

DONATIONS MANAGEMENT**ANNEX T****Functional Coordinator: EMA Director****Purpose**

This annex provides an organizational and operational framework for Madison County to assess the need for, request, receive, and distribute disaster relief supplies, equipment, and other materials and technical assistance, as well as donations necessary to respond to and recover from natural and human-caused disasters and emergencies, including acts of terrorism.

SITUATIONS AND ASSUMPTIONS

Situations

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

Assumptions

- Should a major emergency or disaster occur; donations may be given/delivered to our county whether or not they are requested. In large quantities, such donations may overwhelm the capability of the local community and the county to handle and distribute them.
- In a major disaster affecting multiple jurisdictions, local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable flow of donations.
- Donated goods may be offered to the county or simply delivered to the county. Donations of cash for disaster victims may be made to the county government.
- Many individuals donate goods that are not needed by disaster victims or offer services that are not needed in the recovery process. Receiving and sorting unneeded goods or disposing of large quantities of unneeded goods can be a lengthy and very costly process.
- In some cases, the amount of donations received by a community may relate more to the media attention the emergency situation receives than the magnitude of the disaster or the number of victims.
- The problem of unneeded donations can be reduced, but not eliminated, by developing and maintaining a current list of disaster needs, screening donation offers, and providing information to potential donors through the media on current needs and those items and services that are not required.
- Most personal donations are given little expectation of return other than the personal satisfaction of giving and perhaps some acknowledgment of thanks. However, some donations may be unusable, have “strings attached”, or not relay be donations at all.
- Donated goods may arrive in the county without warning, day or night. Delivery drivers will want to know where they should deliver their load and who will unload it.
- Donations will frequently arrive unsorted and with minimal packaging and markings. When such goods are received, they must typically be sorted, repackaged and labeled, temporarily stored, and then transported to distribution points to be picked up by disaster victims.

CONCEPT OF OPERATIONS

Madison County may be tasked with the initial system to collect, process, and distribute donations to disaster victims. This system is best coordinated by community-based organizations such as AmeriCorps and other volunteer organizations that have successfully handled donations in the past. However, experience has shown that volunteer groups can be overwhelmed by the scale of donations and need certain government assistance (such as traffic control, security, and help in identifying facilities) to receive, sort and distribute, and coordinate donations management efforts with volunteer organizations and agencies.

Donations of cash to Community based organizations and volunteer Agencies that meet the provisions of IRS Code 501(c) (3) for disaster relief allows those organizations to purchase the specific items needed by disaster victims or provide vouchers to disaster victims so that they can replace clothing and essential personal property with items of their own choosing. Cash donations also reduce the tasks of transporting, sorting, and distributing donated goods. Therefore, cash is generally the preferred donation for disaster relief.

Organizational Elements

Donations Coordinator:

A Donations Coordinator position will be appointed by the Logistics Chief and shall coordinate the donation management efforts of volunteer groups and local government.

Donations Steering Group:

This group will be composed of representatives of local volunteer groups and will assist the Donations Coordinator with donations management operations.

Operating Units

Phone Banks:

A phone bank is normally established to receive and respond to offers of donations, volunteer requests, and disseminate other disaster-related information.

Donation offers received by phone for goods and services will normally be recorded on a Record of Donation Offer (see appendix B), which will be provided to the Donations Coordinator for follow-up action.

Resources Staging Area:

A Resources Staging Area will need to be established to receive, sort, organize, repackage if necessary, and temporarily store donated and other goods and then transport them to Distribution Points where victims can pick them up.

These Staging areas are pre-determined and Donations Coordinator should choose a facility that is outside of the disaster area and is operated by volunteer workers.

See appendix for information on the operation of a Resources Staging Area and the pre-determined facilities, equipment, and staffing required.

Distribution Points:

Distribution Points are sites from which ready-to-use goods (received directly from donor agencies or from the Resources Staging Area) or cash vouchers will be distributed to disaster victims.

They will be typically be operated by Community-based (volunteer) organizations such as AmeriCorps, and the Salvation Army.

Distribution points are generally located in proximity to areas where disaster victims are living. They may be housed in facilities owned by volunteer groups or local government or in donated space.

