

# Walton County



## Volunteer Coordination and Donations Management Support Plan

### ACRONYMS USED IN THIS PLAN:

WCVCDMP	Walton County Volunteer Coordination and Donations Management Plan
EMA	Emergency Management Agency
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
GEMA	Georgia Emergency Management Agency
VC	Volunteer Coordination
DM	Donations Management
VRRC	Volunteer Reception and Registration Center
VT	Volunteer Team
STC	Specialty Training Coordinator
DMT	Donations Management Team
LEOP	Local Emergency Operations Plan
CERTIA	Citizens Emergency Response Team in Action
NIMS	National Incident Management System
IC	Incident Command
PIO	Public Information Officer
SOP	Standard Operating Procedures
PIO	Public Information Officer
AV	Affiliated Volunteers
UV	Unaffiliated Volunteers
UDG	Unsolicited Donations and Goods
NGO	Non-Governmental Agency
GA VOAD	Voluntary Organizations Active in Disaster
SERVGA	State Emergency Registry of Volunteers Georgia

## 1. INTRODUCTION

When disaster (natural or man-made) strikes a community, emergency management, first and second responder departments (and possibly other agencies) respond accordingly. Each have specific roles to ensure an effective response to and recovery from disasters. The **Walton County Volunteer Coordination and Donations Management Plan (WCVCDMP)** aligns with The Walton County Government **Local Emergency Operations Plan (LEOP)** in that a critical component of Walton County's LEOP is inclusion of expertise and capabilities from the private sector. Disasters can quickly overwhelm the capabilities of government entities and departments alone; and a sizable influx of prepared volunteers and other outside resources can be required with extremely short notice at a critical level. Strong partnerships between local government, emergency management agencies and volunteers are critical. Walton County encourages citizens to become involved with established volunteer organizations. At the same time, the County recognizes that unaffiliated, spontaneous volunteers will want to help during disasters. **Walton County Emergency Management Agency (EMA)** coordinates response of **Affiliated Volunteers (AV)** and **Unaffiliated Volunteers (UV)** during disasters. **EMA** also briefs and trains volunteers, manages the **Emergency Operations Center (EOC)**, coordinates with other EMAs, intergovernmental and public safety departments, Georgia Emergency Management Agency (**GEMA**), and Federal Emergency Management Agency (**FEMA**). **EMA** communicates with Walton County Citizens by coordinating with **Public Information Officers (PIOs)** to provide emergency information through the **CIVIC READY Alert Sense** system.

**Affiliated Volunteers (AV)** are attached to a recognized volunteer agency or non-profit organization specifically trained for specific disaster response activities.

**Unaffiliated Volunteers (UV)** are individuals who offer help or self-deploy to assist in an emergency. They are considered "unaffiliated" in that they are acting independently, as an individual or group, outside of recognized disaster response volunteer organizations. Spontaneous, unaffiliated volunteers often arrive on the site of a disaster ready to help or offer unsolicited donations. Yet, because they are not associated with an existing emergency response system, their efforts and valuable talents are often underutilized. Furthermore, lack of training can even be problematic to professional, trained responders. Due to the spontaneous nature of **UV** and unsolicited donations, these elements must be anticipated, planned for, and managed to be most effective.

## 2. PURPOSE

The **WCVCDMP** describes the processes used to ensure the most efficient and effective utilization of volunteers and unsolicited donations during major emergencies and disasters. The plan is in tandem with Walton County's **LEOP** and managed by the **Emergency Management Agency (EMA)** for the purpose of overall management of volunteers and donations of goods, ultimately to optimize disaster planning, preparedness, mitigation, response and recovery.

To accomplish this, the **WCVCDMP** establishes logistics to correctly assist efforts of first/second responders and **EMA**, as well as to optimize efforts and qualifications of volunteers. The items contained within this plan will depend greatly on the extent of damages resulting from a disaster and/or other

need. Therefore, not all components will be necessary in all situations. However, in general, the following are outlined within this plan:

- Volunteer Coordination (**VC**)
- Donations Management (**DM**)
- Volunteer Reception and Registration Center (**VRRC**)
- Staffing and Job Descriptions
- Forms and Supplies
- Definitions

### 3. SCOPE

This plan refers to **UV** and unsolicited donations and goods. The management system described within this plan applies only to those that are not already managed by **Voluntary Organizations Active in Disaster (VOAD)**. This plan is to be implemented by Walton County Emergency Management Agency when local governments are overwhelmed and upon request of the affected local jurisdiction.

