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**SA D – Volunteer and Donations  
Management**

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## 1 Purpose

The purpose of this plan is to summarize and commit to writing the agreements that have been reached regarding how government, voluntary agencies, and community groups manage solicited and unsolicited donated goods in an efficient manner in response to any type of disaster affecting the State of Oregon.

## 2 Scope

An analysis of potential hazards indicates that Oregon is susceptible to catastrophic events that may necessitate the implementation of a plan for handling donated goods and services. Hazard Analysis completed among all counties in Oregon indicate hazardous materials and flood hazards to be most prevalent throughout the State. Other hazard specific events may include earthquake, severe weather, or terrorist acts.

The role of state government in donated goods management is to ensure that proper and thorough support is rendered to county governments through each respective emergency management program on the local level. Support in this annex may be in the form of a coordinated statewide donations management system, working in conjunction with the ORVOAD (Oregon Voluntary Organizations Active in Disaster) and the supporting disaster relief network.

It is not anticipated that every disaster event will result in a need to implement this plan or to begin collection, storage and dissemination of donated goods or services. When circumstances warrant, a united and cooperative effort by state, federal and local governments, private voluntary organizations, private sector, and the donor community is necessary for the successful management of donations.

Because private sector volunteer originations are experienced in managing donations and have existing capability to receive, process, and deliver needed goods and services to individuals and families affected by disasters, the State of Oregon will depend on these organizations for providing significant implementation of a donations management system within Oregon.

## 3 Roles and Responsibilities

### 3.1 State

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

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donations management. Although other state agencies any participate in various aspects, the following may be most prevalent in active roles:

**3.1.1 Oregon Military Department (OMD)**

The Oregon Military Department is a major player in disaster response and recovery within the State of Oregon. It will send representation to the State ECC Operations Group (upon activation) and will utilize its resources when a particular tasking fits the mission as outlined by state and federal statutes. The OMD will assist in donations management to the extent a situation is deemed an “emergency,” and where other non-military assets are unavailable, inappropriate, or inadequate. Possible OMD utilization may be in the form of emergency transportation of goods to an isolated area, or the moving of equipment into an area for emergency usage.

**3.1.2 Oregon Emergency Management (OEM)**

OEM is a Division within OMD, it serves as the lead state agency on the DMT and provide liaison between the State ECC and the JFO. This person designated by OEM also serves as the point of contact with the Governor’s Office, city/county emergency management agencies, supporting state agencies, and ORVOAD. OEM will also provide:

- The primary person responsible for periodic review and revision.
- Make initial contact with ORVOAD chairperson and FEMA Region X Human Services Officer, advising the potential needs of Donations Team activation and federal guidance.
- Provides needed assistance as required through the State ECC located in Salem. Point of contact for the coordination of state resources as the situation may warrant subject to availability and agency policies.
- A member of the DMT responsible for assisting in the organization and activation of the donations warehouse and corresponding networking system.
- Lead agency in facilitating FEMA-funded training in donations management. Courses are available within the Professional Development Series (PDS) of Emergency Management that may facilitate use of volunteer services and donated goods. Entrance in PDS courses is through the local county emergency manager and the State Exercise and Training Officer.
- Will establish links with the Oregon Department of Transportation in regards to weigh stations, checkpoints, and entry of goods into Oregon.

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- Coordinate with FEMA regarding the usage of a donations database system (sponsored by NDIS).
- Coordinate issues with Oregon Health Department through the State ECC and the corresponding federal emergency Support function (ESF) area.
- Work in conjunction with the FEMA VOLAG coordinator in areas involving press-related issues.

**3.1.3 Oregon Department of Transportation (ODOT)**

Requests for ODOT assistance must be made through the ODOT representative at the State ECC if the center is activated. If no activation is imminent, requests should be made through the ODOT Duty Officer via the Oregon Emergency Response System (OERS) located at OEM (800) 452-0311 or (503) 378-6377.

