

ANNEX 18 (ESF 18) DONATED GOODS AND VOLUNTEER SERVICES, GREENWOOD COUNTY EMERGENCY OPERATIONS PLAN

Tasked Organization: United Way

**Suggested Liaison: Red Cross
Emergency Management
Victims**

Staff Augmentation will be as directed by the County Manager

I. INTRODUCTION

- A. This function consists of two components: donated goods and volunteer services.
 - 1. Donated goods consist of commodities provided by public and private sources without charge.
 - 2. Volunteer services consist of assistance provided by personnel without charge.
- B. Historically, public has responded to disasters with offers of donated goods and volunteer services.
 - 1. In large-scale disasters, public response is often significant and the scope of this emergency function is to manage the volume of assistance and ensure the expeditious delivery of donated goods, to include cash, and volunteer services.
 - 2. Many times local volunteer organizations or individuals will immediately start recovery. Insure you have provisions for documenting by photographs or video damages before any cleanup begins. This is an important element of FEMA reimbursement.
 - 3. Actions of the Public Information Office (PIO) are critical to the success volunteer and donated goods effort.
 - 4. Insure you maintain accurate documentation of volunteer services hours of work. They are part of the reimbursements used for cost sharing with state and federal organization.
 - 5. Credentialing is an important part of the processing of volunteers. See the Volunteer Reception Center (VRC) Plan for details on establishing and operating a VRC.
 - 6. Donated goods distribution points (NDIP) and Points of Distributions (PODS) must not be co-located. Traffic patterns and processing times are not compatible to be located in close proximity to each other)

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7. Plan for self-reliance for up to six (6) days before any volunteer organizations to be able to provide volunteer or donated goods warehousing and delivery services. (Declared Disaster scenario)
8. Facility or area designated for distribution of donated goods must be sheltered and secure.
9. An important element of response will be the knowledge of what faith based organizations are in Greenwood county and surrounding areas and their disaster support functions they have committed to through their religious affiliation. Develop a point of contact list for these organizations and functions they will perform.
10. Plan for support services in the event of vehicle breakdowns, out of gas, and similar needs at distribution points.
11. County website should be updated to provide links for donating goods, services or money.
12. Designate a facility for receiving donated goods within the county in the event a Presidential Declaration is not forthcoming.
13. PIO and County website should provide information on needed goods, services and categories of volunteers.

(Special Note: All sections to this annex will be reviewed and determination made as to the necessary actions required to support individuals classified as "special or functional needs". Actions regarding this category of personnel will be contained in the Standard Operations Procedures. Although the Director Emergency Management is listed as the primary agent organizations best capable of executing this needs of this annex are in the private sector and/or volunteer organizations)

II. MISSION

Facilitate the acceptance and delivery of donated goods, cash, and volunteer services in Greenwood County in the event of emergency and/or disaster.

III. CONCEPT OF OPERATION

- A. The Director Emergency Management is responsible for the coordination of all ESF-18 all activities regarding donated goods and volunteer services to include developing, coordinating and maintaining the ESF-18 SOPs. (Note: Do not turnover leadership of donated goods to any Volunteer agency. Insure the EOC maintains "Executive Agency" of this function)

