded donations can be reduced, but not eliminated, by developing and maintaining a current list of disaster needs, screening donations offers, and providing information to potential donors through the media on current needs and those items and services that are not required.

3.2.7 Most personal donations are given little expectation of return other than the personal satisfaction of giving and perhaps some acknowledgments of thanks. However, some donations may be unusable, have “strings attached”, or not really be donations at all.

3.2.7.1 Be given with an expectation of some sort of repayment, publicity, or a tax write-off.

3.2.7.2 Be items that are out-of-date (such as expired foodstuffs or pharmaceuticals) unusable (broke furniture; dirty or torn clothing) or unsuitable (food that requires refrigeration, winter coats in August).

3.2.7.3 Be volunteer services that do not meet the announced or advertised expectations or capabilities; skilled trades that are not properly licensed or certified.

3.2.7.4 Be provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.

3.2.7.5 Be offered at a “discount” to disaster victims, with any real savings being minimal or nonexistent.

3.2.7.6 Be offered in limited quantity as a deception to simply show an “association” with government or disaster relief as a basis for future advertising or publicity.

3.2.8 Donated goods may arrive in the local area without warning, day or night. Delivery drivers will want to know where they should deliver their load and who will unload it. They typically want their cargo off-loaded quickly so they can minimize downtime.

3.2.9 Donations will frequently arrive unsorted and with minimal packaging and markings. Donations may be packed in boxes, barrels, or garbage bags; some items may be in bins or on pallets. When such goods are received, they must typically be sorted, repackaged and labeled, temporarily stored, and then transported to distribution points to be picked up by disaster victims.

3.2.10 Donors may want to:

3.2.10.1 Know what is needed in the local area – cash, goods, and/or services.

3.2.10.2 Know how they should transport their donation to the local area, or if there is someone who can transport it for them.

3.2.10.3 Start a “drive for donations” to help disaster victims, but have no knowledge of what to do and how to do it.

3.2.10.4 Earmark their donation for a specific local group or organization, such as a church, fraternal society, or social service agency, or want to know to whom, specifically, received their donation.

3.2.10.5 Have their donation received by a local official and/or receive a letter of appreciation or public recognition.

3.2.10.6 Want to be fed and provided with lodging if they are providing volunteer services.

3.2.11 Disaster victims may:

- Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate distribution points.
- Believe that the donations have not been or are not being distributed fairly if they do not have information on the process of distributing donations.
- May have unmet needs which can be satisfied by additional donations.

4. Concept of Operations

4.1 Objectives

The objectives of our donations management program are to:

4.1.1 Determine the need of disaster victims and inform potential donors of those needs through the media and a variety of other means.

4.1.2 Receive, process, and distribute goods and cash donations to victims that can be used to recover from a disaster.

4.1.3 Accept offers of volunteers and donated services that will contribute to the recovery process.

4.1.4 Discourage the donations of goods and services that are not needed, so that such donations do not in them selves become a major problem.

4.2 Operational Concepts

4.2.1 Coos County does not wish to operate a system to collect, process, and distribute donations to disaster victims. Under the direction of the community-based volunteer organizations and other volunteer organizations that have successfully handled donations in the past.

However, experience has shown that volunteer groups can be overwhelmed by the scale of donations and need certain government assistance (such as traffic control, security, and help in identifying facilities to receive, sort, and distribute donated goods); additionally, large numbers of donations may be sent to the local government itself. Hence, local government desires to coordinate donation management efforts with volunteer organizations and agencies.

4.2.2 Recognized local and national charities (e.g., community-based organizations and the voluntary (disaster relief) agencies have been accepting, handling, and distributing donations for many years. These agencies are skilled in the donations management process and they should be the first recourse for collecting and managing donations after a major emergency or catastrophic disaster. Donors outside the local area should be encouraged to work through recognized community, state, or national social service organizations or voluntary human resource providers in the community in which they live. These organizations are capable of receiving donations in areas across the state or nation and then earmarking assistance for a particular disaster.

4.2.3 Donations of cash to agencies for disaster relief which allow those organizations to purchase the specific items needed by disaster victims or provide vouchers to disaster victims so that they can replace clothing and essential personal property with items of their own choosing. Cash donations also reduce the tasks of transporting, sorting, and distributing donated goods. Therefore, cash is generally the preferred donation for disaster relief.

4.3 Donations Management Program

The donations management program for Coos County is composed of several organizations elements and several operating units that are activated as needed at a level suitable for the anticipated workload. The organizational elements include the Donations Coordinator, Donations Steering Group, and the Unmet Needs Committee. The operating units include: a Donations Operations Office, a Staging Area, a Phone Bank, one or more Distribution Points, and a Volunteer Center.

4.3.1 Organizational Elements

4.3.1.1 Donations Coordinator

Donations Coordinator shall coordinate the donation management efforts of volunteer groups and local government. The Donations Coordinator should be appointed in writing by the Coos County Board of Commissioners when this annex is initially published and a replacement should be appointed in writing whenever there is a vacancy in this position. See [Appendix A](#) for a sample of the Donations Coordinator appointment letter.

4.3.1.2 Key Donations Management Personnel

Key Donations Management Personnel should, to the extent feasible, be identified in advance so that they can receive training and assist in the development of operating procedures. In addition to the Donations Coordinator, key personnel include the individuals who will supervise operation of the Resources Staging Area, Phone Bank, Volunteer Center, and Distribution Point(s), as well as the Donations Financial Manager. See [Appendix A Section 3](#) for the list of key donations management personnel.

4.3.1.3 Donations Steering Group

Donations Steering Group provides policy guidance and general direction for the donations program. Composed of representatives of local volunteer groups and appropriate government officials, it meets periodically to plan for donation management operations. Group members should be selected prior to a disaster, but it may be desirable to update and expand membership once a disaster occurs. Oftentimes the core of the Group is an existing association of local volunteer agencies such as the Coos County Citizen Corps Council (5 C's). The Donations Coordinator is responsible for organizing the Donations Steering Group and normally chairs the Group. See [Appendix A, Section 2](#) for the DSG membership roster. When a disaster has occurred, the DSG should meet regularly to address policy issues and coordinate the solution to major challenges.

4.3.1.4 Un-met Needs Committee

Un-met Needs Committee is to assist disaster victims who need assistance that local government has been unable to provide. The Donations Coordinator is expected to assist in forming the Committee as soon as practical after a disaster occurs. The Committee may continue to operate for an extended period. The Un-

met Needs Committee should consist of representatives from organizations that have provided or can provide money, manpower, or materials to assist in disaster relief. Members would typically include:

- Representatives of local volunteer organizations.
- Representatives of the local ministerial alliance.
- Representatives of corporations that have donated money, staff, or goods for disaster relief.
- Other interested parties that have donated to disaster relief.

