

# Donation Management

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## ANNEX U- KNOX COUNTY EMERGENCY OPERATIONS PLAN

8/17/2016



For all Agencies, Participant Organizations and Staff serving Knox County

## Table of Contents

I.	INTRODUCTION .....	3
A.	Purpose .....	3
B.	Scope .....	3
II.	SITUATION & ASSUMPTIONS .....	3
A.	Situation .....	3
B.	Planning Assumptions.....	3
III.	CONCEPT OF OPERATIONS.....	4
A.	General.....	4
B.	Activation .....	5
IV.	ROLES & RESPONSIBILITIES .....	5
A.	Knox County EMA .....	5
B.	Ohio Adventist Community Services .....	5
C.	Public Information Officer .....	6
D.	Other Support Organizations.....	6
V.	DIRECTION AND CONTROL .....	6
VI.	ADMINISTRATION AND LOGISTICS .....	6
A.	Administration .....	6
B.	Logistics.....	6
VII.	TRAINING AND EXERCISES .....	7
VIII.	PLAN DEVELOPMENT AND MAINTENANCE .....	7
IX.	AUTHORITIES AND REFERENCES.....	7
X.	AUTHENTICATION.....	8

## I. INTRODUCTION

During emergencies, unplanned deliveries of donated goods to a disaster site can impede distribution channels, overwhelm volunteer agencies and obstruct life-saving operations. The need to unload/sort donated items into more manageable units can compete with the resource demands of the other emergency response activities. Careful planning for donation management shall reduce and/or eliminate issues associated with unsolicited contributions. In addition, the distribution of donated goods and the use of volunteers will require collaboration with county partners.

### A. Purpose

This plan provides direction for the collection and shipment of donated goods and is designed to direct donated goods to designated staging areas away from the disaster site. This allows the goods to be sorted, organized and eventually sent where needed based upon specific priorities set by the incident commander in coordination with the county Emergency Operations Center (EOC).

### B. Scope

This plan applies to all participating agencies and organizations operating within the geographic boundaries of Knox County.

## II. SITUATION & ASSUMPTIONS

### A. Situation

1. During an emergency situation local resources may become quickly exhausted. In many situations volunteers, donated goods and services become vital to the recovery process.
2. Managing the needs for donated goods and services for the local community including the coordination of receiving, sorting, prioritizing and distributing all donated goods.

### B. Planning Assumptions

1. Persons not directly affected by an emergency/disaster are eager to render aid to disaster victims through donations of money, services and other goods.
2. Failing to have an organized system to properly handle donated goods and/or services creates chaos and becomes more of a barrier than any type of assistance.
3. Assigned distribution sites shall be reasonably convenient to the affected populations without impeding the response of on-scene professionals.

4. Without proper planning, adequate number of personnel to manage donated goods and/or services may not be available.
5. Prompt information to the public is critical in management of donated goods and services.
6. Collection and distribution of donated goods must be matched with the established needs.
7. Donations of non-useful and unwanted goods can be expected.
8. People not affected by the disaster may seek to receive donated goods. Also, affected individuals may seek more than their fair share of donated items.
9. Some donors will seek to bypass the distributing system that has been established within the county.
10. An aggressive and clear public information effort will expedite the collection and distribution of goods.
11. It is foreseeable that there will be a surplus of donated goods, which will require disposal.
12. Churches, the Salvation Army, American Red Cross, and local fire stations may serve as satellite collection sites for acceptance of donated goods.

### III. CONCEPT OF OPERATIONS

#### A. General

1. The Donations Management Coordinator (DMC) shall be in direct contact with the Mass Care Coordinator stationed at the EOC. If the EOC is not activated, the DMC will report to the Director of Knox County Emergency Management Agency (KCEMA). The Mass Care Coordinator will work with agencies and organizations to identify victim's unmet needs and advise the DMC.
2. Cash donations are NOT accepted through Knox County EMA or the EOC. When cash donations are offered during emergencies, donors will be encouraged to contribute to a charitable organization of their choice.
3. Anytime that the entire or part of the plan is activated, close coordination with the Public Information Officer (PIO) is essential. The PIO will coordinate public information regarding needed goods, donation sites, distribution sites, and other pertinent information.
4. Donated goods may include, but are not limited to, basic resources for life and health, equipment, construction material, services and a wide range of supplies depending on the needs of victims and/or response personnel.
5. Not needed or unwanted goods may be refused.
6. Persons offering to donate unsorted goods will be directed to a charitable organization of one's choice.
7. Shipment of donated goods from outside the county will be coordinated between the Mass Care coordinator at the EOC and the on-site DMC.

8. The magnitude of the disaster and the severity of the local need will dictate the amount of space and personnel required for the reception and distribution of donated goods.
9. Individuals wishing to donate their time will be directed to the Volunteer Reception Center (VRC).

