



ESF 15 – Volunteers and Donations

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ESF 11 Tasked Agencies	
Primary Agencies	Oregon Office of Emergency Management (OEM)
Supporting Agencies	Oregon Department of Administrative Services (DAS) Oregon Department of Business and Consumer Services (DCBS) Oregon Department of Transportation (ODOT) Oregon Volunteers (Oregon Commission for Voluntary Action and Service)
Adjunct Agencies	Oregon Voluntary Organizations Active in Disaster (ORVOAD) Oregon 2-1-1

1 Introduction

1.1 Purpose

Emergency Support Function (ESF) 15 describes how the State of Oregon will coordinate the state's role in coordination of emergent volunteers and donations to support local and tribal emergency operations.

1.2 Scope

Activities encompassed within the scope of ESF 15 include:

- Coordinate the identification and vetting of volunteer resources.
- Match volunteer resources and donations with the unmet needs of impacted communities.
- Maintain a state donations management system to ensure the effective utilization of donated cash, goods, and services.
- Provide guidance to personnel coordinating the management of undesignated cash donations, unsolicited goods, and emergent volunteers.
- Coordinate with the ORVOAD (Oregon Voluntary Organizations Active in Disaster) and the supporting disaster relief network.

ESF 15 does not address organized volunteer resources that have been pre-vetted to support a specific function. Those resources will be addressed by the appropriate ESF. For example, coordination of Medical Reserve Corps volunteers will be the responsibility of ESF 8 – Health and Medical. Business and industry (private sector) support of response and recovery operations is addressed in ESF 18 – Business and Industry. Identification of unmet needs and bulk distribution of emergency supplies is addressed in ESF 6 – Mass Care.

ESF 15. Volunteers and Donations**1.3 Related Functions**

ESF 15 often works closely with other State ESFs as a part of coordinated response and recovery activities. The following ESFs support volunteer and donations management-related activities:

- **ESF 1 – Transportation.** Coordinate transportation of donated goods and volunteers to impacted areas.
- **ESF 6 – Mass Care.** Identify unmet community needs and coordinate distribution of goods and services to impacted populations.
- **ESF 7 – Resource Support.** Identify resource needs and coordinate with ESF 15 to address them.
- **ESF 8 – Health and Medical.** Coordinate healthcare volunteer support.
- **ESF 11 – Food and Water.** Coordinated donations of food and water supplies.
- **ESF 14 – Public Information.** Inform the public of how to effectively support response and recovery through volunteering and donations.

2 Situation and Assumptions**2.1 Situation**

Oregon is faced with a number of hazards that may require coordination of volunteers and donations to support response and recovery actions.

Considerations that should be taken into account when planning for and implementing ESF 15 activities include:

- During emergencies, unsolicited goods and services may jam distribution channels, overwhelm government and volunteer agencies, and hamper operations.
- Offers of assistance from unaffiliated volunteers are often underutilized and may be problematic for established response agencies, despite the good intentions of citizens that emerge to help their neighbors.

2.2 Assumptions

ESF 15 is based on the following planning assumptions:

- Donations of unsolicited, non-useful, and unwanted goods can be expected.

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- Lack of an organized system of management for establishing needs and for receiving, sorting, prioritizing, and distributing donations could result in chaos.
- Careful planning will reduce or eliminate problems associated with unsolicited donations and spontaneous, unaffiliated volunteers.
- Volunteer organizations such as the American Red Cross, Salvation Army, United Way, faith-based organizations, and other locally established volunteer groups are the most appropriate organizations to support the management of volunteers and donations.
- The timely release of information to the public regarding needs and collection points is essential to the management of donated goods and services.
- Government and volunteer agencies have access to personnel who can support the operations presented in this plan.
- Public offers of assistance may be in the form of money, food, clothing, products, equipment, in-kind services, or volunteered time. Monetary donations, staple goods, and items specifically requested best serve the needs of victims.

3 Roles and Responsibilities

The following section outlines the roles and responsibilities assigned to state agencies and community partners to ensure ESF 15 activities are performed in an efficient and effective manner to support response and recovery. This document does not relieve tasked agencies with the responsibility for emergency planning and agency plans should adequately provide for the capability to implement the actions identified below.

