



Volunteer Coordination and Donations Management Support Plan

2012

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Acronyms and Definitions

EMA	Emergency Management Agency
EOC	Emergency Operations Center
VRC	Volunteer Resource Center
DMC	Donations Management Center
GAVOAD	Georgia Volunteer Organizations Active in Disaster
CERT	Community Emergency Response Team
SERVGA	State Emergency Registry of Volunteers
JIC	Joint Information Center
PIO	Public Information Officer
MRE	Meals Ready To Eat
POD	Point of Distribution
GEMA	Georgia Emergency Management Agency
LEOP	Local Emergency Operations Plan

Spontaneous: Defined as an action arising from natural impulse or inclination, rather than from planning or in response to suggestions from others.

Coordination: Defined as the combining of diverse parts or groups to make a unit, or the way these parts work together.

Unsolicited: Defined as given, sent, or received without being requested

Unaffiliated: Defined as not associated or connected with others.

Affiliated: Defined as closely connected with a group.

Volunteer Coordination and Donations Management Support Plan

Introduction

When disaster, natural or man-made, strikes a community, specific emergency management and nonprofit organizations automatically respond according to a pre-established plan. Each of these designated organizations has a specific role to play in ensuring an effective response to and recovery from the disaster's devastation. Yet one element within the present system continues to pose a challenge: spontaneous, unaffiliated volunteers and unsolicited donations.

Spontaneous, unaffiliated volunteers, our neighbors and ordinary citizens, often arrive on-site at a disaster ready to help. Yet because they are not associated with any part of the existing emergency management response system, their offers of help are often underutilized and even problematic to professional responders. The paradox is clear: people's willingness to volunteer versus the system's capacity to utilize them effectively.

Ideally, all volunteers should be affiliated with an established organization and trained for specific disaster response activities. However, the spontaneous nature of individual volunteering is inevitable; therefore it must be anticipated, planned for, and managed.

Affiliated volunteers are attached to a recognized voluntary or nonprofit organization and are trained for specific disaster response activities. Their relationship with the organization precedes the immediate disaster, and they are invited by that organization to become involved in a particular aspect of emergency management. These are volunteers such as Banks County Fire Volunteers, Banks County CERT or our EMA Amateur Radio Volunteers.

Unaffiliated Volunteers, also known as spontaneous emergent, and/or convergent volunteers. They are individuals who offer to help or self deploy to assist in emergency situations, without fully coordinating their activities with emergency management at the local, state, territorial/tribal nations or federal level. They are considered "unaffiliated" in that they are acting independently, as an individual or group, outside of the recognized coordination system of the impacted jurisdiction(s).

Unsolicited Donations, also known as spontaneous donations, are donations made by businesses and / or individuals who offer to help or self deploy to assist in emergency situations, without fully coordinating their activities with emergency management at the local, state, territorial/tribal nations or federal level.

Purpose

The Volunteer Coordination and Donations Management Support Plan describes the coordinating processes used to ensure the most efficient and effective utilization of unaffiliated volunteers and unsolicited goods during major emergencies and disasters.

To accomplish this purpose, this plan establishes a method to coordinate with and manage volunteers and donations.

The Banks County EMA / E-911 Director compiled a list of potential volunteers to aid with management of a Volunteer Resource Center (VRC) and Donations Management Center (DMC). This contact list is at the end of this document.

Scope

This plan provides guidance on the local role in volunteer and donations management. Any reference to volunteer services and donated goods refers to unsolicited goods and unaffiliated volunteers. The management system described in this plan applies only to those offers of assistance that are not already managed by GAVOAD or other non-profit organizations with established volunteer and/or donations management programs. This plan is to be implemented when local government measures are overwhelmed and upon the approval of the Banks County EMA / E-911 Director with approval received from the Banks County Board of Commissioners.

The two primary parts of this plan are described as follows:

- A. **Volunteer Coordination** involves a process for matching volunteers with established voluntary organizations (such as Fire Volunteers, CERT Volunteers, Red Cross Volunteers etc) and procedures for effectively channeling offers of assistance from unaffiliated citizens to meet disaster- related needs. Local Government encourages individuals to affiliate with a local recognized organization prior to a disaster to facilitate their involvement in relief activities. When implemented, this volunteer coordination system will be supplemental to, and not duplicative of, established volunteer coordination systems in local services, local volunteer centers, Voluntary Organizations Active in Disaster (VOAD), Citizen Corps Councils or other existing programs. Those helping with Volunteer Coordination will work from the VRC.