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1. The SC Emergency Management Division (SCEMD) has established memorandum of agreements (MOUs) with Adventist Volunteer Group and United Way for the handling of donated goods and volunteer services functions for all declared disaster and/or incidents.
 2. Elements of this annex are supplemental to the State EOP and provide for the local actions. This annex will also be used when reacting to public support to localized incidents when a national declaration will not be forthcoming. Insure that local efforts do not duplicate state supported services.
 3. All personnel to support this ESF will be trained on the principles of the National Incident Management System (NIMS) and Incident Command. Those principles will be integrated into all ESF-18 planning and response operations.
 4. It is extremely important to designate someone to become the Public Information Officer (PIO) to act as the spokesman. The PIO will develop necessary Public Service Announcements (PSAs) to be disseminated to news media and social networks. Insure proper staffing of the PIO to maximize dissemination via social media networks.
- B. State EOC will establish a Volunteer and Donated Goods Coordination Team (VDCT) that will coordinate with all national and non-county organizations. County need only be concerned with local organizations and people. (Declared disaster only)
- C. ESF-18 may or may not be activated based on the requirements to support the occurred incident. Director of Emergency Management will determine the need to implement/activate this annex.
- D. ESF-18 will coordinate and support activities of Damage Assessment Teams (DAT).
- E. ESF-18 will assess the situation (both pre- and post-event), and in coordinate with the EOC to develop response strategies and implementation.
- F. ESF-18 will establish response scribes for the EOC Call Center regarding offers of donated goods and volunteer services. (Examples will be contain in the ESF SOPs) State EOC will be contacted to obtain a toll free numbers. (Note: depending on the extent of the incident, State EOC may be the primary receiver of any offers of donated goods and volunteering.)
- G. Individuals will be encouraged to donate cash to local organizations of their choice. No gifts of money will be accepted by the EOC.

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- H. It is important to maintain awareness of the needs of the affected population and insure donated goods and volunteer services are only accepted based on those needs. Unusable goods or unneeded volunteers can become a greater burden than the incident itself.

- I. Sequence of Delivery of Assistance. (Those functions the EOC should plan for and resource):
 - 1. Emergency Assistance
 - 2. Providing for Insurance Claims (Homeowners/Businesses)
 - 3. Federal and State Assistance Services
 - 4. Additional Federal Assistance
 - 5. Additional VOAD Assistance

- J. Donated goods:
 - 1. A Volunteer and Donated Goods Coordination Team (VDCT) will be formed. This team will consist of VOADs liaison and ESF personnel to establish and manage local requests for donated goods.
 - a. Donated goods will be delivered to a locally established warehouse.
 - b. Actions should be taken to establish a pre-contracted warehouse and reviewed annually for availability and suitability for warehouse operations.
 - c. Actions should be taken to develop a registration procedure for volunteer groups that would need assistance to provide meals and services to needing population. This register will be certified by VCDT before access is permitted to warehouse resources or request food stuff and/or other types of donated goods.
 - d. Pre-certified groups, including volunteer organizations will be allowed to request donated goods directly from the local warehouse. Those items not available locally will be requested from the State EOC through the County EOC. Pre-certified groups eligibility will be reviewed annually and updated, as required.
 - e. Donors can pre-register and by doing so will have access to the state operated Donated Good Management Network (DGMN). Donors once registered are able to enter their own offerings.
 - 2. The EOC will decide the usefulness of donated goods to be warehoused locally. No used clothing or toys will be accepted.
 - a. This information will be provided to the PIO, State EOC, and EOC Call Center for dissemination. Media has a major role in a successful

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distribution operation. Insure necessary action is taken by the PIO to obtain media support.

- b. State operated phone bank will be setup at OPCON 3, but not manned until damage assessment reports have been received at the State EOC.
 - c. Plans should be developed to determine what items will be picked up by the county and what cannot. The best course of action is to have Donors deliver items.
 - d. Donors providing a large amount of supplies or bulky items should be encouraged to offer vouchers rather than shipping items to warehouse for distribution. This system lessens the burden on warehouse personnel to manage, deliver, store.
 - e. Prescription medications and over the counter (OTC) medical items cannot be dispensed in any donated goods system without a licensed DEA individual handling and dispensing such items. Separate arrangements through medical support must be arranged. (ESF-8)
3. Neighborhood Donated Goods and Information Points (NDIP) are designated locations for distribution of donated goods and will act as an information point for various disaster topics. NDIP will be pre-designated and contained in the ESF SOPs. These points will not be co-located with resupply points known as FEMA Points of Distribution (PODs).
- a. NDIPs will be managed and resourced by Adventist Disaster Support Group in Presidential declared disaster. Otherwise, local organizations will man NDIPs for any non-declared incident.
 - b. Provisions will be established that permit all 1st responders, EOC personnel, deployed county employees and their family members to access the local warehouse and NDIP for needed items and services. They will be provided priority access.
4. Develop access list to the state warehouse for donated goods. List should be updated annually and forwarded to State EOC ESF 18 for inclusion in their authorize users of the donated goods warehouse. Access personnel should be members of local volunteer groups and not individuals who would not able to use the state warehouse during an incident, such as: County Manager, EOC personnel or Elected Officials.