3.1 Primary Agency

The primary agency for ESF 15 is the Oregon Office of Emergency Management. OEM is responsible for the following overarching coordination activities:

- Coordinate regular review and update of the ESF 15 annex with supporting agencies.
- Facilitate collaborative planning to ensure state capability to support ESF 15 activities.
- Provide a representative to the State ECC, when requested, to support ESF 15 activities.
- Facilitate transition to recovery.

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State government will function in a support role to the county or local government and the voluntary agencies of Oregon. It is OEM's responsibility to ensure a complete and coordinated response from those state agencies able to assist in donations management.

3.1.1 Oregon Emergency Management (OEM)

OEM is statutorily responsible for coordination of the state's emergency management program. It has a key role in coordinating volunteer and donations management activities in support of response and recovery operations. Key ESF 15 responsibilities for OEM include:

- Serve as a member of the Donations Management Team.
- Coordinate with ORVOAD chairperson and FEMA Region X Human Services Officer, advising the potential needs of Donations Team activation and federal guidance.
- Assist in the organization and activation of the donations warehouse and corresponding networking system.
- Coordinate with ESF 1 in regards to weigh stations, checkpoints, and entry of goods into Oregon.
- Coordinate with FEMA regarding the usage of a donations database system (sponsored by NDIS).
- Coordinate volunteer and donations management issues with other ESFs through the State ECC and the corresponding federal ESF.
- Work in conjunction with the FEMA voluntary agencies coordinator in areas involving press-related issues.

3.2 Supporting Agencies

Supporting agencies contribute to the overall accomplishment of the mission of the ESF. Not every support agency will have input to, or responsibility for, the accomplishment of every mission assigned to the ESF.

3.2.1 Oregon Department of Administrative Services

DAS is the central administrative agency for the state and is a key partner in ensuring efficient delivery of state services including donations management. Key ESF 15 responsibilities for DAS include:

- Provide assistance in locating available warehouse spacing; state owned or privately held.
- Coordinate the temporary lease of suitable locations with the ECC.

ESF 15. Volunteers and Donations**3.2.2 Oregon Department of Consumer and Business Services**

DCBS is responsible for ensuring that Oregon's workplaces are safe. Key ESF 15 responsibilities for DCBS include:

- Provide technical assistance for the health and safety of volunteers.

3.2.3 Oregon Department of Transportation

ODOT is responsible for maintenance of the state's transportation system. Key ESF 15 responsibilities for ODOT include:

- Support movement of donated goods and materials into the state.
- Assist in transportation of donated goods and materials to points of distribution.

3.2.4 Oregon Volunteers (Oregon Commission for Voluntary Action and Service)

Oregon Volunteers, the Commission for Voluntary Action & Service is a statewide entity with a mission to focus service and volunteer efforts, to enhance the ethic of service and volunteerism in the state and provide funds for state-based AmeriCorps programs. Key ESF 15 responsibilities for Oregon Volunteers include:

- Match volunteers with unmet needs in coordination with ORVOAD.

3.3 Adjunct Agencies

Adjunct agencies are organizations that may not be part of state government but have direct role in the function.

3.3.1 Oregon Voluntary Organizations Active in Disasters (ORVOAD)

In the event of a disaster, when the State ECC is activated, ORVOAD will be assigned a position in the State ECC to work concurrently with other voluntary agencies. Key ESF 15 responsibilities for ORVOAD include:

- Provide a representative to staff ESF 15 at the State ECC.
- Staff the Donations Management Team in coordination with OEM.
- Maintain a list of ORVOAD members indicating their areas of service and the names of three contacts for each agency.
- Match the needs and the unsolicited goods and services (volunteers) with the ORVOAD member agencies and other non-profit agencies that deal in those particular services by calling their representative and making arrangements.

- Coordinate with local volunteer, community, and religious organizations to manage and operate local distribution centers.
- Coordinate registration of local relief organizations established to assist persons affected by disasters for the purpose of coordinating efforts and avoiding duplication.
- Provide updates to ORVOAD membership on a regular basis.

See Appendix C for a roster of ORVOAD organizations.

3.3.2 Oregon 2-1-1

Oregon 2-1-1 may be called upon to operate phone banks for the state's donations management system and will process all offers of goods for disaster relief. Key ESF 15 responsibilities for Oregon 2-1-1 include:

- Establish phone bank operations at the request of the State ECC or Donations Management Team.
- Refer people who are attempting to volunteer or donate to the appropriate agencies.