ACTIVITIES PHASE OF DONATIONS MANAGEMENT

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

Preparedness:

- a. Prepare and update this annex to outline donations management plans.
- b. Identify possible sites for the phone bank, staging area, distribution points and coordinate with Volunteer Coordinator on Emergency Volunteer Center locations.
- c. Develop tentative operating procedures for all of the above listed sites.
- d. Identify and coordinate with those volunteer organizations that could provide assistance in operating a donations management program.
- e. Brief elected officials, and local volunteer groups on a periodic basis about the local donations management program.
- f. Brief the local media so they understand how the donations program will work so they can be prepared to advise the public of specific donation needs.
- g. Ensure contingency procedures are established for rapidly activating a bank account to receive and disburse monetary donations.

Response:

- a. Review the donations management annex with senior government official.
- b. Activate the Donations management annex and appoint the Donations Coordinator
- c. Identify and prepare specific sites for donations management facilities and begin assembling needed equipment and supplies.
- d. Identify and activate staff for donations management facilities.
- e. Provide the media (through the PIO) with information regarding donation needs and procedures, and regularly update that information.
- f. Maintain accounts of expenses, individual work hours, etc. Certain expenses are considered for reimbursement, accurate records will have to be submitted.

Recovery:

- a. The Donations Coordinator should determine which donations management facilities will and will not be activated.
- b. Set up the donations management facilities that are activated and determine how each facility will be logistically supported.
- c. Staff donations management facilities with volunteer or paid workers, conducting on-the-job training as needed.

- d. In coordination with the PIO, provide regular updates to the media on donations procedures, progress, status, and current needs lists.
- e. Continually assess donations management operations and determine when the donations management facilities should demobilize or be consolidated and when the donations management program can be terminated.

PUBLIC INFORMATION

The importance of coordinated public information, particularly for donations, cannot be overstated. During many past disasters, conflicting messages from multiple sources about where, when and how people could donate goods and services resulted in public confusion. Public information messages may not entirely prevent unneeded donations but can provide an extremely useful service to those who wish to help. Template messages should be prepared in advance and maintained by the county's Public Information Officer (PIO).

COMMUNICATIONS AND COORDINATION

Over and over, lessons learned from prior disasters demonstrate that communication and coordination with and among governmental agencies and non-governmental organizations in the preparedness phase generally lead to more effective post-disaster response. Venues for pre-disaster communication and coordination may include Disaster Councils, Citizen Corps Councils, emergency management groups, and local Voluntary Organizations Active in Disasters (VOADS).

FIELD MANAGEMENT OF VOLUNTEERS

Developing a plan for orienting, training, and supervising volunteers is essential to the successful involvement of volunteers in disaster response and recovery efforts.

Orientation and Training

Volunteers should be oriented to the organization and the disaster situation. Orientation should cover agency's disaster mission, key policies and procedures, safety instructions, what to do in case of accident or injury, and relevant environmental factors.

Disaster volunteers should be provided with written description and trained to the specific job they are going to so. Training helps ensure safe volunteer operations, tells volunteers they are being taken seriously, helps maintain consistency and quality of services to clients, and helps protect the interest and assets of the organization.

Supervision

An appropriate level of supervision must be provided to volunteers at all times. The supervisor's job is to ensure that volunteers understand their responsibilities, know how to carry out their work, and are meeting performance standards, especially in regard to safety. Supervision ensures volunteers are correctly utilizing necessary supplies and equipment and not creating a situation which may cause harm to others.

ORGANIZATION AND ASSIGNMENTS OF RESPONSIBILITIES**Madison County Emergency Management Agency**

Madison County EMA will be responsible for the overall coordination of donations management and Emergency Volunteer Centers. However, the organization for donations management in the aftermath of a disaster shall consist of the organizations and facilities described in this annex, supplemented by county government and the Madison County Emergency Management Agency. The organizations described in this annex are composed largely of volunteers; the facilities described in this annex will be primarily operated by volunteers.

Donations Coordinator

The Donations Coordinator is responsible for managing donations (cash or goods) that are made to the county for disaster relief, subject to any regulations that may be enacted by the county government.

Logistics Chief

The Logistic Chief shall appoint a Donations Coordinator to manage the overall donations program and coordinate the efforts of volunteer groups.

United Way and AmeriCorps

Supporting Agencies are responsible for providing support to the coordination of donations management resources. United Way will assist with volunteer recruitment and coordination.

American Red Cross

Supporting agency available for mass sheltering of volunteers and will provide canteen services to volunteers in the field.