K. Volunteer Services:

1. The Volunteer Reception Center (VRC) Plan for Greenwood County will be implemented. (Separate Plan)

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2. Volunteers need to be classified into categories for efficient utilization. Recommend the following be initially used:
 - a. Professional
 - b. Trades
 - c. Spontaneous from within county
 - d. Spontaneous from outside county
3. ESF 18 will develop procedures to certify and maintain a list of local relief agencies. When VRC is activated that database will be provided the VRC Director (CERT Coordinator)
4. One of the critical elements for supporting volunteer services will be housing and feeding volunteers.
 - a. Services expected to be provided volunteers:
 - 1) Housing
 - 2) Bathing/Showers
 - 3) Food
 - 4) Supervision
 - 5) Security
 - 6) Tools needed to complete assignments
 - 7) Transportation
 - 8) Protective Clothing
 - b. Known as “villages” these areas are difficult to locate during any involved incident. Therefore it will be imperative to establish such agreements beforehand.
 - c. The village must be able to provide “campground type arrangements” with bath, sewer, and water, feeding and parking. Schools are not good candidates.
 - d. The Greenwood State Park is a possible location. Contact Parks Recreation and Tourism. Current POCs are: Marion Edwards (803-734-1370) or Dawn House (803-734-1770).
5. Understand the unaffiliated volunteers are under county liability coverage.
6. Maintain a listing of regional Volunteer Organizations Active in Disaster (VOAD) POCs. These will become important because we do not have local organized VOAD group.
7. Determine what services local Volunteer Organizations will provide and POCs to use to active their services.

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8. Case Management (CANS) procedures will be established. Currently Lutheran Church Groups offer such expertise.
9. Form a Donations Coordination Team. This team will act as the go between the EOC and all volunteer groups.
10. During the initial response phase (within the first 72 hours) be aware of what VOADs or private organizations services can be accessed and how you can coordinate their services.
11. Review www.thomasnet.org for up to date listing of SC resources.

IV. EMERGENCY SUPPORT FUNCTION (ESF) ACTIONS:

Actions necessary to insure readiness to respond are divided into the four cycles of emergency management. These are: preparedness, response, recovery, and mitigation. Each cycle requires actions to be planned for to insure total readiness. Considerations to be planned for are but are not limited to:

A. Preparedness Cycle

1. Coordinate with United Way Association of South Carolina, SC Voluntary Organizations Active in Disasters (SCVOAD), or other relief organizations as necessary to maintain a listing of available support services and capabilities.
2. Maintain SOPs and designate individuals to be members of the Donated Goods and Volunteer Coordination Team (DGVCT), Phone Center, Volunteer Reception Center (VRC) members, and designation of the donated goods warehouse and Neighborhood Distribution and Information Points. Coordinate staffing with Emergency Management.
3. Coordinate with necessary officials to identify prospective warehouse and NDIPs available for lease before an event occurs.
4. Develop procedures for the DGVCT for responding to donor offers of donated goods and volunteer services. Plan for, train, and maintain appropriate plans to activate Donated Goods and Volunteer Services Call Center.
5. Develop a “time sensitive disaster needs list” which will be included in the SOP. Do Not wait until the item is needed to put it out to the media. Both response and recovery items should be listed on the media release needs list from the very beginning.
6. Train and exercise volunteer organization personnel.