3.4 Federal Support

3.4.1 Federal Emergency Management Agency (FEMA)

FEMA may, upon request, activate a Field Donations Coordinator to liaison with state and voluntary agencies. This person will function from the Joint Field Office (JFO) wherever it is set up, and will also work closely with concerned agencies as appropriate.

- Implement a standardized national donations management strategy (NDIS) and provide guidance to the State concerning the DMS.
- Coordinate support through Federal ESF 7 (ESF-7, resource Support & Logistics) in the State ECC and/or Joint Field Office (JFO).
- Operate the national donations 1-800 phone bank.
- Assist in identification and establishment of required operating facilities as specified or recommended by the Federal Emergency Response Team.
- Assist in preparing a joint strategy regarding donated goods and media control.
- Assist in identifying, contacting, and coordinating with national resource organizations able to provide identified good and services.

- Assist in securing support from other national voluntary agency organizations.
- Point of contact for federal operations at the JFO working in conjunction with the federal voluntary agencies coordinator.
- Ensure that the Federal Coordinating Officer (FCO) at the JFO is regularly informed on occurrence and relevant information from the DMT.
- Identify points of contact in the JFO for Congressional Affairs and Public Affairs personnel and ensure these contacts are regularly informed of donations policy and procedures.
- Prepare daily briefings to the JFO staff on up-to-date donations activities and needs assessments.
- Keep local and tribal emergency managers informed of local donation centers and related procedures through the JFO Public Information Officer (PIO).

3.4.2 Corporation for National and Community Service Recovery Support

The Corporation for National and Community Service (CNCS) Disaster Services Unit (DSU) has agency-wide responsibility for coordination of CNCS disaster services activities. The DSU provides expertise, ongoing support, and access to a network of dedicated volunteers.

- Facilitate and leverage volunteer engagement for disaster recovery by working closely with State Service Commissions, national VOADs, and local, state, tribal, territorial and federal government partners to provide national service members and resources.
- Provide technical assistance which captures and allows sharing of best practices among State Service Commissions, grantees, communities, and others to address specific regional/local needs during long term recovery.
- Provide nonprofit, faith-based, and local, state, and tribal government with capacity building support through direct or indirect service.

See Appendix E for a description of CNCS National Service Assets.

4 Concept of Operations

4.1 General

The State of Oregon Emergency Operations Plan, including ESF 15, is developed under the authority of Oregon Revised Statutes Chapter 401 which assigns

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responsibility for the emergency services system within the State of Oregon to the Governor (ORS 401.035).

4.2 Activation

When a disaster occurs that results in a Governor's declaration, the OEM Duty Officer will activate the State ECC and establish communications with leadership and ascertain initial size up to determine an ECC staffing plan and set up operational periods. If the incident requires significant coordination of volunteers and donations, OEM will activate ESF 15. OEM will coordinate with supporting agencies to assess and report current capabilities to the ECC and will activate Agency Operations Centers as appropriate. Supporting agencies may be requested to send a representative to staff the ECC and facilitate ESF 15 activities.

4.3 ECC Operations

When ESF 15 is staffed in the ECC, the ESF representative will be responsible for the following:

- Coordinate establishment of a Donations Management Team, as needed.
- Serve as a liaison with supporting agencies, ORVOAD, and community partners.
- Provide a primary entry point for situational information related to volunteers and donations management.
- Share situation status updates related to volunteers and donations management with ESF 5, Information and Planning, to inform development of the Situation Report.
- Participate in, and provide ESF-specific reports for, ECC briefings including Disaster Cabinet and Economic Recovery briefings.
- Assist in development and communication of ESF 15 mission assignments to tasked agencies.
- Monitor ongoing ESF 15 mission assignments.
- Share ESF 15 information with ESF 14, Public Information, to ensure consistent public messaging.
- Coordinate ESF 15 staffing to ensure the function can be staffed across operational periods.

4.5 Transition to Recovery

Intermediate- and long-term recovery activities are guided by the State of Oregon Recovery Plan. In the event of a large-scale or catastrophic incident, the Governor

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may appoint a State Disaster Recovery Coordinator (SDRC) to facilitate state recovery activities and the longer-term aspects of volunteer and donations management coordination may be tasked to State Recovery Function (SRF) 1, Community Planning and Capacity Building. The coordinating agency for SRF 1 is the Oregon Department of Land Conservation and Development. The SDRC and the State Coordinating Officer (SCO) are responsible for agreeing on the timing of transition from response (ESF 15) to recovery (SRF 1).