Volunteer Centers

Volunteer Centers have the technical expertise to coordinate spontaneous volunteer resources in times of disaster. Volunteer Centers may be designated as the Lead Agency for a jurisdiction or provide critical support to a Lead Agency.

County Government

These include human resources, social services and information services.

EOC

The Emergency Operations Center will Coordinates emergency information and resource request.

Federal and State Agencies (IEMA and FEMA)

These agencies will Supports overall activities of the State and Federal government for domestic incident management. FEMA also serves as the coordinating agency for Volunteer and Donations Management Support Annex to the National Reposed Framework.

Other nonprofit organizations

These organizations include a wide array of community-based organizations, faith-based organizations and others that provide services in a disaster and that involve volunteers, including spontaneous volunteers, in providing these services.

Local VOADs or other interagency groups

These groups can be useful points of contact for reaching a number of nonprofit and faith-based organizations regarding their involvement of spontaneous volunteers.

ACTIVATION

Activation of the Donations Management Annex is generally handled through the Madison County EOC, at the discretion of the Donations Coordinator in the Logistics' Section

ANNEX DEVELOPMENT AND MAINTENANCE

The primary responsibility for development and maintenance of this annex is the Madison County Emergency Management Agency, with support from responding agencies. The annex will be reviewed annually and revised accordingly, unless significant changes warrant an earlier revision.

Appendix

Appendix A: Needed Commodities List

Commodity	Food	Drinking Water/Ice	Medicines/Medical Supplies	Baby Formula/Food and Diapers	Tarps/Plastic Sheeting	Dry Ice	Cleaning Supplies	Cots/Bedding / Blankets	Personal Care Kits/Towels	Additional Clothing	Flashlights/Batteries
Disaster (Man-Made) ↑											
Extended Hazardous Materials Incident	▪	▪	▪	▪		▪		▪	▪	▪	▪
Terrorist Attack	▪	▪	▪	▪	▪			▪	▪	▪	▪
Terrorism	▪	▪	▪	▪		▪		▪	▪	▪	▪
Commodity →											
Disaster (Natural) ↓											
Severe Storms	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪
Severe Winter Storms	▪	▪	▪	▪		▪		▪	▪	▪	▪
Tornados	▪	▪	▪	▪	▪	▪		▪	▪	▪	▪
Extreme Heat		▪									
Drought		▪									
Earthquake	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪

Appendix B: Donation Offer From

DONATION OFFER FORM

DATE / TIME:
STAFF PERSON NAME:
DONATION MADE BY:

Name of Contact Person:
Organization (if applicable):
Mailing Address:
Pick-Up Address for Donation (if applicable):
City / State / Zip Code:
Telephone (work / home):
Facsimile:
E-Mail Address (work / home):

DONATION OFFER:

Item	Description / Restrictions*	Pick-Up Required? (Y / N)**	Quantity	Unit of Measure***	Value of Donation (\$) – approximate
Food					
Drinking Water					
Ice – Cold					
Medicines / Pharmaceuticals					
Medical Supplies					
Baby Formula / Food					
Diapers					
Tarps / Plastic Sheeting					
Ice – Dry					
Cleaning Supplies					
Cots					
Bedding / Blankets					
Personal Care Kits					
Towels					
Clothing					
Flashlights / Batteries					
Fuel					
Vehicle / Transportation					
Money / Financial					
Animal Care					
Housing+					
Other (specify)					
Other (specify)					

*Description / Restrictions: Describe the donation offer (e.g., women's size 10 summer clothes, one bedroom apartment, etc.) and list any restrictions placed on the offer (e.g., only available for 30 days, for use by families only, etc.).
 **Pick-Up Required?: See pick-up address above.
 ***Unit of Measure: i.e., bottles; boxes; cases; each; gallons; pallets; units. Use only one of these units of measure for each donated item.
 +Describe housing type: i.e., PNP (church, shelter, or similar); apartment; hotel / motel room; private residence; institution / group home; school dormitory; barracks (military or similar); tent or similar temporary structure

Appendix E: Pre-Identified Facilities

PRE-IDENTIFIED LOGISTICS / DONATIONS MANAGEMENT FACILITIES

The following facilities have been pre-identified for POSSIBLE use during a logistics / donations management operation subsequent to a large-scale or catastrophic incident that requires the procurement and distribution of supplemental commodities to sustain the affected population and / or to aid in the response and recovery effort. The incident circumstances will determine, to a large degree, the specifics of the operation. Because of the time constraints that would be involved within the EOC for making critical decisions related to the logistics / donations management operation, it is important that as many details as possible be pre-addressed in this plan. To that end, the facility listings that follow are intended to provide a STARTING POINT for making rapid, informed decisions regarding the establishment of facilities required to support and sustain a large-scale logistics / donations management operation. Many incident and situation-specific factors will ultimately be considered before final facility selections are made.