Although the Donation Coordinator should assist in forming the Un-met Needs Committee, its chair should be elected by the members and preferably be a highly regarded and well-known local citizen who does not have other major commitments. As this committee will decide which individuals receive supplemental aid, it is generally inappropriate for government officials to serve as members of this committee. If they do, they should play a non-voting advisory or support role only. See [Appendix A, Section 4](#), for Un-met Needs Committee Membership.

4.3.2 Operating Units

All of the operating units listed below are established after a disaster has occurred. To facilitate rapid activation of the units, suitable local facilities for each unit should be identified in pre-emergency preparedness planning; see [Appendix 3](#). Some of the operating units listed below may be collocated if suitable facilities are available; for example, the Volunteer Center may be collocated with the Staging Area, if a facility that provides sufficient warehouse and office space is available. In coordinating use of facilities, it is important that those providing facilities understand that some of these facilities may need to continue operations for an extended period – possibly several months. All of these facilities will be largely staffed by volunteers.

4.3.2.1 The Donations Operations Officer

- The Donations Operations Officer coordinates operations of the donations management program in the aftermath of a disaster; it further:
 - Maintains a Current Needs List that identifies donations that are needed and donations that are not needed. (See [Appendix 1](#) for a sample of a Current Donations Needs List.)
 - Maintains a record of the following, as appropriate:
 - Phone responses and referrals.
 - Cash donations received and distributed.
 - Donated goods received and distributed.
 - Volunteer workers utilized and tasks accomplished.
 - Handles correspondence related to the donations management program.

- Ensures an appropriate accounting and disbursing system is established for any cash donations received (see Appendix 3, Tab J).
- Works closely with the Public Information Officer to ensure donation needs, information on the availability of donated goods, and pertinent information on the operation of the donations management program is provided to the media for dissemination to the public.
- See Appendix 4, Tab E, for information on the operation of the Donations Operations Officer and the facilities, equipment, and staffing required.

4.3.2.2 Phone Bank

- A Phone Bank will be established to receive and respond to offers of donations and disseminate other disaster-related information. Depending on the goods or services offered and the current local situation, the Phone Bank may refer some donors to other agencies that may be better equipped to handle their donations. The Phone Bank may also be used to provide disaster-related information to callers.
- Donation offers received by phone for goods and services on the Current Needs List will normally be recorded on a Record of Donation Offer, which will be provided to the Donations Operations Officer for follow-up action. See Appendix 2 for an example of the Donation Offer Record.
- The Phone Bank should work closely with Coos County Emergency Operating Center to advise on items needed and not needed; to obtain official, updated disaster relief information for rumor control and victim assistance referrals; to provide data for government situation reports; etc.
- See Appendix 4, Tab G for information on the operation of the Phone Bank and the facilities, equipment, and staffing required.

4.3.2.3 Resources Staging Area

- An Resources Staging Area may be established to receive, sort, organize, repackaging if necessary, and temporarily store donated and other goods and then transport them to Distribution Points where victims can pick them up.
- It is normally located outside of the disaster area and is operated by volunteer workers. Because of their expertise in warehouse management, the Adventist Community Services has an agreement with the state to operate regional Resources Staging Areas, and they also can be asked to operate a local community's Resources Staging Area.
- A regional Resources Staging Area may be established to serve a group of affected communities. If a regional Resources Staging Area is established,

volunteers from those communities that receive goods from the facility will normally participate in its operation.

- See [Appendix 4, Tab F](#) for information on the operations of the Resources Staging Area and the facilities, equipment, and staffing required.

4.3.2.4 Distribution Points

- Distribution Points are sites from which ready-to-use goods (received directly from donor agencies or from a Resources Staging Area) or cash vouchers will be distributed to disaster victims.
- They are typically operated by local community-based (volunteer) organizations or nationally recognized volunteer agencies such as the Salvation Army and the American Red Cross.
- Distribution points are generally located in proximity to areas where disaster victims are living. They may be housed in facilities owned by volunteer groups or local government or in donated space.
- See [Appendix 4, Tab H](#) for information on the operation of Distribution Points and the facilities, equipment, and staffing required.

4.3.2.5 Volunteer Center

- The Volunteer Center is a facility where spontaneous, emergent, unaffiliated volunteers are assembled, registered, assigned recovery tasks, and provided logistical and other support. Volunteers may be assigned to operate various donation management facilities, to provide direct assistance to victims (such as clean-up and home repair), or to assist government departments in recovery operations.
- The Volunteer Center should be located in reasonable proximity to the disaster area, but not in that area.
- See [Appendix 4, Tab I](#) for information on the operation of the Volunteer Center and the facilities, equipment, and staffing required.

4.4 Activities by Phases of Emergency Management

Donations Management, as a function, primarily occurs during the recovery phase of an emergency. However, some donations management activities should occur during the preparedness and response phases of emergency management.

4.4.1 Preparedness

4.4.1.1 Appoint a Donations Coordinator and establish the Donations Steering Group to oversee pre-disaster donations management planning and assign responsibilities for various donations management activities.

4.4.1.2 Prepare and update this annex to outline local donations management plans.

4.4.1.3 Identify possible sites for the Donations Operations Officer, Phone Bank, Staging Area, Distribution Points, and a Volunteer Center.

4.4.1.4 Develop tentative operating procedures for the Phone Bank, Staging Area, Distribution Points, and Volunteer Center and determine how those facilities will communicate with each other.

4.4.1.5 Identify and coordinate with those volunteer organizations that could provide assistance in operating the jurisdiction's donations management program.

4.4.1.6 Brief elected officials, department heads, and local volunteer groups on a periodic basis about the local donations management program.

4.4.1.7 Brief the local media so they understand how the donation needs, discourage donations of unneeded items, disseminate information on the availability of donated goods, and provide other information as applicable.

4.4.1.8 Brief citizen groups on how they can contribute to disaster relief with their donations and how a donations management program typically operates.

4.4.1.9 Include consideration of donation management in local emergency management exercises to test donations management plans and procedures.

4.4.1.10 Ensure contingency procedures are established for rapidly activating a bank account to receive and disburse monetary donations.

4.4.2 Response

4.4.2.1 Review the donations management program with senior government officials.

4.4.2.2 Activate the Donations Steering Group.

4.4.2.3 Identify and prepare specific sites for donations management facilities and begin assembling needed equipment and supplies.

