

# **Emergency Support Function #17 - Volunteer and Donations Management**

## **Primary Agencies**

Emergency Management

## **Secondary/support Agencies**

Local Disaster Recovery Task Force  
Virginia Voluntary Organizations Active in Disaster (VVOAD)  
Public Information Office  
Department of Social Services  
County/City Attorney

## **Introduction**

### **Purpose:**

ESF # 17 describes the coordinating processes used to ensure the most efficient and effective utilization of unaffiliated volunteers and unsolicited donated goods during disasters.

### **Scope:**

Volunteer services and donated goods refer to unsolicited goods, and unaffiliated volunteer services. Coordination of affiliated volunteers will also be needed during recovery operations.

### **Policies:**

Rooftop of Virginia, in coordination with VVOAD, the Local Recovery Task Force, and Emergency Management has primary responsibility for the management of unaffiliated volunteer services and unsolicited donated goods.

The donation management process must be organized and coordinated to ensure the citizenry is able to take advantage of the appropriate types and amounts of donated goods and services in a manner that precludes interference with or hampering of emergency operations.

- Coordinates with other agencies to ensure goods and resources are used effectively;
- Looks principally to those organizations with established volunteer and donation management structures;
- Encourages cash donations to recognize non-profit voluntary organizations;
- Encourages individuals to participate through local Citizen's Corps Council and/or affiliate with a recognized organization; and
- Encourages the use of existing nongovernmental organizational volunteer and donations resources before seeking governmental assistance.

## **Concept of Operations**

### **General:**

Volunteer and Donations Management operations may include the following:

- A Volunteer and Donations Coordinator
- A phone bank
- A coordinated media relations effort
- Effective liaison with other emergency support functions, state and federal government officials
- Facility Management Plan

### Donated Goods Management Function

- Management of unsolicited donated goods involves a cooperative effort by local and voluntary and community based organizations, the business sector and the media.
- Rooftop of Virginia, in conjunction with voluntary organization partners and local government, are responsible for developing donations management plans and managing the flow of donated goods during disaster operations.

### Volunteer Management Function

- Management of unaffiliated volunteers requires a cooperative effort by local and voluntary and community based organizations, such as Citizen Corps Councils, faith-based organizations, the private sector and the media.
- Developing plans that address the management of unaffiliated volunteers during disaster response and recovery.

### **Organization:**

The Emergency Management Coordinator will identify sites and facilities that will be used to receive, process, and distribute the unsolicited donated goods that will be sent to the disaster area. The necessary equipment, staff, communications, and security support to these facilities and sites will be provided by Rockbridge County, the City of Buena Vista, and the City of Lexington and volunteer organizations, as required.

The Emergency Management Coordinator will coordinate the disaster relief actions of quasi-public and volunteer relief agencies and groups. This is necessary to insure maximum effectiveness of relief operations and to avoid duplication of effort and services. The American Red Cross has been incorporated into the local emergency services organization providing food and clothing to displaced persons at the Shelter Centers.

Standard operating procedures will be developed to address screening, processing, training, and assignments of volunteers who will show up once recovery efforts begin. The service to which personnel are assigned will provide the necessary training. Persons who already possess needed skills or have received specialized training, such as heavy equipment operators, should be assigned duties, which allow for the maximum benefit of their skills. Each individual volunteer will be registered, and a log will be maintained of man-hours worked. Accurate records of all incurred expenses will be maintained.

## **Responsibilities**

- Identify potential sites and facilities to manage donated goods and services being channeled into the disaster area;
- Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites;
- Assign the tasks of coordinating auxiliary manpower and material resources;

- Develop procedures for recruiting, registering and utilizing auxiliary manpower;
- Develop a critical resources list and procedures for acquisition in time of crisis;
- Develop procedures for the management of donated goods;
- Receive donated goods;
- Assist with emergency operations;
- Assign volunteers to tasks that best utilize their skills; and
- Compile and submit totals for disaster-related expenses.