CONTROL CHECK POINTS (for disaster donations):

Facility Name	Facility Address	Facility Type	Geo-Location (Latitude/Longitude)	Comments / Considerations

Appendix F: Sample Right-of-Entry Permit/Hold Harmless Agreement

SAMPLE RIGHT-OF-ENTRY PERMIT / HOLD HARMLESS AGREEMENT
(FOR FACILITY USAGE)

Permit No. _____

(Property Address / Description)

(County Name)

(City, Village or Township Name)

(Name[s] of Owner[s])

(Date)

I / We, (insert name[s] of owner[s]), the owner(s) of the property commonly identified as (insert property address), in the (City / Village / Township) of (insert name), State of Michigan, do hereby grant and give freely and without coercion, the right of access and entry to said property to the (County / City / Village / Township) of (insert name), its agencies, contractors, and subcontractors thereof, for the purpose of receiving, storing, staging, inventorying, packaging, and distributing disaster commodities from the above described property.

It is fully understood that this permit is not an obligation to participate in the disaster commodities distribution effort being conducted from the above described property. The undersigned agrees and warrants to hold harmless the (County / City / Village / Township) of (insert name), State of Illinois, its agencies, contractors and subcontractors, for damage of any type, whatsoever, either to the above described property or persons situated thereon and hereby release, discharge and waive any action, either legal or equitable which might arise out of any activities on the above described property.

I / We (have __, have not __) (will __, will not __) receive any compensation for the usage of the above described property for the above described uses. For the considerations and purposes set forth herein, I hereby set my hand this (insert numerical date) day of (insert month), 20_____.

Witness

Owner(s)

Telephone Number

E-mail Address

Mailing Address

Appendix G: Sample Press Releases

SAMPLE PUBLIC SERVICE ANNOUNCEMENT

Madison County Emergency Management Agency

101 E. Edwardsville – Suite 260

Wood River, Illinois 62095

FOR USE UNTIL (DATE)**DISASTER COMMODITIES DISTRIBUTION****30-45 SECONDS**

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). (Name of agency) will begin distributing food, drinking water, basic medicines / medical supplies, and other needed supplies on (beginning date) and will continue until (end date). Residents that are able to travel are asked to go to one of the following locations to pick up the supplies they need to sustain themselves for the next (specify time period – e.g., three days, one week).

- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)

Residents that are not able to travel or that have special needs are asked to call (name of agency / telephone number) on (what days / between what hours?) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

For further information, call (telephone number) or visit the (name of agency) web site at (web site address). Thank you

SAMPLE PUBLIC SERVICE ANNOUNCEMENT

Madison County Emergency Management Agency

101 E. Edwardsville – Suite 260

Wood River, Illinois 62095

FOR USE UNTIL (DATE)

DISASTER COMMODITIES DISTRIBUTION**45-60 SECONDS**

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). (Name of agency) will begin distributing food, drinking water, basic medicines / medical supplies, and other needed supplies on (beginning date) and will continue until (end date). Residents that are able to travel are asked to go to one of the following locations to pick up the supplies they need to sustain themselves for the next (specify time period – e.g., three days, one week).

- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)
-

The following types of supplies will be available at these locations. Quantities will be limited.

- Food
- Drinking Water / Ice
- Medicines / Medical Supplies
- Baby Formula, Baby Food, and Diapers
- Tarps / Plastic Sheeting
- Dry Ice
- Cleaning Supplies
- Other Commodities? (specify)

Residents that are not able to travel or that have special needs are asked to call (name of agency / telephone number) on (what days / between what hours?) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

For further information, call (telephone number) or visit the (name of agency) web site at (web site address). Thank you

SAMPLE PUBLIC INFORMATION MATERIALS – COMMODITIES DISTRIBUTION**SAMPLE PRESS RELEASE**

(Short Format)

[\(Date\)](#)**FOR IMMEDIATE RELEASE****FOR MORE INFORMATION CONTACT:**[\(Name / Title of local Disaster Logistics Management Coordinator\)](#)[\(Telephone Number / Fax Number / E-mail Address\)](#)[\(Note: list the hours / days of the week this telephone number is staffed.\)](#)**Disaster Commodities to Begin**