4.4.2.4 Identify and activate staff for donations management facilities.

4.4.2.5 Provide the media through the PIO with information regarding donation needs and procedures and regularly update that information.

4.4.3 Recovery

4.4.3.1 The Donations Steering Group should determine which donations management facilities will and will not be activated.

4.4.3.2 Set up the donations management facilities that are activated and determine how each facility will be logistically supported.

4.4.3.3 Staff donations management facilities with volunteer or paid workers, conducting on-the-job training as needed.

4.4.3.4 Collect, sort, store, distribute, and properly dispose of donations, if necessary.

4.4.3.5 In coordination with the PIO, provide regular updates to the media on donations procedures, progress, status, and the Current Needs List (goods and services that are needed and not needed).

4.4.3.6 Continually assess donations management operations and determine when the donations management facilities should close down or be consolidated and when the donations management program can be terminated.

4.4.3.7 Keep records of donations received and where appropriate, thank donors.

4.4.3.8 Activate the Un-met Needs Committee to provide continuing assistance to victims in need, depending upon the donations available.

4.4.3.9 Maintain accounts of expenses, individual work hours, etc. Donations activities and functions are not generally reimbursable; however, if certain expenses are considered for reimbursement, accurate records will have to be submitted.

5. Organization and Assignment of Responsibilities

5.1 Organization

5.1.1 The organization for donations management in the aftermath of a disaster shall consist of the organizations and facilities described in this annex, supplemented by government personnel and other resources where needed, available and appropriate. The organizations described in this annex are composed largely of volunteers; the facilities described in this annex will be primarily operated by volunteers.

5.1.2 Our normal Coos County Emergency Management organization, described in the Basic Plan will carry out government activities in support of donations management.

5.1.3 The Coos County Board of Commissioners is responsible for managing donations (cash or goods) that are made to the County for disaster relief, subject to any regulations that may be enacted by the Coos County Board of Commissioners.

5.1.4 The Coos County Board of Commissioners shall appoint a Donations Coordinator to manage the overall donations program and coordinate the efforts of volunteer groups and local government. The Donations Coordinator shall be the Volunteer Initiatives Coordinator. As the Emergency Management Program Manager has demanding duties during emergency response and recovery, the Emergency Management Program Manager should not be appointed as the Donations Coordinator.

5.2 Task Assignments

5.2.1 The Board of County Commissioners will:

5.2.1.1 Appoint a Donations Coordinator. See Appendix 4, Tab A.

5.2.1.2 Ensure that a donations management program coordinates the efforts of volunteer groups and local government is planned and ready for activation.

5.2.1.3 Monitor the operation of the donations management program when activated.

5.2.2 The Donations Coordinator will:

5.2.2.1 Coordinate planning for and oversee the operation of the donations management program.

5.2.2.2 Prepare and keep current this annex.

5.2.2.3 Designate members of the Donations Steering Group with the advice of senior local officials and local volunteer groups and chair that group.

5.2.2.4 Identify, in conjunction with appropriate senior local officials and the Donations Steering Group individuals for the following key donations management positions:

- Potential locations for the Volunteer Center, Resources Staging Area, Phone Bank, Distribution Points, and Donations Operations Officer.
- Equipment requirements for the facilities listed above.
- Supply requirements for the facilities listed above.
- Skeleton staff rosters for the facilities listed above.
- A list of organizations that could potentially provide volunteers to staff the facilities listed above.

5.2.2.5 Determine, in conjunction with the County Attorney, the procedures for preparing for and handling liability issues involving volunteers that are assisting the County in donations management operations.

5.2.2.6 Provide the media, in coordination with the PIO, information on donations management for dissemination to the public.

5.2.2.7 Provide local government officials with regular reports on donations management operations.

5.2.2.8 Ensure required donations system-related records are maintained.

5.2.3 The Donations Steering Group will:

5.2.3.1 Assist the Donations coordinator in developing a donations management program for Coos County and in preparing operating procedures for the donations management function.

5.2.3.2 Meet regularly to coordinate, update, and collaborate on the donations system and operational process before, during, and after a disaster.

5.2.3.3 Assist the Donations Coordinator in determining which donations management functions should be activated after a disaster occurs.

5.2.3.4 Provide advice to the Donations Coordinator on suitable candidates for managing the various donations management functions.

5.2.3.5 Assist in locating volunteers to work in the donations management functions.

5.2.3.6 Assist the Donations Operations Office in maintaining records on donations activities.

5.2.3.7 Provide information to donors regarding voluntary agency operations and needs through the Donations Phone Bank.

5.2.3.8 Work together to determine the best method for handling and distributing large-volume or high-value donations received from the public or corporate entities.

5.2.3.9 Help the Donations Coordinator make decisions on when to terminate or consolidate donations management functions.

5.2.4 The Volunteer Coordinator will:

5.2.4.1 Select a site for a Volunteer Center and coordinate equipping and staffing the facility.

5.2.4.2 Develop operating procedures for and train staff to operate the Volunteer Center.

5.2.4.3 Supervise Volunteer Center operations.

5.2.4.4 Prepare and keep current **Tab I to Appendix 4.**

5.2.5 The Resources Staging Area Manger will:

5.2.5.1 Select a site for a Volunteer Center and coordinate equipping and staffing the facility.

5.2.5.2 Develop operating procedures for and train staff to operate the Resources Staging Area.

5.2.5.3 Supervise Resources Staging Area operations.

5.2.5.4 Prepare and keep current **Tab F to Appendix 4.**

5.2.6 The Phone Bank Supervisor will:

5.2.6.1 Select a site for a Phone Bank and coordinate equipping and staffing the facility.

5.2.6.2 Develop operating procedures for and train staff to operate the Phone Bank.

5.2.6.3 Supervise Phone Bank operations.

5.2.6.4 Prepare and keep current **Tab G to Appendix 4.**

5.2.7 The Donations Financial Officer will:

5.2.7.1 Establish a Donations account for receiving monetary donations.

5.2.7.2 Establish specific wording for the “*Pay to the Order of:*” line for all checks and other securities so that appropriate information can be provided to potential donors.

5.2.7.3 Ensure written disbursing procedures are prepared in close coordination with the Un-met Needs Committee so account disbursing officials have a clear mandate on how to prepare assistance checks (e.g., when, how much, to whom, etc.)

6. Direction and Control

6.1 General

6.1.1 The Coos County Board of Commissioners is responsible for all governmental activities involved with the jurisdiction’s donations management system.

6.1.2 The Donations Steering Group chaired by the Donations Coordinator will provide general guidance for donations management operations.