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7. Participate in exercises. Conduct, at least annually, an ESF-18 exercise to validate this annex and supporting SOPs.
 8. Annually review this Annex and SOPs to update and validate.
 9. Ensure all ESF-18 personnel integrate National Incident Management System (NIMS) principles into all planning. All ESF personnel will complete required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.
 10. ESF-18 will provide representation on the Recovery Task Force.
 11. Ensure procedures are in place to document costs for any potential reimbursement. Coordinate procedures with Finance Group.
 12. Develop procedures for requesting volunteer services. (Note: The Volunteer Reception Center Plan does not address this issue. It only deals with how to organize and operate a VRC.)
 13. Document matters that may be needed for inclusion in briefings, situation reports and action plans
 14. Determine staffing requirements for performing EOC duties at the three levels of EOC activation and coordinate needs with Emergency Management Director.
- B. Response Cycle:
1. When directed, activate ESF and notify supporting staff and volunteer relief organizations.
 2. Activate the Donated Goods and Volunteers Coordination Team.
 3. Begin implementation of local support without state or other national resources.
 - a. Initially, operate under the assumption of a non-declared incident.
 - b. Review preparations for a declared incident to include activating the Volunteer Reception Center (VRC), its' location and how to staff it.
 - c. Review SOP for a listing needed items of immediate need.
 - d. Insure PIO/Media is publishing a needed items list as shown in the SOP.
 4. Review existing State MOUs with ACS, SC Food Bank Association (Feeding America), United Way Association of South Carolina, and other

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organizations as required. Request they provide necessary liaison at the EOC.

5. Coordinate selection and activation of prospective a donated goods warehouse.. Final approval is through EOC Executive Management Group (County Council and Manager.)
6. Coordinate delivery of donated goods and volunteer services to the victims; maintain records of services being provided, the location of operations and requirements for support.
 - a. Initially this will be a local operations and documentation will be required.
 - b. Upon declaration and arrival of a state resource that will manage the donated goods operation turnover operations of such facility to the State level organization. At this point ESF will have oversight with supervisory controls in place.
 - c. Operation of the VRC remains a ESF responsibility.
7. Logistics / Transportation ESF Coordinators will coordinate deliver of donated goods from the local warehouse. Maintain accurate records of expenditures incurred and expenses.
8. Coordinate licensing requirements for volunteers.
9. Document matters that may be needed for inclusion in briefings, situation reports and action plans

C. Recovery

1. Assess the requirement for continue donated goods and volunteer services.
2. Do not accept one gallon sized water containers after the 1st week of operations. They become a problem in disposal or redistribution after recovery progresses to long term status.
3. Do not deactivate the Donated Goods Coordinating Team until long term recovery begins.
4. Begin planning and coordinate with State EMD for the closure of donated goods facilities and scale down of volunteers.
5. Begin planning and coordination of redistribution of warehouse items to local volunteer agencies or recycling operations.
6. Take actions to recognize those who provided goods, services or funding. Efforts need to be taken to insure those who provided assistance are aware of what or where their assistance went.

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7. Evaluate donated goods and volunteer services operations for effectiveness and revise plans to eliminate deficiencies.
8. Assess unmet needs in providing resources and volunteers.
9. ESF-18 will support long-term recovery priorities as identified by the Long-Term Recovery Committee and Recovery Task Force.
10. Document matters that may be needed for inclusion in briefings, situation reports and action plans.

D. Mitigation:

1. Support and plan for mitigation measures including monitoring and updating mitigation actions in the All Hazards Mitigation Plan.
2. Review, evaluate and comment on any proposal for the All Hazards Mitigation Plan and subsequent amendments which would impact donated goods and volunteer services functions.

V. RESPONSIBILITIES:

General: Those individuals designated to support this annex will receive training on ESF procedures to include; identifying agency resources to sustain emergency operations, pre-scripting anticipated needs, media coordination, call center operations, documentation procedures and methods of obtaining local resources. Assigned responsibilities are:

- A. Greenwood County Manager: Designate departments and/or individuals to staff this function.
- B. Emergency Management Director: Train all ESF supporting departments or individuals designated to support this function.
 1. Designate a primary group leader for the EOC.
 2. Coordinate with Emergency Communications (911) for individuals to man the call center.
- C. Designated Group Leader:
 1. Plan a location for the Call Center for ESF-18. Considerations include: adequate space, computers, Internet access, telephones, fax machines, copiers, and any other necessary equipment.