**Volunteer Coordination (VC)** involves a process for matching **UV** with established volunteer organizations for effectively channeling offers of assistance. Walton County encourages individuals to affiliate with recognized organizations (**AVs**) to best facilitate their involvement in relief activities. When implemented, **UV** will be supplemental to, and not duplicative, of **AV** organizations or Walton County Public Safety.

**Donations Management (DM)** involves coordinating a system that receives and distributes unsolicited, undesignated donations and goods (**UDG**); matching them to appropriate areas during a disaster. Local government looks primarily to recognized volunteer organizations (**AVs**) with established donations systems already in place to receive and deliver donated goods in a disaster.

### 4. SITUATION

Management of **UV** and **UDG** requires a corporative effort between government and numerous partners. **EMA** and affiliated organizations are responsible for developing plans for managing **UV** and **UDG**. Pre-planned volunteer and donation management strategies reduce problems and optimize efforts during disasters.

### 5. ASSUMPTIONS

*The following assumptions guide the plan and the implementation of some or all of the plan:*

- A significant natural or man-made catastrophic event will produce a public response.
- The type and location of damage sustained during the event will influence the amount and type of response/assistance required.
- Coordination of disaster response requests will be difficult during times of destruction or ineffective

communication networks.

- Damage or destruction of transportation networks will slow response and delay arrival of volunteer and donations resources.
- It is impossible to have advance knowledge of the arrival of all spontaneous volunteers and donations.
- **UV** will arrive without prior knowledge of a comprehensive system.
- An accurate inventory management system is essential to the effective and timely distribution of donated resources.
- Because **AV** and community based service organizations are experienced in managing volunteers and donations, Walton County **EMA** will mainly coordinate the provisions of this plan with **GA VOAD** and **SERVGA**.
- This plan does not supersede policies and procedures of established volunteer agencies.
- This plan does not affect donations or assistance offered directly to established volunteer agency partners. However, donors may donate goods or time through **GA VOAD** and **SERVGA** agencies (or other established volunteer agencies), ear-marked for Walton County disasters.
- **UV** or **UDG** offers of assistance may be in the form of money, food, clothing, products, equipment, in-kind services or volunteer time.
- The lead agency is Walton County **EMA**. In preparation for and/or following a disaster or catastrophic event, the **EMA Director**, as the ranking authority, will assess the situation and determine the course of action.
- Only the Walton County **EMA Director** will deploy **Citizens Emergency Response Team in Action (CERTIA)**.
- Only the Walton County **EMA Director** will initiate an **Emergency Operations Center (EOC)** when necessary to do so.
- The **EMA Director** will determine which **Emergency Support Functions (ESFs)** will be involved.
- All activities will engage functions under **Incident Command (IC)**, which is part of the **National Incident Management System (NIMS)**.

## 6. CONCEPT UNAFFILIATED VOLUNTEERS & UNDESIGNATED DONATED GOODS

Under supervision of the **EMA Director**, the **EMA Volunteer Coordinator** will organize and oversee the following regarding **UV** and **UDG** operations:

**Volunteer Team (VT)** – to follow set procedures in regard to **UV** (spontaneous) during response and recovery activities. Individuals or teams may be matched with **AV** (established) organizations to work. However, all **UV** must report to the **VRRC** prior to assisting in any way. At the **VRRC**, **UV** go through security, register, and sign-in/sign-out daily. This is also the point where **UV** are matched with **AV** or specific jobs, given instructions and rules, and pick up supplies. Written job descriptions and/or scripts may be assigned to **UV(s)**.

**Donations Management Team (DMT)** – to follow set procedures in regard to **UDG**. The **DMT** must receive, inventory, stage and distribute unsolicited and undesignated goods in an organized and orderly fashion. Team members must also report to the **VRRC** prior to working. This team will normally work

with **AV** organizations who already have established methods to manage donated goods in the most efficient way. Job descriptions and/or scripts may be assigned to **UV(s)** on the **DMT** if required.