6.1.3 The Donations Coordinator will manage the donations management program, supervise key donations management program personnel, and coordinate the efforts of volunteer groups and local government.

6.1.4 The work of volunteers and paid government employees at a donations management facility will be directed by the Coos County Citizen Corps Chair).

6.1.5 Volunteers working as an integral part of a recognized volunteer group (e.g., the Red Cross, the Adventist Community Services, The Salvation Army, etc.) will respond to direction from those organizations.

6.1.6 Each individual supervising a donations management function will select an appropriate assistance or designee to run the operation in his or her absence.

6.2 Coordination

6.2.1 The Donations Coordinator will work out of and communicate from the Donations Operations Officer which will be located adjacent to the County Emergency Operation Center in the County Clerk's Conference Room across the street from the EOC.

6.2.2 Each volunteer group assisting in the disaster will designate a specific individual with authority to accept task assignments and coordinate its activities with the Donations Operations Officer.

7. Increased Readiness Levels

7.1 Level 4 – Normal Conditions

See actions recommended in the preparedness activities in Section V.D.1.

7.2 Level 3 - Increased Readiness

7.2.1 Monitor the situation and inform key donations management personnel of the potential for activating all or portions of the donations management system.

7.2.2 Review donation management procedures for currency.

7.2.3 Check recall rosters for accuracy and update as required.

7.3 Level 2 – High Readiness

7.3.1 Continue to monitor the situation.

7.3.2 Alert key donations management staff for potential operations.

7.3.3 Ensure source lists for volunteer workers are up-to-date.

7.3.4 Check potential donations operations facilities for accessibility and availability.

7.4 Level 1 - Maximum Readiness

7.4.1 Continue to monitor the situation.

7.4.2 Activate key donations management staff to update planning.

7.4.3 Make tentative donations management facility selections.

7.4.4 Review equipment and supply status and alert providers of possible need.

7.4.5 Alert organizations that provide volunteer workers of possible activation.

8. Administration and Support**8.1 Reporting**

8.1.1 During emergency operations, the Donations Operations Officer shall compile and provide a daily summary of significant donations management activities to the EOC for use in staff briefings and inclusion in periodic Situation Reports). If the EOC has been deactivated, a periodic summary of activities will be provided to local officials and the head of volunteer organizations participating in the recovery process.

8.1.2 Donations management facilities if government-operated shall provide a daily report of their activities to the Donations Operations Officer. Such reports will include the following information:

8.1.2.1 Phone Bank

- Number of calls by type (donation offers, vendor capabilities, requests for information, etc.).
- Significant donations offered and their disposition.
- Major issues or challenges.

8.1.2.2 Resources Staging Area

- Number and type of bulk donations received (truckloads, pallets, etc.)
- Significant donations and disposition.
- Goods delivered to distribution points (truckload, pallets, boxes).
- Unneeded goods delivered to other agencies.
- Current hours of operations.
- Number of persons employed (volunteers and paid workers).

- Major operational activities.
- Support activities (feeding, lodging, etc.).
- Major issues or challenges.

8.1.2.3 Distribution Points

- Number of customers served
- Hours of operation.
- Number of workers (volunteers and paid workers).
- Major issues or challenges.

8.1.2.4 Volunteer Center

- Hours of operation.
- Number of volunteers assigned to tasks.
- Number of workers within the facility.
- General types of jobs to which workers have been dispatched.
- Support activities (feeding, etc.).
- Major issues or challenges.

8.1.2.5 Financial Accounting

- Cash received.
- Cash distributed.
- Major issues or challenges.

8.2 Records

8.2.1 Activity logs – Each donations facility will maintain a log of major activities at that facility, location including activation and deactivation, arrivals and departure of staff, receipt of or return of major equipment, and the commitment of people, equipment, or materials to specific tasks.

8.2.2 The Donations Steering Group shall appoint a Secretary to provide a written record of the policies formulated and activities undertaken at meetings of the Group. Those records shall be maintained by the Donations Coordinator.

8.2.3 The Un-met Needs Committee shall appoint a Secretary to maintain a written record of its actions. When the recovery process is completed, those records shall be turned over to the Donations Coordinator for retention.

8.2.4 Documentation of costs – Expenses incurred in operating the donations management system is generally not recoverable. However, in the event state and/or federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during donations management operations.

8.3 Resources

Government resources that may be needed to operate the donations management system are listed in [Annex M, Resource Management](#).

8.4 Post Incident Review

The Basic Plan provides that Emergency Services Manger shall organize and conduct a review of the emergency operations in the aftermath of major emergency or disaster operations. The purpose of this review is to identify needed improvements in this plan, its procedures, its facilities, and its equipment. When the donations management system has been activated after a major emergency or disaster, donations management program personnel shall participate in the review.

8.5 Training

8.5.1 The Donations Coordinator should attend training in donations management. Such training is offered by the Division of Emergency Management and a number of volunteer groups.

8.5.2 Donations management facility supervisors are responsible for providing on-the-job training for individuals who will be working in the facility.

8.6 Exercises

Local drills, tabletop exercises, functional exercise, and full-scale exercises should periodically include a donations management scenario based on the anticipated hazards which could be faced by this jurisdiction.

9. Annex Development and Maintenance

9.1 The Donations Coordinator is responsible for developing and maintaining this annex. Recommended changes to this annex shall be forwarded as needs become apparent.

9.2 This annex will be revised and updated in accordance with the schedule outlined in Section 1 of the Basic Plan.

9.3 Individuals, departments, agencies, and volunteer organizations assigned responsibilities in this annex are responsible for developing and maintaining appropriate standard operating procedures (SOPs) to carry out those responsibilities.