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- a. Initially, this call center can be the EOC Staff Support Center, but as response and recovery operations enlarge you will establish your own unit.
 - b. Coordinate and obtain necessary memorandum of understand or agreements for a facility (MOAs / MOUs).
 - c. Accomplish prior coordination with phone company for necessary equipment and lines.
2. Maintain accurate records of contracts and/or orders and operational expenditures related to the delivery of services during emergency operations. Provide such information to ESF 7.
 3. Develop procedures to scale down ESF operations as requirements diminish and a return to routine operations.
 4. Responsible for coordinating support for implementation of donated goods and volunteer services including developing agreements with local volunteer organizations. Maintain an active role in the state VOADs program during non-activation periods
 5. Develop procedures to distribute unused donated goods.
 6. Identify prospective donated goods warehouses available for lease before an event occurs. Plan for a county controlled warehouse and one for the state.
 7. Recruit representatives for the Donated Goods and Volunteer Coordination Team.
 8. Prepare a list of "needed" and "not needed" goods for the Call Center.
 9. Assign responsibility for monitoring and data entry to WebEOC and EOC Info Tracker. Note and act upon entries made by the Call Center. Coordinate directly with donor for deliver and/or pick. Arrange pick up with ESF 1 and/or the Warehouse Leader for delivery.
 10. Coordinate and manage the pre-certification of local volunteer groups to have direct access to the state food bank warehouse or other known sources. Coordinate with State ESF 18 for complete information on this program.
 11. Develop local MOUs with the various volunteer groups regarding support functions they will provide in a disaster/emergency. Reference the State's developed MOUs for guidance and information.

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12. Coordinate with County Emergency Operation Center (EOC) to establish points of contact at the State's ESF-18 and Donated Goods and Volunteer Services at the county level. Maintain this database, revising and updates as required. Input this information into WebEOC and EOC Info Tracker program.
13. Manage the callback process of notifying donors regarding decisions of their offer of donated goods. All calls regarding volunteer services will be referred to the Volunteer Reception Center (VRC), if established.
14. Coordinate with United Way, SCVOAD, or other relief organizations as necessary to maintain a listing of available support services and capabilities within Greenwood County. Attend SCVOAD meetings for the purpose of familiarity with current policies and procedures in the volunteer environment.

D. Greenwood County CERT Coordinator.

(NOTE: If established, otherwise functions will be accomplished by the Director of Emergency Management until someone is appointed to this position)

1. Be prepared to execute the Volunteer Reception Center (VRC) Plan.
2. Develop manpower resources to support the activation of the VRC.
3. Maintain necessary liaison with Medical Reserve Corp (MRC) to insure that procedures are in place to utilize the MRC database for necessary credentialing at the VRC.

E. Greenwood County Emergency Communications Group (Amateur Radio)

Be prepared to support this plan by providing communications to the VRC, EOC, DGPODs and transport vehicles involved in movement of donated goods and volunteers.

F. All other individuals, departments and/or agencies tasked by the County Managers.

Be prepared to support ESF 18, VRC and Donated Goods Points of Distribution (DGPOD) with manpower and resources.

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VI. FEDERAL/STATE ASSISTANCE

(Note: This annex has no direct counterpart in the National Response Framework (NRF). However, the Volunteer and Donations Support Annex in the National Response Framework outlines the federal response.

- A. The Federal Emergency Management Agency (FEMA) will coordinate the federal response under this function and will appoint a regional point of contact. State ESF-18 will coordinate with the regional point of contact to obtain federal assistance when required.
- B. State ESF-18 will coordinate necessary support request which are outside the capacity of Greenwood County to provide. The Greenwood EOC will be the focal point for all support needs and will process request for support to higher levels of authority.