- **Ports of Entry:** ODOT's Motor Carrier Transportation Branch maintains six Ports of Entry. They are located in Ashland, Cascade Locks, Farewell Bend, Klamath Falls, Umatilla, and Woodburn. Motor carriers that enter Oregon must stop at a Port of Entry to register. Ports of entry may provide information and directions to incoming shipments of donations.
- **Fee waiver:** The U. S. Department of Transportation (USDOT) Region X is responsible for carrying out the Emergency Support Function (ESF) 1 for Transportation within the Federal Response Plan (FRP). The Interstate Commerce Commission may work with USDOT to "administer appropriate civil transportation control systems under its authority (priorities, allocations, and licensing) as any be required to expedite the operating authority of motor carriers in support of the disaster response effort". As the primary state agency for ESF 1 for transportations and the state regulator of motor carriers, ODOT would take similar actions within its authority as appropriate.
- **Reader Boards:** ODOT maintains a number of both portable and permanently mounted variable message signs. Using these signs to direct trucks carrying resource donations to appropriate locations fits within guidelines for sign usage. The number and location of signs that may be available will vary depending on changing needs of the disaster. Other types of message to the motoring public may take priority.
- **Airports:** ODOT operates 34 state owned general aviation airports. During a disaster ODOT may make them available to support the response effort as needed.

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Works through the State ECC system and may provide assistance in locating available warehouse spacing; state owned or privately held. It may be a source of support for the DMS.

If appropriate state property is unavailable, coordinates the temporary lease of suitable locations with the DMT, Federal Coordinating Officer (FCO), and ESF 7, Resource Support.

**3.1.5 Oregon Health Department**

Will provide technical support on topical areas concerning disease control, medical issues and regulations concerning acceptance, handling, and distributing medical supplies.

**3.2 Federal Government****3.2.1 Federal Emergency Management Agency (FEMA)**

FEMA may upon request, activate a Field Donations Coordinator to liaison with state and VOLAG 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.

- May implement a standardized national donations management strategy (NDIS) and provide guidance to the State concerning the DMS.
- Coordinate support through Federal Emergency Support Function-7 (ESF-7, resource Support & Logistics) in the State ECC and/or Joint Field Office (JFO).
- Operates 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 VOLAG organizations.
- Point of contact for federal operations at the JFO working in conjunction with the federal VOLAG coordinator.

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- 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 the Local Emergency Manager (LEM) informed of local donation centers and related procedures through the JFO Public Information Officer (PIO).

**3.3 Local Government**

Works with the DMT, the local VOAD, and the Public Information Officer (PIO) to coordinate needs of affected constituents. It should also have a plan in place to accept offers of donations to included in-kind donations, volunteers, and offers of services. It may appoint a local Volunteer Coordinator to coordinate with local volunteer agencies and unaffiliated public volunteers. The local coordinator may be a part of the area VOLAG.

Other responsibilities (depending on jurisdiction):

- Coordinate with local volunteer, community, and religious organizations to manage and operate local distribution centers.
- Pre-identify reception warehouse and/or distribution centers to be used in time of disaster. (Be aware of the provisions in the State Donated Goods Plan regarding receiving sites.)
- Be prepared with alternate warehouse and distribution center space for contingency purposes.
- As soon as reasonably possible, ensure that a needs assessment has been completed addressing the needs of all affected communities to include, goods, volunteers, and services impacted. Communicates those needs to the DMT.
- Be aware of the Long-Term Recovery Committee and how to access the referral system.

**SA D. Volunteer and Donations Management****3.4 Volunteer Organizations****3.4.1 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 VOLAGS. The ORVOAD chair will select the individuals assigned to the State ECC.

The ORVOAD representative will have a list of ORVOAD members indicating their areas of service and the names of three contacts for each agency.

It is essential that the State ECC ORVOAD representative be relieved of all internal administrative duties (with their agency) to avoid putting them in a position of conflict of interest and to assure fairness in their role as an ORVOAD representative. The State ECC representative must represent only ORVOAD. The responsibility of the ORVOAD will be to 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.

The ORVOAD representative will remain in close contact with the ORVOAD chairperson to keep him/her apprised of the status of the operation, and the ECC (state) representative or the chairperson will give and update to the ORVOAD membership on a regular basis.