10. References

- 10.1 FEMA, *Donations Management Guidance Manual*, Feb 1995
- 10.2 FEMA, *Donations Management Workshop (Student Manual)*, Oct 1997
- 10.3 FEMA, *Donations Management Workshop (Toolbox)*, Oct 1997
- 10.4 FEMA, *Support Annex (DM-1)*, Apr 1999

11. Appendices

- A Current Donation Needs List
- B Sample Record of Donation Offer
- C Sample Public Information Release
- D Donations Management Operations Guide (published separately)

Section A	Letter of Appointment – Donations Coordinator
Section B	Donations Steering Group Members
Section C	Key Donations Management Personnel
Section D	Un-met Needs Committee
Section E	Donations Operations Office
Section F	Resources Staging Area
Section G	Phone Bank
Section H	Distribution Points
Section I	Volunteer Center
Section J	Handling Cash Donations

Appendix A. Current Donation Needs List Coos County

As of Date/Time: _____

1. Needed

1.1 Goods

1.2 Services

2. Unneeded

Appendix B. Sample Record of Donation Offer

Sample

Call received by: _____ Date: _____ Time: _____

Donor Name and Information:

First Name: _____ Last Name: _____

Title: _____ Organization: _____

Phone 1: _____ Phone 2: _____

Address 1: _____

Address 2: _____

City: _____ State: _____ Zip: _____

Country: _____

Donated (free) Goods or Services

Commercial (vendor) Goods or Services

Type of Resource: (e.g., people, food, equipment): _____

Category: (e.g., clothing, water, bedding): _____

Sub-category: (e.g., shoes, blankets) : _____

Description/Notes: _____

Total Quantity: _____ Units (#): _____ Measure (e.g., box, each): _____

Packaging _____ Amount (#): _____ Size (e.g., can, dozen, gallon): _____

Palletized: Yes No Transportation required: Yes No

Refrigeration required: Yes No Restrictions: Yes No

Resource Location: _____

Estimated Value: _____ Available until: _____

Follow-up required: Yes No Action taken: _____

Appendix C. Sample Public Information Release

Sample
(County letterhead)
(date)

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT: (County Public Information Officer)

We are receiving citizen and community inquires regarding the (name of disaster). The calls primarily involve citizens who want to offer assistance or make donations to the (name of the disaster) victims. It is important that such good intentions do not create the potential for a disaster within a disaster. Therefore, people who wish to offer assistance should do so in as effective a manner as possible.

Individuals or organizations that want to provide assistance to victims of the (name of the disaster) should first work through their local disaster relief organizations. These may include the American Red Cross, The Salvation Army, the Adventist Community Services, and the Coos County Citizen Corps. People can find these organizations listed in the Telephone Book Yellow pages under "Social Service Organizations."

Cash is the best contribution since items can be purchased within the affected areas to meet the specific needs of victims. To contribute cash, contributions should be sent to (the precise organization name, address, and account number where cash contributions should go).

If people prefer to donate goods or services, they should still work through their local disaster relief organizations. These organizations know the immediate needs of people in the affected areas, how best to meet those needs, and how to ensure assistance is appropriate, adequate, and delivered to the right places. The disaster relief organizations can tell potential donors what is needed and what is not needed and how to package and transport those goods that are needed to the disaster area.

We encourage people not to send unsolicited donations to the disaster area. Unsolicited donations may not reach the proper people or even would meet their current needs. If donors plan to travel to the disaster area, they may find that lodging and other services are unavailable and they may add to problems in the disaster area rather than helping.

Attention News Editors and Directors:

Please assist us in publicizing this information relating to donations for the (name of disaster). We would like to encourage donations of goods and services that are needed, while discouraging donations that cannot be used and that may add to the problems that already exist. You can also help us by discouraging sightseers from driving into the disaster area.

Appendix D. Donations Management Operations Guide

1. This guide is intended to provide information on donations management personnel and facilities and operating guidance for the donations management program. The guide is Appendix D to the Donations Management Annex, but is published separately because it contains names, contact information, and facility data that changes frequently or may be confidential information.

2. In the pre-emergency phase the guide should be at least partially completed to provide contact information for the Donations Steering Group and other key donations personnel, to describe the functions to be performed by donations management operating units, to outline facility and equipment requirements for each unit, identify candidate facilities, and to describe the general operating process at each facility. In this phase, a Donations Coordinator should be appointed (include appointment letter in Section 1 to this guide) and Donations Steering Group members and key donations management personnel identified (complete Section 2 and 3 to this guide). The guide may be further developed during the pre-emergency phase; the Donations Coordinator should maintain it with the assistance of the Donations Steering Group. Copies will be provided to members of the Donations Steering Group, key donations management personnel, and the Emergency Management Coordinator.

3. When a disaster occurs, the guide will be updated to identify specific facilities to be used in the donations management effort, to include staff rosters for each facility, and to include operating procedures developed for each facility. Section 4 through 9 should be completed during this phase. It is anticipated that the guide will have to be regularly updated during the recovery phase to keep it current. Copies of the guide will have to be regularly undated during the recovery phase to keep it current. Copies of the guide will be distributed to members of the Donations Steering Group, key donations management personnel, the Un-met Needs Committee, and the Emergency Management Coordinator, and other local officials. Copies may also be distributed to those volunteer groups supporting local donations management operations.

4. Contents of this guide include:

- Donations Coordinator -- Sample Letter of Appointment
- Donations Steering Group
- Key Donations Management Personnel
- Un-met Need Committee
- Donations Operations Officer
- Resources Staging Area
- Phone Bank
- Distribution Points
- Volunteer Center
- Handling Cash Donations

5. Donations Coordinator

Sample Letter of Appointment

Effective this date, we have appointed _____ as the Donations Coordinator for Coos County. The above designated individual will supervise the entire donations management program for the County using both my guidance and the recommendations of the Donations Steering Group, if one is formed.

The Donations Coordinator will provide additional guidance, direction, and supervision to all functions of Coos County's donations management program which are activated during and after a major emergency or disaster and fall under the jurisdiction of this county.

The Donations Coordinator will additionally work closely and collaborate with all recognized voluntary agencies in the county that will be helping victims during and after a disaster.

This appointment will remain in force until terminated by either party.

County Commissioner's Signatures

Commissioner Robert Main

Date: _____

Commissioner Nikki Whitty

Commissioner Kevin Stufflebean

6. Donations Steering Group

6.1 The Donations Steering Group should consist of local government officials, community leaders, and designated members of the community-based (volunteer) organizations and the voluntary agencies who would have an interest in setting policy for and being a part of the donations management program if conditions warrant that it be operated by County government.

6.1.1 The following are typical organizations, donations management personnel, and other officials that should be represented on the Donations Steering Group:

6.1.1.1 Donations Coordinator – Directs donations management operations

6.1.1.2 Volunteer Coordinator – Obtains/manages volunteers who donate time and services

6.1.1.3 Representatives from community-based (volunteer) organizations such as:

- Local volunteer center
- Faith-based organizations
- Local ministerial alliance
- Clubs and organizations having a charitable mission as a part of their activities (e.g., Jaycees, Scouts, Lions Clubs, sororities, Kiwanis, Masons, Knights of Columbus, etc.)