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). Meeting the basic life-support needs of citizens in the most critical element of the recovery effort. [\(Name of agency\)](#) will begin distributing food, drinking water, basic medicines / medical supplies, and other needed supplies in [\(name of jurisdiction\)](#) on [\(beginning date\)](#) and will continue until [\(end date\)](#). Residents that are able to travel are asked to go to one of the following locations to pick up the supplies they need to sustain themselves for the next [\(specify time period – e.g., three days, one week\)](#). Ample parking will be available at these locations. Residents that are not able to travel or that have special needs are asked to call [\(name of agency / telephone number\)](#) on [\(what days / between what hours?\)](#) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

Points of Distribution Locations:[\(Location / Address / Hours of Operation / Commodities Available\)](#)[\(Location / Address / Hours of Operation / Commodities Available\)](#)[\(Location / Address / Hours of Operation / Commodities Available\)](#)[\(Location / Address / Hours of Operation / Commodities Available\)](#)

For further information, call [\(telephone number\)](#) or visit the [\(name of agency\)](#) web site at [\(web site address\)](#).

SAMPLE PUBLIC INFORMATION MATERIALS – COMMODITIES DISTRIBUTION

SAMPLE PRESS RELEASE

(Long Format- Commodities Listed Individually)

(Date)

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:

(Name / Title of local Disaster Logistics Management Coordinator)

(Telephone Number / Fax Number / E-mail Address)

(Note: list the hours / days of the week this telephone number is staffed.)

Disaster Commodities to Begin

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). Meeting the basic life-support needs of citizens in the most critical element of the recovery effort. (Name of agency) will begin distributing food, drinking water, basic medicines / medical supplies, and other needed supplies in (name of jurisdiction) on (beginning date) and will continue until (end date). Residents that are able to travel are asked to go to one of the following locations to pick up the supplies they need to sustain themselves for the next (specify time period – e.g., three days, one week). Ample parking will be available at these locations. Residents that are not able to travel or that have special needs are asked to call (name of agency / telephone number) on (what days / between what hours?) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

Points of Distribution Locations:

(Location / Address / Hours of Operation / Commodities Available)

(Location / Address / Hours of Operation / Commodities Available)

(Location / Address / Hours of Operation / Commodities Available)

(Location / Address / Hours of Operation / Commodities Available)

The following commodities will be available at all Points of Distribution:

- **Food** – distributed in (what quantities / units?), which is generally enough to feed a family of four for (how many days?). Food supplies include: (list types of food that will be available).
- **Drinking Water / Ice** – distributed in (what quantities / units? – e.g. individual bottles, gallon bottles, bring your own container). Each adult resident may have up to (what quantity?) of

drinking water per [\(what time period? – e.g., per day? Per week?\)](#). Ice (for drinks) will be available in [\(what quantities? – e.g., five pound bags\)](#); however, residents must bring their own cooler to store and transport the ice.

- **Medicines / Medical Supplies** – such as aspirin or other pain relievers, cold medications, basic first aid materials, etc., are available in [\(what quantities / units?\)](#) to adult residents.
- **Baby Formula, Baby Food, and Diapers** – distributed to residents with infant children only, as follows: [\(list quantities / units for each item\)](#).
- **Tarps / Plastic Sheeting** – distributed in [\(what quantities / units?\)](#), which is generally enough to temporarily repair a damaged roof and/or seal broken windows. Additional quantities may be available on a case-by case basis, after the basic needs of all other residents have been met.
- **Dry Ice** – distributed in [\(what quantities / units?\)](#), which is generally enough to keep perishable items in a home refrigerator / freezer safe for consumption for [\(what time period? Three days?\)](#) if usage directions are properly followed.
- **Cleaning Supplies** – such as disinfectant cleanser, soap, mops, sponges, rubber gloves, plastic buckets, cleaning cloths, brooms, etc. are available in [\(what quantities / units?\)](#) to adult residents to aid in cleaning up / disinfecting damaged homes and businesses.
- **Other Commodities?** – [\(list other commodities that will be made available to affected residents. List by type, available quantity / unit, and general usage, as appropriate\)](#).

For further information, call [\(telephone number\)](#) or visit the [\(name of agency\)](#) web site at [\(web site address\)](#).