- **Adventist Community Services:** Manages the Donations Warehouse and provides volunteer services to operate facilities.
- **American Baptist Churches of Oregon:** Provides food, clothing and vouchers for basic emergency needs
- **American Red Cross (ARC):** Provides liaison to the ORVOAD ECC representative and the Reception Center and will coordinate with the ORVOAD ECC representative to determine needs which could be filled by donations or public volunteers received by the Donations Warehouse.
  - Refers donation offers to Donation Warehouse for determination of acceptance, need and delivery arrangements.
  - Provides organizational donation phone numbers to the donations phone bank for reference.
  - Coordinates with local offices and identifies un-met needs.
  - Acts as liaison with agencies with existing contracts with the ARC.

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- **Catholic Charities:**
  - Provides relief grants to supplement local response and to facilitate beginning the long-term recovery process
  - Provides temporary housing assistance
  - Provides volunteers for counseling of children, elderly and disaster workers.
  
- **Church of the Brethren Disaster Child Care Volunteer Network:** Provides child care for American Red Cross and FEMA shelters/centers opened to provide disaster assistance to those affected by the event.
  
- **Ecumenical Ministries of Oregon:** Provides mass feeding and shelter
  
- **Lutheran Disaster Response:** Provides liaison to the ORVOAD ECC representative and Reception Center as required. Through Moses Movers will provide transportation of goods to affected individuals and families, relief centers, and other distribution sites. Will provide organization donation phone numbers to the donations phone bank as needed.
  
- **Mennonite Disaster Service:** Provides skilled labor to assist those affected by the disaster in repair or replacement of structural damage to primary residences.
  
- **Northwest Baptist Convention:** Provides food, clothing and vouchers for basic emergency needs
  
- **Northwest Medical Teams International:** Provides initial assistance in establishing the central warehouse facilities and provides volunteer services experienced in warehouse operations, medical services, goods-in-kind and assistance for donation requests to fulfill Unmet Need Committee requests.
  
- **Oregon Food Bank:**
  - Provides liaison to ORVOAD ECC representative and the Reception Center as required.
  - Prepares procedures to accept unsolicited donations of food products when received at Donations Warehouse.
  - Provides organizational donation phone numbers to the donations phone bank for reference. In addition, provides any particular donation requests to fulfill un-met needs.

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- Act as the conduit for food items available on the national level from pre-designated organizations established to provide assistance during disaster events.
- **Radio Amateur Civil Emergency Services/RACES and Amateur Radio Emergency Services/ARES:** Working through OEM one or both of these organization provides communications support among various donations sites, centers and possible points of entry, usually at ODOT weigh stations
- **Salvation Army:**
  - Provides liaison to the Donations Warehouse and the Reception Center.
  - They will assist with warehousing and distribution of donated goods.
  - Provides organization donation phone numbers to the donation phone bank for reference.
  - Coordinates with their local offices and identifies unmet-needs.
- **Society of St. Vincent de Paul:** Will assist those affected by disasters by providing donated items such as food, clothing, furniture, building materials and volunteer help.
- **United Methodist Church:** Provides emergency shelter in local churches and church camps. Provides volunteers for child care, counseling and volunteer teams for cleanup, repair and rebuilding. Provides funds during recovery phase and through the Long-Term Recovery Committee.

### 3.5 Other Local Agencies

Formal local relief organizations established to assist persons affected by disasters will register with ORVOAD for the purpose of coordinating efforts and avoiding duplication. They will provide contact information, description of services available, and appropriate referral information. They will have full access to goods in the warehouse along with all VOAD members, and will participate under the same guidelines.

New or Ad Hoc groups which may form in response to a specific disaster will form a governing body, establish guidelines for response, and provide the same information upon registering with ORVOAD in order to gain access to donated goods.

Relief Centers will establish a ruling structure and establish guidelines for response. They will also register with ORVOAD, and essentially provide the same information to the local Office of Emergency Management. These agencies

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will then be afforded the same access to donated goods through the formal state system.