See the Oregon State Recovery Plan for additional information.

5 ESF Development and Maintenance

OEM will be responsible for coordinating regular review and maintenance of this ESF Annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – ESF 15 Work Plan
- Appendix B – ESF 15 Resources
- Appendix C – ORVOAD Roster
- Appendix D – Oregon Donations Management System
- Appendix E – CNCS National Service Assets

Appendix A ESF 15 Work Plan

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Action	Responsible Department	Point of Contact	Priority	Timeline	Status
Conduct a planning workshop with tasked state agencies to validate the ESF 15 Annex	OEM in coordination with assigned supporting agencies	TBD	High	2015	To be completed

Appendix B ESF 15 Resources

State

- State of Oregon Donations Management Plan (in development)

Federal

- National Response Framework
 - Volunteers and Donations Management Support Annex

Appendix C ORVOAD Roster

Appendix D Oregon Donations Management System

1 Donations Management System

The donations management system for Oregon is designed to control and facilitate the collection and dispersal of donated goods and services. The system will be jointly managed by a state representative appointed by the Director of Oregon Emergency Management (OEM), and representatives of ORVOAD. The Donations Management Team (DMT) will work in cooperation and in conjunction with the Private Voluntary Organizations (PVOs) through ORVOAD. Member agencies will be the primary working force behind the donations management system for Oregon. OEM will serve as primary liaison between all state agencies who may play a donation response role and the federal government through FEMA.

1.1 Donations Management Team (DMT)

The DMT will be comprised of representatives from the following organizations: Oregon Emergency Management (OEM)

- Adventist Community Services
- American Red Cross
- Medical Teams International
- Oregon Food Bank, Salvation Army
- Volunteer Center Network of Oregon.

These representatives have the responsibility of making the decisions to ensure an expedient and efficient donations management operation.

1.2 Activation

The decision to activate the donations process will in essence depend on the severity and nature of the event or an imminent shipment of unsolicited goods bound for disaster areas.

OEM will alert and brief the ORVOAD Chairperson of any situation that may precipitate such activation. (American Red Cross and ORVOAD may have a representative in the State Emergency Coordination Center (ECC) and be aware of pending events.)

ORVOAD Chairperson may decide to establish a Donations Coordination Team in preparation for possible activation.

Once activated, the Warehouse Coordinator will prepare a daily situation report with the assistance of the DMT. Each member of the DMT is responsible for

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briefing his or her respective organizations. The Warehouse Coordinator is responsible for briefing ORVOAD and the Long-Term Recovery Committee.

1.3 Joint Field Office (JFO) Interface

FEMA may have a VOLAG Coordinator as part of the Joint Field Office Team working with Human Services personnel. OEM may also have a representative in the JFO depending on the nature and extent of the disaster event. The VOLAG Coordinator will keep in close communications with ORVOAD regarding events and offer guidance assistance where appropriate. This person will also be the official point of contact between FEMA and ORVOAD.\

The federal or state Public Information Officer (PIO) assigned to the Joint Field Office (JFO) will assure that the primary 800 number set up specifically for this operation and the FEMA donations number are prominently circulated to the media for public dissemination. Additional 800 numbers of other voluntary agencies participating in disaster response and donations collections will be made available.

1.4 Long-Term Recovery Committee interaction

The DMT will designate a representative as its member of the Long-Term Recovery Committee. The DMT representative is responsible for the following:

- Provide Information to the DMT regarding the need for materials and supplies for areas affected by the disaster.
- Inform the Long-Term Recovery Committee on the availability of materials and supplies from the DMS. Provide the inventory list to the Long-Term Recovery Committee in advance of their meeting.
- Sustain the communication linkage between the DMT and the Long-Term Recovery Committee.

1.5 ORVOAD Interaction

The DMT is a subcommittee of ORVOAD. ORVOAD oversees its operations and coordination with other ORVOAD subcommittees and functions. Also, ORVOAD determines the financial matters of the DMS, e.g., payment for facilities, equipment, management personnel, warehouse supplies, etc. ORVOAD will determine when the DMS becomes operational and time for decommission.