#### B. Activation

1. Activation of this plan is dependent on the scope of assistance needed. In many cases, the level of assistance desired will not necessitate activation since some donation and volunteer needs during disasters may be handled by agencies as part of their normal disaster operations.
2. The County Donations Management Plan will be activated by the Director of KCEMA based upon the probability of unmet needs of the disaster victims.
3. Knox County EMA will coordinate with primary and support agencies to evaluate the needs of disaster victims and determine if all or portions of this plan will be activated.
4. The DMC will be contacted by either the Mass Care Coordinator at the EOC or KCEMA Director if the EOC is not activated.
5. The Knox County EOC Mass Care Coordinator will work with the DMC to activate other volunteer organizations to assist with donations management as needed.

### IV. ROLES & RESPONSIBILITIES

#### A. Knox County EMA

EMA is the coordinating agency for the county donations management program. The EMA Director or designee is responsible for designating a Mass Care Coordinator within the EOC and for ensuring proper coordination with the DMC. In addition, EMA is responsible for the following:

1. Maintaining the Volunteer Donations Annex
2. Identifying personnel and resources to support this plan
3. Maintaining a list of volunteer agencies that may assist with donations operations within the county.
4. Request additional assistance outside the county, when necessary
5. Demobilization of resources as the needs of the disaster victims diminish.

#### B. Ohio Adventist Community Services

Ohio Adventist Community Services (OHACS) serves as the primary agency for management of the collection, warehousing, distribution, any record keeping of donated goods. In addition, OHACS is responsible for the following:

## Donations Management

1. Activating volunteer donation site(s) during emergencies as directed by the Director of Knox County EMA.
2. Activating donations management personnel
3. Coordinate actions with the Knox County EOC when activated
4. Coordinate with the Knox County PIO for press releases related to donations management and solicitation of specific resources that are needed by disaster victims
5. Demobilize donations management operations once advised by KCEMA

### C. Public Information Officer

The County PIO will coordinate the release of public information through the use of traditional and social media.

### D. Other Support Agencies

1. The American Red Cross and the Salvation Army will work with victims by providing resources or referrals for other unmet needs.
2. 211 may act as a call center to assist with public inquiries.

## V. DIRECTION AND CONTROL

Knox County EMA is the coordinating agency responsible for overall direction and control of County's Donations Management Program.

## VI. ADMINISTRATION AND LOGISTICS

### A. Administration

Memorandum of Understandings (MOU's) may be created to supplement the donations management operations. These may include donation sites and transportation services.

### B. Logistics

1. KCEMA will work with community partners to identify suitable locations to meet the needs for an efficient donation management site(s).
  - a. The Knox County Fairgrounds will serve as an alternative site.
2. Upon receipt, donated goods must be sorted and packaged in a manner suitable for distribution.
3. Donated items will be sorted and packaged in an appropriate manner prior to shipment to accomplish the following:
  - a. Timely and undamaged arrival at the destination

- b. Proper identification of contents
  - c. Minimal needs for repackaging/sorting
  - d. Ease of loading and unloading
  - e. Elimination of inappropriate/unwanted goods.
4. Shipments of donated goods will be coordinated with the receiving destination prior to departure of the donation site.

## **VII. TRAINING AND EXERCISES**

The roles within donation management are unique and pose many challenges. To provide the best service possible, it is imperative that partner agencies and organizations develop and implement a comprehensive training and exercise program that includes; job specific roles and responsibilities, the principles of the National Incident Management System (NIMS) and Incident Command System (ICS).

## **VIII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. The KCEMA and all agencies involved in donations operations in Knox County are invited to be involved with review of this annex. Representatives of each support agency are responsible for reviewing this annex and submitting changes to the County EMA Director. These recommendations should be based upon opportunities for improvement identified through exercises, actual events, and changes in organizational structure.
- B. Knox County EMA will coordinate any necessary meetings to review the recommendations identified and incorporate any needed changes to this annex to include any state and federal requirements.
- C. The Knox County EMA will publish and distribute all changes to this annex and forward revisions to all responsible organizations listed in this annex.
- D. All agencies and organizations with responsibilities in donations operations are responsible for developing and maintaining departmental SOPs, mutual aid agreements, equipment inventories and personnel roster including 24-hour emergency contact information.

## **IX. AUTHORITIES AND REFERENCES**

- A. Authorities - Ohio Revised Code Section 5502.21
- B. References – None used

## X. AUTHENTICATION

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Director  
American Red Cross

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Date

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President  
Knox County Board of Commissioners

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Date

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Director  
Knox County Emergency Management Agency

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Date

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Disaster Response Coordinator  
Ohio Adventist Community Services

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Date

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Executive Director  
Pathways / 2-1-1

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Date

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Lieutenant  
Salvation Army

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Date