**3.6 Business and Industry (Private Enterprise)**

Businesses and private industry historically have been generous benefactors with donations of both goods and services to disaster victims. ORVOAD agencies with regular business contacts should keep the overall mission of state donations in mind when soliciting from these sources and making these contributions available for the good of Oregon victims and other VOAD agencies. Donations to a disaster cause may come in the form of goods, services or volunteer resources.

**4 Concept of Operations**

The donation 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 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 donation 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.

**4.1 Donations Management System (DMS) Components****4.1.1 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 – Oregon Trail Chapter, Medical Teams International, Oregon Food Bank, Salvation Army, and the Volunteer Center Network of Oregon.

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

**4.1.2 Process of Events**

(Refer to Appendix 3 for a sequence of disaster-related events leading up to the opening of a Donations Warehouse)

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

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

**4.1.3 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.

**4.1.4 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.

**4.1.5 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.

**4.2 Phones and Communications**

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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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 VOLAGs participating in disaster response and donations collections will be made available.

2-1-1 INFO is designated as the coordinating agency for the operations of the phone banks for the Donations Warehouse and will process all offers of goods for disaster relief.

- All offers of financial assistance will be referred to participating organizations according to a specific collaborative process listed in Appendix 1 by agreement.
- Offers of volunteer assistance will be coordinated by Volunteer Centers, or referred to the local office of Emergency Management in a specific area.
- Phone bank operations will be coordinated by the DMT.
- Down-sizing or decommissioning of the 800 phone system will be a coordinated effort managed by DMT. This process may occur at a later date than closure of the warehouse in order to process designated donations held in readiness for the recovery period.

**4.3 National Disaster Information System (NDIS)**

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 effected 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.

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- 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 on going list of potential sources for unique items and services.
- A list of participating agencies, abbreviations, addresses, phones, faxes, etc.

**4.4 Actions by Phase of Emergency Management****4.4.1 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.
- 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.

**4.4.2 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.

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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.

**4.4.4 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.

**5 System Management****5.1 General****5.1.1 Designated donations**

- A designated donation is an offer of a donation made to and accepted by an organization or a specific donation requested by an organization.

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- 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.

**5.1.2 Unsolicited & 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.

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- 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.

**5.1.4 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.

**5.1.5 Warehouse Operations****■ 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.

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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

**■ 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.

**■ 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)

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- ⌘ 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

- **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)

- **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.

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.

- **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.

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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 son 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 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.

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- 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.

**■ 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.

**■ Training and Exercise**

This annex to the State Emergency Operations Plan will be exercised during each state sponsored full scale exercise during which implementation of this annex could reasonably be expected.

Each participating agency in this plan is urged to fully train each of their members in their agencies roles and responsibilities in the donations management component during disaster.

State training is available in various aspects of emergency management issues through the Professional Development Series (PDS) of classes. These classes are hosted by OEM and held on a scheduled basis at various locations around the state. Information on these classes may be obtained by contacting the ORVOAD Chair, or the Exercise and Training Officer for OEM.

**■ 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.

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- 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.
- 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.

### ■ Annual Update

A review and update of this annex will be coordinated by the State Office of Emergency Management whenever it is exercised, implemented for a real event, or at least annually. ORVOAD is also charged with an annual review of its contents for change in agency politics, policies and procedures.

Immediately following a disaster or activation of the donations system is the most advantageous time for debriefing and working out solutions to those situations that did not work. Take full advantage of “lessons learned”.

Each agency included in this plan is required to signify participation by signing the agreement as stated in Appendix 1 of this document. Review and verification of intent to participate is mandated at least once every two years. Monitoring of agreements will be delegated by the ORVOAD chairperson.