2 National Disaster Information System (NDIS)

Essential to the donations collection, coordination and dissemination system in Oregon is the ability to adequately receive and process incoming donation offers and requests. FEMA or the state may be expected to coordinate the process in obtaining the necessary 800 phone lines and corresponding equipment.

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NDIS consists of a donations 800-phone number, the call-center based at FEMA headquarters or satellite office, the management software, and a centralized donations database. The purpose of NDIS is to provide to the public an opportunity to register its offers of goods and services and to share the data with the users in Oregon and the DMT.

The Donations 800 number “hotline” will be made operational as soon as possible after the disaster or in a timely manner in the anticipation of a larger scale disaster. Early set up ensures best communications with the donations public and assists in preventing or slowing unsolicited goods to the impacted area. FEMA is prepared to activate this 800 number on an immediate basis relieving the state of immediately organizing its own phone bank system.

Other elements of the NDIS system include:

- Official needs/unneeded lists and situation reports generated by FEMA and state Donations Warehouse.
- Offers of donation for general usage.
- Official needs/unneeded lists and situation reports.
- An automation system for generating record numbers for each item offered in the database and for assigning mission numbers for each shipment.
- A statistics management information component for use in generating reports.
- An ongoing list of potential sources for unique items and services.
- A list of participating agencies, abbreviations, addresses, phones, faxes, etc.

3 Actions by Phase of Emergency Management

3.1 Mitigation

- Is the initial stage of the planning process and takes place before a disaster occurs. It is aimed at eliminating or reducing the effects of a disaster.
- Primary and support agencies will work to develop and maintain a list of available support services.
- Voluntary agencies will coordinate with local chapters and groups to determine availability of personnel, resources, and volunteers.

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- Develop a plan for proper disposal of unwanted/unused items. Review what was disposed of last time and determine if the waste could have been minimized.

3.2 Preparedness

Is our “insurance policy” because we can’t prevent every disaster or event from occurring. By planning and being prepared, we ensure the most effective and efficient response, and minimize damage and loss of life by laying the groundwork for response operations.

- Search for or create and maintain a database for managing available resources and donations
- Develop a mechanism by which to control transportation of goods into the state and transportation to the staging and distribution areas.
- Develop a list of known items needed for each type of potential risk.
- Annual training/orientation is essential to the effectiveness of implementation and operations of the System at the time of a disaster.

3.3 Response

Assistance to save lives, reduce injury, and minimize property damage. Through a well-planned donations plan and exercising, we are better able to efficiently respond to meet those needs we serve.

- Activate the donations Management Plan and notify all participating voluntary agencies and contact members of the DMT to place on standby.
- Prepare to activate the 800 number phone system and contact FEMA Region of potential donations needs.
- Maintain records system of expenditures and in-kind donations received for state incurred expenses.
- Review database requirements for offered materials that may now be needed and begin contacting agencies for availability.
- Maintain liaison with the VOAD Long-Term Recovery Committee.

3.4 Recovery

Operations are the continuing activities immediately after the disaster event period and may be either short-term or long-term. Short-term operations serve to restore vital systems, while long-term operations are those that stabilize and establish pre-disaster conditions.

- Assess continuing needs of agencies involved in the recovery process.
- Reduce the hours of the donations Center and begin to decommission components of the system.
- Keep close contact with the Long-Term Recovery Committee to ensure its needs are given consideration in dispersal of left over goods.
- Incorporate all “lessons learned” in a complete review and possible rewrite of this plan. Gather input from all areas of responsibility having anything to do with donations management. Learn from what went right, and more importantly, what went wrong.

4 System Management

4.1 Designated Donations

- A designated donation is an offer of a donation made to and accepted by and organization or a specific donation requested by an organization.
- Inquiries concerning donations for a specified organization will be referred to that organization. The organization accepting or receiving the donation will follow its own policies and procedures for handling the logistics involved.
- Once an offered donation has been accepted, it is a designated donation and belongs to that agency.
- Once a donation is in the control of a Private Voluntary Organization (PVO), distribution of the donation will be accomplished by that organization’s procedures.
- Donors will be advised to label goods and to provide a detailed inventory with shipments. In addition, all shipments must be palletized for ease of unloading with loose items shrink wrapped.
- Donors will determine the value of goods donated. An acknowledgement for IRS purposes will be given by the accepting organization. Individual donations with a value in excess of \$5,000 will need an independent appraisal provided by the donor in order to comply with IRS regulations.
- Donors will be discouraged from sending unsolicited donations directly to the disaster site. The donor will be informed their offer will be entered into the database and will be called for when needed.