6.1.1.4 Representatives from local chapters of national voluntary agencies such as:

- American Red Cross (ARC)
- The Salvation Army (TSA)
- Adventist Community Services (ACS)
- Area Food Banks (i.e., America’s Second Harvest)
- Ministerial Association
- Radio Amateur Civil Emergency Services (RACES)
- _____
- _____

6.1.1.5 Public Works Director – Assists in receiving, storing, sorting, transporting, and distributing donated resources

6.1.1.6 Donations Financial Officer – Records, handles, and disburses monetary donations

6.1.1.7 Law Enforcement Representative – Coordinates security for government-supplied resources, donated goods, the Resources Staging Area, the Phone Bank, the Volunteer Center, Distribution Points, etc.

6.1.1.8 Public Health Officer – Certifies specialized medical volunteers and the use or disposition of donated foods and medical supplies

6.1.1.9 Public Information Officer – Works with the media on donations announcements/pleas.

7. Donations Steering Group Members

TO BE DEVELOPED

(form a list -)

To include:

Agency/Department
Representative's Name and Title
Agency Address
Office Phone
Email address
Cell
Pager
Fax

Utilize the following for groups to contact for participation -

Local volunteer center
Faith-based organizations
Local ministerial alliance
Clubs and organizations having a charitable mission as a part of their activities (e.g., Jaycees, Scouts, Lions Clubs, sororities, Kiwanis, Masons, Knights of Columbus, etc.)

Representatives from local chapters of national voluntary agencies such as:

American Red Cross (ARC)
The Salvation Army (TSA)
Adventist Community Services (ACS)
Area Food Banks (i.e., America's Second Harvest)
Ministerial Association
Radio Amateur Civil Emergency Services (RACES)

8. Key Donations Management Personnel

TO BE DEVELOPED

(develop a list -)

To include:

Agency/Department
Representative's Name and Title
Agency Address
Office Phone
Email address
Cell
Pager
Fax

Title to include:

1. Donations Management Coordinator
2. Assistant Donations Management Coordinator
3. Volunteer Coordinator
4. Resources Staging Area Manager
5. Donations Financial Manager
6. Other Key Donations Manager
7. Other Key Donations Manager

9. Un-Met Needs Committee

9.1 During the recovery process, after all the disaster relief organizations and the state and/or federal government have provided monetary and other assistance to the disaster victims, there will still be those individuals and families who, for various reasons, need additional help in recovering from a disaster.

9.2 The Un-Met Needs Committee is a group of representatives (generally from community-based relief organizations, established disaster relief agencies, the ministerial alliance, the local council of churches, local foundations, civic clubs, local businesses, etc.) who meet together to consider individual cases where the victims' needs are significantly greater than the government and charitable assistance being provided.

9.3 The representatives on the Committee are from organizations that can provide money, manpower, and/or materials for disaster relief. If an organization does not provide one of the 3-Ms above, then that organization should not be a member of the Un-Met Needs Committee, or at least not a voting member.

9.4 The Un-Met Needs Committee is generally chaired by a person elected by its members. Preferred candidates are local individuals who are well known and respected, have exhibited successful organization leadership and collaboration skills in the past, and are not currently government officials.

9.5 A typical method of processing an “unmet needs request” by the Committee would be:

9.5.1 Any member of the Committee can submit a “request,” and as such, will be designated as the “advocate agency” for that particular unmet needs case.

9.5.2 The Red Cross generally develops all cases in which the disaster victim has received the maximum Individual Family Grant award.

9.5.3 A “request” should consist of the following:

- A signed request by the victim asking for additional assistance
- A verification of the loss incurred
- A compilation of the specific disaster-caused needs of the victim
- federal government
- The current financial status of the victim (the individual must sign a “Release of Confidential Information” form)

9.6 The advocate agency will present the individual case, and the Committee will review it. Each agency representative on the Committee will determine whether his or her agency can provide additional assistance to what has already been provided.

9.7 If the stated need is still unmet, and donations (money, resources, and/or manpower) are still available to help satisfy that need, then an appropriate portion of the available donations will be provided.

9.8 If cash is the type of donation that is considered best to satisfy the need, then, based upon the concurrence of the Committee members, the chair of the Committee will authorize the donations account bank managers to disburse the appropriate funds to the victim.

9.9 If the monetary donation is to be used by a vendor to provide services, a two-party check is often appropriate to preclude misuse of the donated funds (i.e., the check is made out to both the victim and the vendor).

10. Donations Operations Office

10.1 Purpose The Donations Operations Office is the primary function established to set up and operate the County’s Donations Management program/system.

The Donations Operations Office coordinates and collaborates with the volunteer agencies on the Donations Steering Group to set policy and establish donations management procedures.

The Donations Operations Office performs as the liaison between the County's Emergency Operating Center (EOC) and the donations management operational entities/functions.

10.2 Facilities & Equipment

10.2.1 The Donations Operations Office should operate in a facility that is located, if at all possible, in proximity to both the [County's/City's] EOC and the disaster area.

10.2.2 Typical equipment in the Donations Operations Office would be:

- Sufficient desks, tables, and chairs for staff personnel
- A large conference room (for daily meetings of the Donations Steering Group)
- Copier and facsimile machine
- Sufficient phones for personnel
- Computers (with Internet access) and printer
- Break area with microwave, refrigerator, and sink

10.3 Staffing

See Attachment 1. Donations Operations Office Staffing

10.4 Operations

The Donations Operations Office should accomplish the following:

- Select which donations management facilities/functions will operate for the disaster
- Work closely with local government officials on disaster-related activities
- Facilitate regular meetings of the Donations Steering Group
- Provide operational policy for the operational donations management facilities
- Coordinate with the County's EOC to assess donations needed/not needed, and to obtain the latest disaster-related information for relay to callers
- Coordinate with the volunteer agencies to determine updated referral numbers and other key information
- Ensure the County's Financial Officer is dealing with the issue of cash donations (e.g., account number, check address, disbursement policies, etc.)
- Work with the County's Public Information Officer to prepare public service announcements and media pleas
- Perform as the webmaster for the disaster web site, if one is established
- Maintain updated records on all donations (e.g., cash, goods, and volunteers)

- Operate as the initial Phone Bank if one is needed
- Assist in coordinating transportation issues with the Resources Staging Area and Distribution Points
- Assist in establishing an Un-Met Needs Committee, if one is required
- Prepare “letters of thanks” as appropriate

11. Attachment 1. Donations Operations Office Staffing
TO BE DEVELOPED

(develop a list -)

To include:

- Agency/Department
- Representative’s Name and Title
- Agency Address
- Office Phone
- Email address
- Cell
- Pager
- Fax

Positions titles:

1. Donations Operations Office Staffing Supervisor
2. Donations Operations Office Staff
3. Donations Operations Office Staff

12. Resources Staging Area

12.1 Purpose

A Resources Staging Area is established to receive, sort, organize, repackage if necessary, and temporarily stores donated goods and then transport them to Distribution Points where victims can pick them up. A regional Resources Staging Area may be established by the State to serve a group of affected communities. If a regional Resources Staging Area is established, volunteers

from those communities that receive goods from the facility will normally participate in its operation.