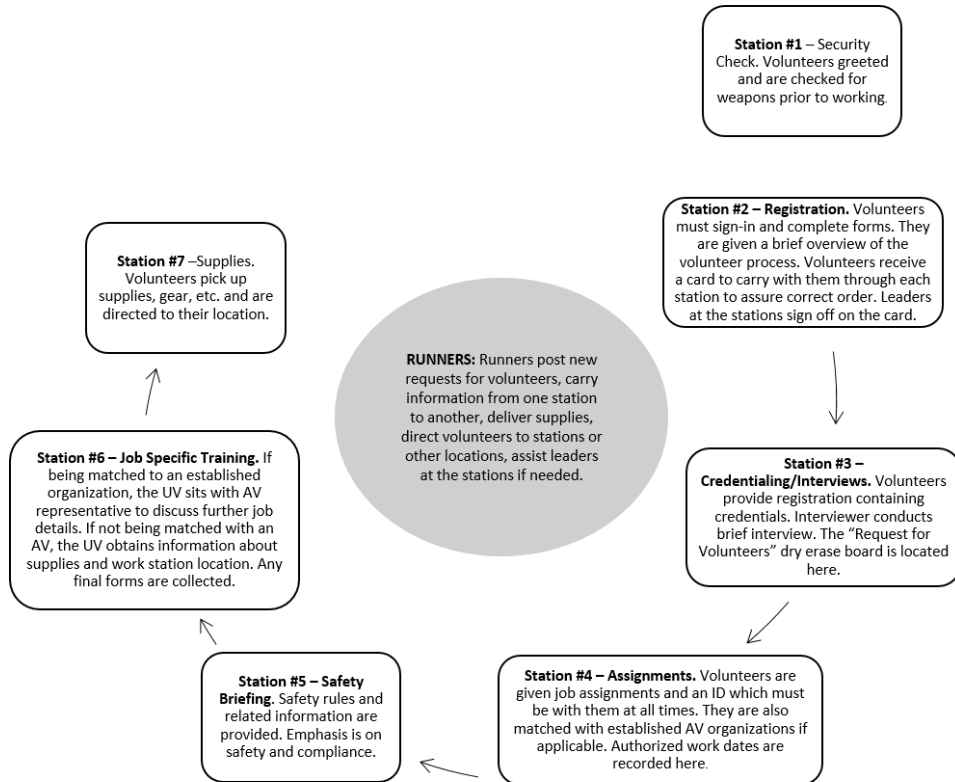
*Note: In smaller scale events, a single team may serve as a combined **VT/DMT**. However, predetermined **SOP's** (Standard Operating Procedures) must strictly be followed in any case or scenario. **AV** and **UV** must follow appropriate chain of command at all times.*

**Volunteer Reception and Registration Center (VRRC)** – The **VRRC** is the hub for Volunteers. Both **UV** and **AV** must sign-in / sign-out at the **VRRC** each day they work. **UV** must go through security, application/registration and an initial orientation at the **VRRC**. Certain supplies and paperwork are handled at the **VRRC**. The flow of the **VRRC** is organized by the **EMA Volunteer Coordinator**, who considers the most efficient and effective way to set up the floorplan. He/She uses information gathered from **Briefings** led by the **EMA Director**. He/She must consider numerous factors, (i.e., information about the disaster, what is needed to address it, supplies, flow of foot traffic, location, parking, security, etc.). He/She will secure assistance from EMA staff and **AVs** to set up the **VRRC** area (i.e., tables, cones, supplies, etc.). Once the **VRRC** is declared operational, **UV/AV** reception will begin immediately.