4.2 Unsolicited and Non-designated Donations

- Donors will be discouraged from sending unsolicited donations directly to the disaster site.
- Donors who insist on donating unsolicited or unwanted goods will be advised that although the goods cannot be accepted at this time, the information will be entered into a database and made available to federal and state governments, volunteer organizations, and other emergency responders, should a need arise for such goods.
- Goods not requested but which can be used will be made available to all participating volunteer organizations and other specialized existing nonprofit organizations.
- When possible, unneeded goods such as clothing shall be recycled or redistributed to others in need.
- The DW will track the receipt and distribution of unsolicited and non-designated goods.

4.3 Public Information

- The Incident Command System (ICS) Public Information Officer (PIO) will assure the appropriate communications with the media regarding needed donations. Messages will be designated to control unsolicited and unneeded materials.
- Donors will be encouraged to contact the warehouse for acceptance of material prior to transporting it.
- Access for pickup of items at the warehouse will only be available to designated organizations and their representatives.
- Appropriate signs will be developed in readiness to direct approaching transport to the warehouse.

4.4 Distribution of Donated Goods

- The DMT will review guidelines and establish a distribution plan, which reflects the needs of victims of the declared disaster.
- Goods will be distributed through ORVOAD members, organizations, or agencies which are registered with them or with local offices of Emergency Management, and who deal directly with disaster victims.
- Requests for goods will originate in case management plans with specific agencies, with the ORVOAD Long-Term Recovery Committee, or with similar structures of registered groups.

- Decisions rising from multiple requests for available resources will be determined by the warehouse coordinator and with the advice of the DMT.

4.5 Warehouse Operations

4.5.1 Acquisition Process

Warehousing must be situated out of the disaster area and within one to two hours of commuting distance. It should have easy access and be in close proximity to major highway systems, airport and rail facilities, if possible.

Currently an agreement exists (held by ORVOAD) between Northwest Medical Teams (NWMT) and state government and ORVOAD to furnish a central warehouse and to assist with locating distribution centers/warehouses in other regional areas of the state.

Should the need arise to open additional regional warehouses; other sources must be utilized in searching for sites. The following should be given consideration in assisting in the search.

- Commercial Realtors
- Local Emergency Management Staff
- Local Grange Associations
- Fairgrounds

4.5.2 Facility Description

Through signed agreement, Northwest Medical Teams will provide the initial warehouse facilities to handle the first receipt of donated goods. NWMT will work with the DMT to secure the primary warehouse space necessary to handle the influx of goods and materials for the duration of the disaster.

Warehouses should provide for receipt, sorting, classifying, storage, inventory control, assignment to recipients and preparation for distribution. The Warehouse Coordinator or DMT may recommend activation of a Resource Staging area to control the influx of trucks and goods on a temporary basis.

4.5.3 Location/Space

The state designated central warehouse for collection and storage must have an ample open parking area in addition to significant enclosed storage space. The following criteria shown are designed to provide a general range of space requirements:

- Enclosed/secured storage area

- Secured/fenced area
- Office Space
- In addition to the general office space requirements, each warehouse should be capable of supporting a staff of 25 to 40 people and accommodate desks, copy machine, fax and telephones. The facility should have:
 - Emergency communications
 - Adequate heating
 - Dry loading docks
 - Emergency power (generators)
 - Large parking area
 - Sanitary facilities
 - Good lighting
 - Water and sewer
- The warehouse facility must have the following equipment for facility operation:
 - Handling equipment
 - Shelving and storage containers
 - Personal equipment (gloves, hard hats)
 - First aid supplies

4.5.4 Communications

The warehouses must be able to communicate directly with the Donations Warehouse, the appropriate local distribution points, and the local Emergency Operations Center via the appropriate communications equipment (radios, telephones)

4.5.5 Staffing and Management

The Warehouse Manager/Coordinator will be appointed by Adventist Community Services and will function through a management staff established through ORVOAD. ORVOAD will appoint a donations Coordinator to work closely with the warehouse Coordinator and members of the DMT. Members of the DMT have been discussed earlier and represent both state government and ORVOAD agencies and will provide direct linkage to the Joint Field Office where necessary.