## 6 Supporting Plans and Procedures

- National Response Framework, Donations and Volunteer Management Support Annex

## 7 Appendices

- Disaster Response Agreements

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**SA D. Volunteer and Donations Management**

- Donated Goods Management Structure (diagram)
- Sequence of Events
- Acronyms
- County Emergency Managers Listing (current page)
- ORVOAD Roster (current copy)

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**Appendix 1      Disaster Response Agreements**

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**Appendix 2      Donated Goods Management Structure**

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**SA D. Volunteer and Donations Management****Appendix 3 Sequence of Events**

1. As the event unfolds the Local Emergency Manager (LEM) will be aware and may appraise OEM if the situation warrants.
2. LEM opens the county Emergency Operations Center (EOC) as situation worsens. Advises OEM. OEM probably is on partial standby/activation.
3. As more counties/jurisdictions become involved, OEM will activate, or partially activate the state ECC and involve specific state agencies.
4. As county resources near depletion, they will formally issue local declaration requesting state assistance.
5. The State ECC will coordinate resource requests from the counties (note: all cities must go through county for assistance) and notify/involve FEMA as appropriate. State will deploy appropriate resources.
6. State may formally issue state declaration requesting federal assistance.
7. Region X may deploy an advance team to Oregon for Preliminary Damage Assessment (PDA) visits to estimate the extent of damages occurring.
8. When/if enough damage has been enumerated to warrant a federal assistance, OEM will begin the process of requesting the Presidential Declaration. A Joint Field Office (JFO) will be set up after the Presidential Declaration is in place at a central location to the disaster event.
9. The Oregon Donations Management Plan (DMP) may be activated at any time in this process as (if) it becomes apparent that assistance to victims is necessary through means other than state/federal channels.
10. Prepare communication to publicize through the Public Information Officer (PIO) regarding needed goods and donations through press releases.
11. If disaster assistance through donated goods seems to be forthcoming, the existing DMT (joint ORVOAD/state) may decide to activate the Donations Management Plan and set up warehouse operations.
12. Warehouse space made available through NWMT will be implemented and managed by Adventist Community Services (in conjunction with NWMT).
13. Implement management structure to run the donations Warehouse.

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14. Dedicated 800 numbers will be installed specifically to handle donation inquiries.
15. Initiate trucking company Memorandum of Understanding (MOU's) for possible shipping needs.
16. Develop distribution center sites in strategically located area (close proximity to disaster area) to receive and distribute goods to persons in need of assistance. This is done with assistance from the LEM in the area affected.
17. Maintain reliable communications between all levels of government and the Donations Warehouse.

**SA D. Volunteer and Donations Management****Appendix 4 Acronyms**

ACS	Adventist Community Services – Disaster Response
ARC	American Red Cross
CBO	Community Based organization
DAS	Department of Administrative Services
DCT	Donations Coordination Team
JFO	Joint Field Office
DMP	Donations Management Plan
DMS	Donations Management System
DMT	Donations Management Team
DRC	Disaster Recovery Center
DW	Donations Warehouse
ECC	Emergency Coordination Center (state)
EOC	Emergency Operations Center (county)
EOP	Emergency Operations Plan
EPI	Emergency Public Information
ESF	Emergency Support Function
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FRP	Federal Response Plan
IA/HS	Individual Assistance/Human Services (FEMA)
IRS	Internal Revenue Service
ICS	Incident Command Center
LDC	Local Distribution Center
LDR	Lutheran Disaster Relief
LEM	Local Emergency Manager
MOU	Memorandum of Understanding

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MRE	Meals Ready to Eat
NDIS	National Disaster Information System
NEMIS	National Emergency Management Information System
NVOAD	National Voluntary Organizations Active in Disaster
NWMT	Northwest Medical Teams International
ODMP	Oregon Donations Management Plan
ODOT	Oregon Department of Transportation
OEM	Oregon Emergency Management
OERS	Oregon Emergency Response System
OMD	Oregon Military Department
ORVOAD	Oregon Voluntary Organizations Active in Disaster
OSP	Oregon State Police
PDA	Preliminary Damage Assessment
PIO	Public Information Officer
PNP	Private Not for Profit
PVO	Private Voluntary Organization
RSA	Resource Staging Area
RSW	Resource Staging Warehouse
SBA	Small Business Administration
SCO	State Coordinating Officer
SDC	State Donations Coordinator
SSF	State Support Function
SOP	Standard Operating Procedures
USDA	United States Department of Agriculture
VOLAG	Voluntary Agency

**Appendix 5      County Emergency Managers Listing**

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**Appendix 6      ORVOAD Roster**

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