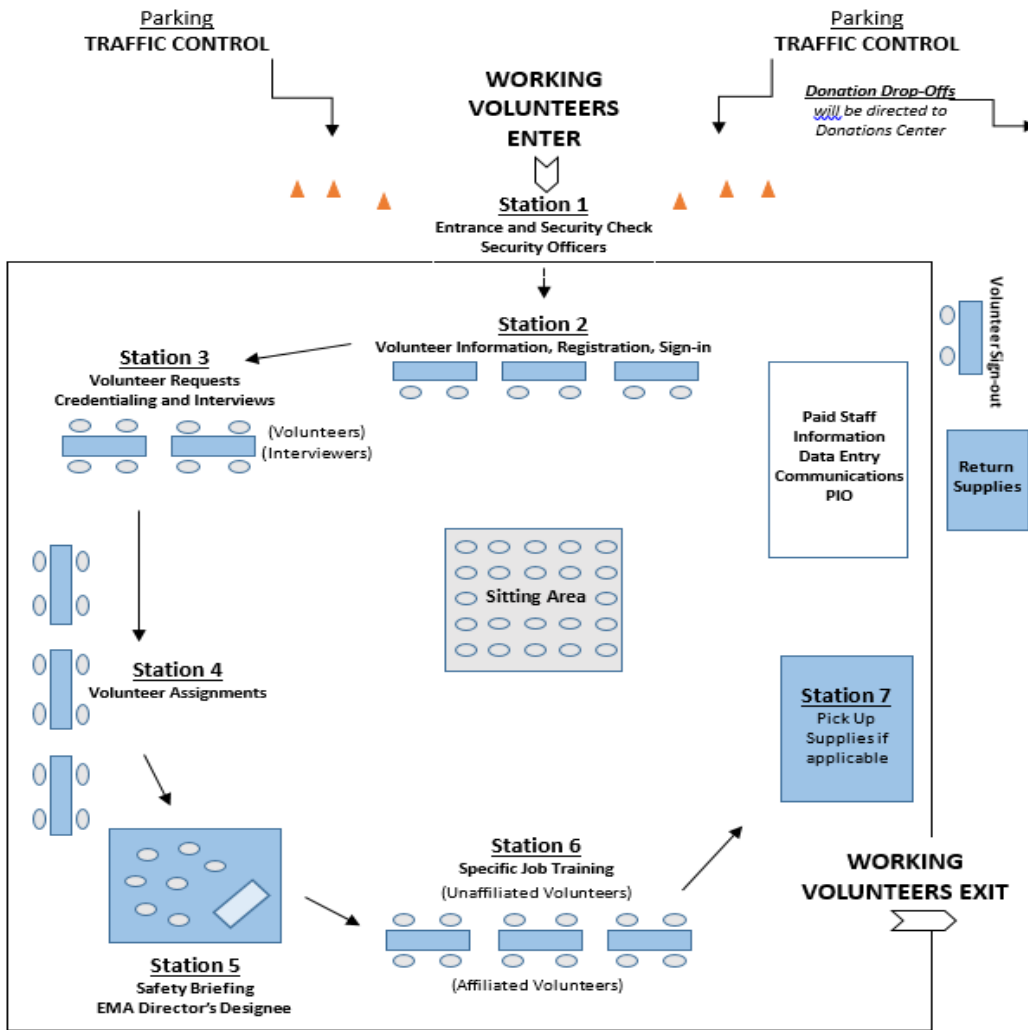
*Note: At any time, it may be necessary to combine; increase or decrease the size, location, arrangement of the **VRRC** and **Donations Area(s)**. However, to avoid confusion, maintain consistency of procedures, maintain safety of volunteers and keep transitions smooth, predetermined **SOP's** (Standard Operating Procedures) remain the same.*

The **VRRC** provides a system designed specifically to prepare **UV** to assist during an event. The **VRRC** also provides an avenue to connect **UV** with **AV** established agencies. This is accomplished through setting up stations to assure volunteers are cleared for security, have completed correct paperwork, have appropriate identification, are best matched to and trained for the job they are to perform and have correct supplies.

## VRRRC CONCEPT:



**EXAMPLE FLOORPLAN** of Volunteer Reception and Registration Center (VRRC)



Separate area designated for unsolicited Donations Drop-off. Donations traffic will be directed away from VRRC at Parking Entrance.