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The Warehouse Coordinator must have experience in managing a large warehouse and in supervising a large number of people. This person should be able to develop inventory control procedures, schedules and safety procedures.

4.5.6 Transportation

Major transportation routes for the influx of donated goods are the Interstate-5 corridor running north to south from Portland to the California border and Interstate 84 running along the northern border along the Columbia River from Portland to the Idaho border at Ontario.

Command or check points may be placed at strategic locations to intercept the goods before they can reach the affected area(s) only if necessary. These check points may be strategically located at in-bound weigh stations. Information regarding the Donations Warehouse (DW) should be forwarded to various weigh stations especially at state entry points for out of state shipments. Information and directions will be relayed to incoming carriers by station weigh master and should include direction on how to make phone contact with the DW. Routes for dissemination of goods to affected disaster areas are varied and controlled by weather and road conditions, and a receiving point (Local Distribution Center) relatively close to the intended area.

All donations shipments are to be directed to the Donations Warehouse unless prearranged to go directly to a specific destination. Unsolicited goods are to be inspected to determine need and suitability. If they address a need and are useable, they are directed to the Warehouse for processing. If there is no immediate need for the item, (but there may be in the long-term) they will be directed to the receiving center (building materials may be an example). Goods, which have no use, may have to be refused and directed out of the area. The Warehouse will act as an information gathering and goods disseminating center. It received all requests for goods and all information regarding available donated goods.

Note: Not all donations are necessarily made for the good of the victims, but may be used as a dumping ground for unwanted or unusable/unsellable goods by the donor. It may be necessary to refuse such items as either unsanitary or worthless and detrimental to efforts of donations management. If this appears the case, refusal must be handled in the most humane way possible. Pre-screening is essential.

- The Warehouse Coordinator has full authority for the acceptance of goods. Unsolicited and unneeded goods may be refused by the Coordinator. Appreciation for the offer will be extended.
- Urgently Needed Goods: Coordinate delivery with appropriate governmental and volunteer units to assure the safety and health of communities. In most case, transportation will be handled by

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governmental units; public private organizational resources may be arranged.

- Needed and Un-designated Goods: Donors will arrange transport to the warehouse or to distribution sites as agreed upon by the warehouse coordinator or Donations management coordinator.
- Designated Goods: Donors and recipient agencies will arrange for transportation to storage or distribution sites. In some circumstances, goods may be stored in the warehouse for later distribution as agreed upon by the warehouse coordinator.
- Shipments of unauthorized materials will be detained and not off loaded.

4.5.7 Resource Staging Areas (RSA)

The purpose of an RSA is to regulate the flow of trucks and materials bound for a disaster area. These staging areas of goods inbound for the Donations Warehouse may be necessary to hold carriers with donated goods until such time as it is able to receive the goods. Goods at this area may be inspected to determine its usability and whether or not it was a solicited shipment. An RSA may normally be located at an ODOT Point of Entry.

4.5.8 Demobilization and the Decommissioning Process

As the call for donations begins to subside, hours of operation will be geared down accordingly. Persons involved will be gradually phased down according to function or service provided. As need for the distribution center/warehouse decreases, the DMT will determine a final date of operations.

- Items reserved for specific victims must be removed by a designated date.
- An inventory of goods will be taken and distributed to all ORVOAD members and participating distribution sites.
- A final pickup date will be determined, and goods will be available on first come basis. Any ORVOAD member will be encouraged to re-supply what they have taken from their own stock for disaster response and also to draw what they expect to use in the near future.
- At closure, agencies will indicate items they are willing to accept and will pick up at a designated date. A final disposition of all goods will be transmitted to ORVOAD.
- Any remaining items will be transported to available land fills or other appropriate means of disposal. Responsibility will be undertaken by an appropriate state agency for disposition.

ESF 15. Volunteers and Donations

The public will be notified of the closure of the center via the Public Information Officer. Donors will be commended for their role in disaster response. A summary of the impact of donations will be given to the public to credit community involvement through ORVOAD.

Appendix E CNCS National Service Assets