- B. **Donations Management** involves coordinating a system that receives and distributes unsolicited, undesignated donated goods, matching them with victims who demonstrate a need. The local government looks principally to those private voluntary organizations with established donations systems already in place to provide aid as able in the receiving and delivery of appropriate donated goods to disaster victims. The local government encourages the donation of cash to these organizations as well. Donations management activities include: providing guidance to citizens, managing a telephone registration and database system, establishing one or more collection facilities, creating a system to sort and distribute donated items, and storing donated resources until needed. Those helping with Donations Management will work from the DMC.

Situation

The management of unaffiliated volunteers and unsolicited donations requires a cooperative effort by governmental agencies, volunteer and community based organizations, faith based groups, businesses and the media. Local government and voluntary agency partners are responsible for developing plans for managing volunteers and donations during incident management operations.

During emergencies, unplanned deliveries of donated goods to a disaster site can jam distribution channels, overwhelm government and voluntary agencies, and interfere with response and recovery activities. Likewise, offers of assistance from unaffiliated volunteers often are underutilized and even problematic for established response agencies, despite the good intentions of citizens that emerge to help their neighbors. Preplanned volunteer management strategies will reduce problems associated with unsolicited donations and spontaneous unaffiliated volunteer response.

Planning Assumptions

Local Government will coordinate the activation of this plan with voluntary agencies. Because private relief and community based organizations (such as Family Connections or The Baptist Association) are experienced in managing volunteers and donations, local Government will rely on these organizations for their resources and expertise and support their efforts to minimize and best utilize unaffiliated volunteers and undesignated donations. This plan does not supersede the plans, policies and procedures of voluntary organizations or Point of Distribution / Dispensing (POD) Plans nor does it effect donations or volunteer assistance offered directly to voluntary agency partners.

Public offers of assistance may be in the form of money, food, clothing, products, equipment, in kind services, or volunteered time. Cash is the best, first alternative for donors to optimize the usefulness of their assistance when given to VOAD member agencies. When appropriate donors may donate goods and volunteered time to and through VOAD member agencies and other local voluntary organizations that have established systems for utilizing volunteers and receiving processing, and distributing donated goods .The Georgia Department of Community Health maintains a system known as the State Emergency Registry of Volunteers- SERVGA. This is a statewide secure database of pre-credentialed healthcare professionals and other volunteers who want to help in case of a public health emergency.

Concept of Operations

Upon activation of this plan the Banks County EMA / E-911 Director or the Director's appointed person will notify volunteers of the need to establish a Volunteer Resource Center and the Donations Management Center (the DMC will deal with 'unsolicited' donations and will be in addition to and work in coordination with any POD that may be set up as PODS are 'solicited' donations as requested by EMA and they are set up to provide a location for citizens to gather basic life sustaining items such as water, ice, MRE etc).

The Banks County EMA / E-911 Director will activate volunteers as needed. They will coordinate with appropriate agencies to determine the overall effort and available resources and needs. In smaller scale events, a single EMA Volunteer may coordinate both volunteers and donations as directed by the Banks County EMA / E-911 Director.

All activities will function under the NIMS Incident Command System. Volunteers activated will function in the logistics branch of the Incident Command System. The operations guidelines are outlined below.

1. Volunteer Coordination/Donations Management Team Operations

- a) The Volunteer Coordinating and Donations Management Team Leaders, as appointed by the Banks County EMA / E-911 Director, will assess the situation, determine staffing needs appropriate to the emergency situation, and assemble team members to handle volunteer coordination issues and donations management issues.
- b) Coordinate with appropriate agencies to determine appropriate resources and needs.
- c) Assist voluntary organizations in obtaining needed services and needed goods and services
- d) Establish a Volunteer Resource Center (VRC) and Donations Management Center (DMC) to process and register unaffiliated volunteers and to match their skills to agencies needing assistance if needed and to accept / distribute and track unsolicited donations.
- e) Activate a public donations hot line (we currently use 706-677-6810 to record messages for the public) and database management system using the Banks County CERT laptop and locate or lease and establish a donations warehouse (pre-identified as the Banks County Gymnasium if it is not in impacted area) if needed to receive, stage and distribute unsolicited, undesignated donations. POD locations will be in a different area.
- f) Provide Coordination through the Public Information Officer (the County Clerk) at the Joint Information Center (if it is activated) and the EMA Director to notify the public of volunteer skills or donations that are needed.
- g) Assist in developing procedures for the disposal of unsolicited, unsuitable, unneeded or excess donated materials. Some examples may be: send donations to The Banks County Food / Clothing Bank, Good Will, The Salvation Army, DFACS.