Donations Management Crew will man Donations Drop-off Site



**\*LIST OF VRRC JOBS and GENERAL DUTIES:**

<p><b>Traffic Control</b></p> <ul style="list-style-type: none"> <li>• Set up cones and directional signage</li> <li>• Determine why someone is entering; direct as appropriate to VRRC Parking or Donations Drop-Off Center</li> <li>• People with pets or *small children may not enter VRRC</li> </ul>	<p><b>VRRC Security</b></p> <ul style="list-style-type: none"> <li>• Greet individual and check ID</li> <li>• Guard entrance</li> <li>• Check for weapons (not allowed)</li> <li>• Direct individual to Registration</li> <li>• Spot-check VRRC</li> </ul>
<p><b>VRRC Greeter / Registration</b></p> <ul style="list-style-type: none"> <li>• Greeters must be friendly, direct, discerning, organized.</li> <li>• Greet the individual; engage enough conversation to determine if they can help; if so, have them sign-in. (Do not admit people seeking help – instead refer them to an outside authority)</li> <li>• Have individual complete the registration paperwork (includes interest, general info, liability release, emergency contact).</li> <li>• Provide brief overview of VRRC process and hand them Station Instruction Card and their Application to carry with them through the stations (for sign-off)</li> <li>• Sign-off on Station Instruction Card and direct individual to the next station (or seating area to wait) with Station Instruction Card and Application</li> </ul>	<p><b>Runner</b></p> <ul style="list-style-type: none"> <li>• Runners are key in that they help in numerous areas. Runners must be alert to surroundings at all times, organized, calm, able to multitask and work quickly</li> <li>• Communicate with Station Leaders</li> <li>• Watch for flags to signal need of Runner</li> <li>• Direct FRRC volunteers to various locations</li> <li>• Monitor Seating Area to be sure volunteers are continually moving through stations correctly</li> <li>• Post new requests for volunteers</li> <li>• Carry information from one station to another</li> <li>• Deliver supplies as needed</li> <li>• Assist Station Leaders, PIO, EMA Volunteer Coordinator, EMA Director as needed</li> <li>• Relieve Station Leaders if necessary</li> </ul>
<p><b>Interviewers / Credentialing</b></p> <ul style="list-style-type: none"> <li>• Do not admit individuals without a Station Instruction Card and Application</li> <li>• Keep Volunteer Job Board current in order to discuss needs with Volunteer</li> <li>• Review the Application and discuss needs</li> <li>• Affiliated Organizations may work here</li> <li>• Determine if Application generally fits jobs posted on the Volunteer Job Board; if not, discuss other areas in need of help.</li> <li>• Sign-off on Station Instruction Card and direct individual to the next station (or</li> </ul>	<p><b>Job Assignments / Training Coordinators</b></p> <ul style="list-style-type: none"> <li>• Do not admit individuals without a Station Instruction Card and Application</li> <li>• Affiliated Organizations and other job leaders will also work here</li> <li>• Perform further review with individual</li> <li>• Provide precise instructions and detailed job duties to the Volunteer</li> <li>• Answer questions</li> <li>• Explain supplies/gear needed, process of use, and mission of their specific job</li> <li>• Make ID for the Volunteer (wristband or card)</li> <li>• Discuss schedule</li> <li>• Keep the Application</li> </ul>

seating area to wait) with Station Instruction Card and Application	<ul style="list-style-type: none"> <li>• Sign-off on Station Instruction Card and direct individual to next station (or seating area to wait)</li> </ul>
<p><b>Safety Briefing</b></p> <ul style="list-style-type: none"> <li>• EMA Designee conducts this briefing</li> <li>• Briefers must clearly know and explain status of event</li> <li>• Briefers give clear instructions about rules</li> <li>• Emphasize personal safety as first priority to the individual</li> <li>• Explain areas where they can and cannot go</li> <li>• Explain consequences of not following rules</li> <li>• Be prepared to answer questions and/or find answers to questions via runner or other communication</li> <li>• Sign-off on Station Instruction Card and direct individual to next station (or seating area to wait)</li> <li>• If an individual is performing a job that does not require supplies, keep the Station Instruction Card and direct them to their job post</li> <li>• If any volunteer is not sure of their job, send them back to their Training Coordinator at the previous station</li> </ul>	<p><b>Supply Monitors</b></p> <ul style="list-style-type: none"> <li>• Maintains lists of what supplies are needed for each job</li> <li>• Maintains inventory of supplies</li> <li>• Manages check-in/check-out of supplies</li> <li>• At the end of their shift, volunteers must turn in supplies and sign-out for the day</li> <li>• Remind each volunteer that they are to sign-in and sign-out each day as well as check-out and return their supplies</li> <li>• Keep their signed Station Instruction Card – the previous 5 stations should have signed off. If not, have Volunteer go back to the station and return the card to Supply Monitor prior to sending them to the field with supplies.</li> <li>• Individuals must have their job ID with them each day in order to check-out supplies</li> </ul>

Note:

**\*Children:** Older children may be allowed to help with disaster recovery work in limited areas at the discretion of the EMA Director. If under age 18, parents must sign a release of liability.

**Special Training Coordinator (STC):** The function of this job is to coordinate just-in-time training for volunteer assistance in a special or limited nature (e.g., one day of a specialty service needed, etc.)

**Donations Management Team (DMT):** The function of this job is to handle the **Donations Drop-off** site in the most effective way. Responsible for receiving, recording, inventorying, storing, staging, delivering supplies. Citizens who arrive with non-requested donations (e.g. perishable, unrelated to mission, etc.) may be turned away. Generally, the Donations Management Crew will be affiliated with or assisting established volunteer organizations with donations management systems already in place.