12.2 Facilities & Equipment

12.2.1 General facility requirements are outlined below. Vacant warehouses and large stores are frequently used (see Attachment 1 for candidate facilities).

- Sufficient space (50,000-100,000 square feet) with hard flooring (for forklifts)
- Several loading docks
- Heated/cooled storage and work areas and some type of office space
- Refrigerated area for selected foods and medicines
- Large, paved parking lot for numerous commercial trucks to maneuver and park
- Adequate power
- Security fencing with entry point and perimeter lighting

12.2.2 General equipment/supply requirements are:

- Phone service
- Adequate lighting for work areas
- Sufficient desks and chairs
- Long (raised to chest-height) tables for sorting and packaging incoming goods
- Packaging materials (e.g., special cartons, binding tape, shrink-wrap, steel bands with binder, etc.)
- Drinking water and restrooms
- Copier and fax machine
- Computers (with Internet access) and printer
- Pallet jacks
- Forklifts (electric or natural gas if used inside closed building)
- Medium-sized (bread) trucks with an elevator lift if possible, for transporting goods from the RSA to distribution facilities
- Designated area/location for fueling distribution trucks (e.g., government facility)

Note: If volunteer workers will be living at the facility, then showers, a food preparation/dining area, and a separate sleeping area are desirable.

Resource Staging Area Continued:

12.3 Staffing See Attachment 2.

12.4 Operations

12.4.1 Pre-emergency Phase

- Identify facilities in the local area that could serve as an RSA.

- Keep current telephone numbers of the lessons/realtors/owners that could provide the status of applicable facilities.
- Develop a method for determining the availability status of a potential facility in the event a disaster has occurred or is occurring.

12.5 Set-Up

- Locate an available facility and obtain authority/permission for its use.
- Equip the facility (basic requirements are outlined above).

12.6 Develop guidelines for:

- Obtaining and recording costs for fuel used in distribution trucks
- Ensuring proper certifications for drivers of all RSA-associated trucks
- Ensuring proper training of forklift operators
- Recording the receipt, storage, and distribution/disposition of donated goods
- Training, maintaining the status of, and assigning jobs to volunteer workers

13. Attachment 1. Proposed Resources Staging Areas

TO BE DEVELOPED

13.1 Proposed RSA 1:

Manager/Lessor/Seller:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

13.2 Proposed RSA 2:

Manager/Lessor/Seller:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

13.3 Proposed RSA 3:

Manager/Lessor/Seller:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

13.4 Proposed RSA 4:

Manager/Lessor/Seller:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

13.5 Local Real Estate Agents Handling Commercial Real Estate:

Name:
Point of Contact:
Phone:

Name:
Point of Contact:
Phone:

13.6 Local Office of Economic Development and/or Chamber of Commerce:

Name:
Point of Contact:
Phone:

Name:
Point of Contact:
Phone:

**14. Attachment 2. Resources Staging Area Staff
TO BE DEVELOPED**

14.1 Equipment Unit Manager:

Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

14.2 Phone Line/Equipment Unit Manager:

Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

14.3 Transportation Unit Manager:

Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

14.4 Security Unit Manager:

Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

14.5 Support Unit Manager:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

15. Phone Bank**15.1 Purpose**

15.1.1 To provide the capability to handle a large number of phone calls during and after a disaster from donors and other persons that are overloading emergency operations center (EOC) capabilities.

15.1.2 Calls can generally be classed into four types:

- Donors providing a donation, starting a “drive,” or wanting to know how best to donate
- Vendors wanting to provide services or materials at a reduced cost to the disaster victims
- Drivers, en route to the disaster area, desiring to know where they should deliver their cargo, who will off-load it, etc.
- Persons, including disaster victims, seeking disaster-related information

15.2 Facilities & Equipment See Attachment 1.

15.3 Staffing See Attachment 2.

15.4 Operations**15.4.1 Set-Up**

- Locate the building/room(s) for the Phone Bank.
- Obtain an “800” toll free number, if possible.
- Obtain the appropriate number of incoming and outgoing phone lines (if they are not the same) based on the numbers of incoming calls anticipated and the types of outgoing calls to be made.
- Obtain corresponding switching equipment so incoming calls can be distributed equally.
- Obtain appropriate answering equipment (phone instruments, headsets, etc.).
- Obtain appropriate furniture for operators (desks, chairs, cubicles, etc.).
- Select and train personnel.
- Designate an area or room from which the Donations Steering Group can operate.
- Prepare complete donations-related Phone Operator Guides with referral numbers.
- Prepare training agenda and conduct training as appropriate.

15.4.2 Operations

- Alert pre-certified phone operator volunteers for duty; obtain additional volunteers or paid personnel.
- Prepare duty times and schedules (based on anticipate incoming calls).
- Consider security of workers (especially at night).
- Consider accommodations for disabled workers.
- Consider parking accessibility (especially at night and for older or disabled workers).

Phone Bank Continued:

- Prepare a phone recording device on the 800 line for responding to donors during non-operational hours.
- Record donations-related information:
 - A listing of donations offered
 - Information on donors
 - Donations referrals
 - An updated resources database derived from vendors
 - Thank You Letters sent
- Prepare procedures for dealing with donations collection and transportation issues such as steering donor “drives” to be more productive, assisting truck drivers en route in finding the donations drop-off point, etc.

16. Attachment 1. Proposed Phone Bank Locations

TO BE DEVELOPED

16.1 Proposed Phone Bank 1:

Manager/Lessor/Seller:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

16.2 Proposed Phone Bank 2:

Manager/Lessor/Seller:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

16.3 Proposed Phone Bank 3:

Manager/Lessor/Seller:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

17. Attachment 2. Phone Bank Staffing

TO BE DEVELOPED

17.1 Operations Unit Manager:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

17.2 Phone Line/Equipment Unit Manager:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

17.3 Support Equipment Unit Manager:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

17.4 Donations Coordination Team (DCT) Leader:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

18. Distribution Points

18.1 Purpose

18.1.1 Distribution Points are locations where disaster victims pick up donated goods, materials, and supplies, etc. after a disaster strikes.

18.1.2 The Donations Coordinator (or designee) should work closely with the applicable voluntary agencies to determine where exactly these distribution points will be.

18.1.3 In the event that a distribution site is not established, then the (County/City) will need to establish one to distribute any goods received.

18.2 Facilities, Equipment, & Supplies

See Attachment 1.

18.3 Staffing

These facilities are generally operated by either local community-based organizations or nationally-recognized voluntary organizations and agencies. These voluntary organizations will initially use their own trained personnel for distribution operations and solicit volunteers from the community and other sources to assist as needed.

18.4 Operations

18.4.1 Since local distribution operations are generally conducted by the volunteer agencies, the procedures for such operations would be the ones already used by the particular agency operating the distribution point (e.g., The Salvation Army, the American Red Cross, the Adventist Community Services, etc.).

18.4.2 The Adventist Community Services has special expertise in managing, handling, sorting, storing, and distributing large volumes of donated goods, especially those that may not have been requested. Coordination with that agency for assistance is encouraged.

19. Attachment 1. Distribution Point Locations**TO BE DEVELOPED****19.1 Proposed Distribution Point 1:**

Agency/Organization in Charge:

Site Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

19.2 Proposed Distribution Point 2:

Agency/Organization in Charge:

Site Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

19.3 Proposed Distribution Point 3:

Agency/Organization in Charge:

Site Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

20. Volunteer Center**20.1 Purpose**

20.1.1 The Volunteer Center is a facility where spontaneous, emergent, or unaffiliated volunteers are assembled and assigned tasks to assist the disaster victims or the community as a whole.

20.1.2 The Volunteer Center performs several functions, including:

- Task Identification – Determining exactly what needs to be done and the types of individuals and services needed to do the job.

- Registration – Identifying volunteers and checking their background, skills, credentials, and providing appropriate identification badges.
- Dispatch – Matching jobs with skills and directing volunteers where to go to complete the needed task(s).
- Communications – Working between the Volunteer Center and disaster scene operations to ensure volunteers are being used effectively.
- Support – Established to provide food, water, lodging, transportation, first aid, and appropriate tools (shovels, chainsaws, gloves, back braces, etc.) to assist volunteer disaster workers.

20.2 Facilities & Equipment

Pre-Emergency Planning

- Determine potential locations for the Center (civic center, churches, recreation centers). If possible, the facility should have:
 - An office area
 - A kitchen, dining area, and restroom facilities
 - A sufficient parking area for large numbers of people arriving in cars, vans, trucks, buses, etc.
- Make arrangements in advance to use suitable facilities. See Attachment 1 for a list of candidate facilities.
- Identify nearby sources of potential volunteer workers. See Attachment 3.

20.3 Staffing

See Attachment 2.

20.4 Operations

20.4.1 Facility Set-Up. Obtain the following in the event the Volunteer Center is activated:

- Sufficient phone lines and phone instruments to conduct volunteer operations, and sufficient furniture, desks, chairs, etc. to accommodate workers and staff
- Copier and fax machine
- Computers (with Internet access) and appropriate printer
- Capability to produce security access badges
- Tools with appropriate markings to preclude theft
- Vehicles (vans, buses, etc.) to transport volunteer workers to and from the Volunteer Center and the work sites
- Temporary floor coverings (plastic, etc.) for protecting the high traffic areas in the event the Volunteer Center is located in a special-use building (e.g., church, etc.)

20.4.2 Facility Operation

- An Administrative function to in-process volunteer workers; to determine their job interests, skills, and certifications; to issue security badges; etc.
- A Dispatch function to catalog what jobs exist, to match the volunteer workers with the appropriate tasks to be accomplished, and to issue appropriate tools for the job (e.g., gloves, saws, brooms, rakes, shovels, etc.)
- A Support function to provide meals, drinks, etc. for the workers both at the Volunteer Center and their workplaces

21. Attachment 1. Volunteer Center Locations

TO BE DEVELOPED

21.1 Proposed Site 1:

Name of Manager/Lessor/Seller:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

21.2 Proposed Site 2:

Manager/Lessor/Seller:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

21.3 Proposed Site 3:

Manager/Lessor/Seller:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

21.4 Proposed Site 4:

Manager/Lessor/Seller:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

22. Attachment 2. Volunteer Center Staffing

TO BE DEVELOPED

Site Manager Contact:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

Alternate Site Manager Contact:

Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

Dispatch Unit Manager:

Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

Equipment Unit Manager:

Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

Support Unit Manager:

Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

23. Attachment 3. Potential Sources of Volunteer Workers

TO BE DEVELOPED

Name of Organization:

Point of Contact:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

Name of Organization:

Point of Contact:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

Name of Organization:

Point of Contact:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

Name of Organization:

Point of Contact:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

Name of Organization:

Point of Contact:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

Name of Organization:

Point of Contact:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

24. Handling Cash Donations

24.1 Cash donations are frequently the best type of donation since the money received can easily be used by the recipient organization to assist disaster victims in purchasing goods and clothing, obtaining transportation, repairing their home, etc.

24.2 Donors should be encouraged to contribute cash, not to the [county/city], but rather to the local community-based organizations or the voluntary disaster relief agencies (e.g., the American Red Cross (ARC), The Salvation Army (TSA), Adventist Community Services (ACS), America’s Second Harvest (Food Banks), United Methodist Committee on Relief (UMCOR), Coos County Citizen Corps Council, Coos County RACES, St. Vincent de Paul Society, and others).

24.3 Cash donations should generally not be accepted by the [County/City] since the management of donated disaster funds by the government often turns to be a “lose-lose” proposition in that the disbursement of these funds can rarely, if ever, be carried out in an equitable manner that is sufficient to satisfy all the recipients and non-recipients.

24.4 If, however, unsolicited funds are received and accepted (i.e., not returned) by the [County/City], then the subsequent steps should be followed:

24.4.1 A separate bank account with an appropriate account number should be established.

24.4.1 Persons, corporations, organizations, etc. wishing to donate cash should know exactly who to make the check out to, the appropriate address to which the check should be sent, and any other information needing to be written on the check to validate and enhance its processing.

24.4.3 The same applies to other forms of donated securities such as stocks, bonds, etc.

24.4.2 Procedures should be written to clearly show:

- How the account will be managed.
- Who will establish and maintain the account.
- Under what authority.
- Who will give the approval to the bank account managers for disbursal.
- What will be the exact process used to authorize disbursal.
- By what method is the payment made (two-party check, etc.).

24.4.3 The person(s) authorized to disburse the funds should be a neutral party and not associated with the recipients, the government, or any other person or entity that could prejudice the disbursement of monies or otherwise indicate impropriety.