## **OTHER OPERATIONAL DUTIES**

### **EMA Director** (or his/her designee):

- Briefs and debriefs appropriate individuals, organizations and ESF personnel
- Assures all operations are directly applicable to the primary mission
- Activates the VRRC
- Ensures VRRC sites are within close, safe and efficient proximity to the affected areas
- Manages overall response of EMA staff and designees
- Directs / oversees actions of EMA Volunteer Coordinator
- Deploys CERTIA (if required)
- Authorizes release of information by Public Information Officer (PIO)
- Directs and approves procurement items or release of resources
- Serves as liaison with FEMA and GEMA
- Demobilizes operations

### **EMA Volunteer Coordinator** (under direction and/or supervision of EMA Director):

- Serves as VRRC Lead; establishes VRRC per EMA Director instructions
- Designs floorplan and set up of VRRC and adjusts as required throughout mission
- Contacts owners/operators of pre-selected sites to ensure willingness and ability to provide space
- Coordinates with established volunteer agencies and assists them in obtaining services and goods
- Assembles teams
- Briefs VRRC personnel; assigns and oversees VRRC personnel functions
- Gathers forms, supplies, equipment (i.e., generators, trash cans, lighting, radios, tents, etc.)
- Sets up communications/data base system
- Maintains regular communication with the EMA Director
- Provides coordinated information to the Public Information Officer (PIO) as instructed/approved by the EMA Director
- Assures proper SOPs and Chain of Command are being followed by volunteers throughout mission

### **Established Organizations**, along with **EMA Volunteer Coordinator**:

- Coordinates Resources
- Assists with sets up of tables and chairs, signage
- Assists with set up VRRC of stations (security check, entrance, registration, information, credentialing, interviews, assignments, safety training, rules, supplies, donations)
- Arranges space and stations to allow for most efficient flow of foot traffic and volunteer preparation per EMA Volunteer Coordinator plan
- Sets up base camp(s) for volunteer needs (i.e., food, drink, porta-potty, rest, medical, etc.)
- Assists with supplies, equipment (i.e., generators, trash cans, lighting, radios, tents, etc.)
- Set up Donations Center for the receipt, inventory, storing, staging and distribution of goods
- Arrange sleep quarters if necessary
- Makes arrangements for victim assistance as applicable

## VRRC FORMS

- Application/Registration
- VRRC Station Instruction Card
- Job Descriptions
- Sign-in / Sign-out
- Equipment / Supply Inventory
- Supply Check-in/Check-out
- EMA Volunteer Coordinator Daily Tracking Log
- Incident Report
- PIO Information Reports
- Area Map

## VRRC BASIC SUPPLIES

Forms	Paper, post-it notes, folders	Flags to summon Runners
Trash cans	Scissors, tape, staplers	First Aid Kits
Laptops	Clips, pens, pencils, highlighters	Chairs and tables
Radios	Permanent markers	Refreshments
White board(s)	Stocked toolbox	Extension cords
Clipboards	List of phone numbers	Lights
Tents	ID wristband or badge supplies	Trash bags
Supply storage bins	Vests, caps, (other) outer gear	Signage

## DEFINITIONS:

**CERTIA (Citizens Emergency Response Team In Action)** – Affiliated Volunteer Group that is deployed by Walton County’s EMA Director. CERTIA Members must maintain specific training requirements each year through EMA.

**CIVIC READY Alert Sense** – Walton County’s Public and Internal Alert System.

**SERVGA (State Emergency Registry of Volunteers)** - A statewide secure database of pre-credentialed healthcare professional volunteers who help in the case of a public health emergency.

**VOAD (Voluntary Organizations in Disaster Response)** – Consortium of recognized organizations of volunteers active in disaster relief.

**CBO (Community Based Organization)** – Community organizations that have established volunteer programs.

**ESF (Emergency Support Functions)** – Groups of departments and functions that provide structure within government. Each ESF identifies primary agencies on the basis of authorities, resources and capabilities.

**NIMS (National Incident Management System)** – Nationwide, systematic approach to incident management (including command, coordination, resource management and information management) that guides all levels of government and nongovernmental agencies to prevent, protect, mitigate, respond to and recover from incidents.

**IC (Incident Command)** – Standardized approach to the command, control, and coordination of on-scene incident management that provides a common hierarchy within which personnel from multiple departments / organizations can be effective in response to disasters. IC can utilize a Single Commander or a Unified Command system. IC is a part of NIMS.

**EOC (Emergency Operations Center)** – Location where staff from multiple agencies and departments come together to address, monitor and initiate response regarding threats, hazards and disasters. Teams consolidate under the Commander to exchange information, make decisions and communicate with personnel on scene of the event.