Job Descriptions/Responsibilities and Related Forms

Following is a list (some may be activated, some may not and more may be added as needed) of positions and forms and layouts that may be used within the Banks County Volunteer Resource Center and Donations Management Centers:

1. VRC / DMC Team Leader
2. VRC / DMC Runner
3. VRC / DMC station #1 Greeters / Registration and Interviewers (2 tables ea)
4. VRC / DMC station #2 Data/Agency Coordination

5. VRC Safety Briefing
6. Sample of Safety Briefing
7. VRC Specific Job Training
8. VRC Volunteer ID
9. VRC / DMC Floor Plan
10. VRC / DMC flow sheet
11. List of VRC / DMC forms used
12. VRC / DMC Staff Information form
13. VRC / DMC Set-Up Procedures
14. Staffing
15. Simple Steps for VRC / DMC Operation
16. Supplies needed to set up VRC / DMC
17. List of Staff Members (In an Ideal situation-trim where you must)
18. Registration Forms
19. Disaster Volunteer Release of Liability Statement
20. Sample Request Board set-up
21. Request for Volunteers
22. Disaster Volunteer Referrals
23. VRC Safety Training Attendance Record
24. Donation Logs

VRC OPERATIONS

Job: VRC Team Leader

You are responsible for the overall function of the VRC. You will coordinate with the EOC and other responding entities and make key decisions about the set-up and operation of the VRC. You will maintain contact with authorities as needed.

1. Coordinate the initial setup. (See checklists.)
2. Make sure you are easily visible and identifiable. A brightly colored hat or vest different from the rest of the staff is a good idea.
3. Prepare a map of the facility, a summary of actions taking place or to take place, organizational structure and resources on hand and needed. A blank ICS201 is attached at the end of this document that may be used.
4. It is your responsibility to make sure that all positions are staffed as needed. Make sure that each station needed has a competent leader, and that that person knows his/her responsibilities (give them a copy of the page in this manual that describes their duties or at a minimum review it with them before they begin). If possible, see that staff has some sort of ID.
5. Keep records of the VRC staff – have everyone sign in and out. **This list must include the station / duty assigned, name, phone number, time in and time out and a copy of his or her license if available. Also keep track of any expenses incurred.**
6. Make staffing changes when necessary. (If people are getting exhausted, or someone is not working out in a particular position, or a station is understaffed.)
7. Conduct a briefing with the entire staff prior to opening the VRC and at shift changes. All of these forms should be copied back to the EOC along with copies of all other records. If most of the staff is unfamiliar with VRC procedures, you should do a walk-through of the process.
8. It could be extremely helpful to designate a logistics coordinator. This person would report directly to you and deal with things like providing snacks and water, making sure there were sufficient supplies for the center to operate, etc. If you are able to delegate these responsibilities to someone else, then you will be able to focus on the big-picture operation of the center.
9. You must be in contact with the EOC and other responding agencies using a Message Form (found at the end of the document and on the CERT laptop) that can be emailed or faxed. You may also stay in contact via phone to the EOC (706-677-3401) or to the Director cell phone at 706-658-5120 or by radio if a frequency has been assigned.
10. You should make sure to coordinate your messages and gain approval from the EOC before releasing anything media related for public broadcast. It is important to do media releases so that the public receives consistent information on what is available and needed but these will be released by the PIO.
11. Maintain current information about the disaster, the VRC, donations acceptance stations, shelters established, etc.
12. All media personnel who arrive at the VRC should be directed to you and you should direct them to the JIC (if established) or to contact the PIO through the EOC.
13. Maintain a general information board within the VRC. (This would be a flip chart, white board, bulletin board, etc where you would post information about the disaster, aid centers, donations, EOC operations, etc.) Keep the EOC up to date on the situation.
14. Monitor the flow of volunteers. Watch for bottlenecks and problems, and consider changes that might help. **Be flexible!**
15. Keep in mind that this situation can be frustrating for everyone. Not all volunteers can be placed – thank them very much for their help and try to divert them to other opportunities and future training and affiliation. Make sure the VRC staff understands this as well. Keep track of your volunteers and be prepared to give thorough reports to Command Staff at briefings.
16. Maintain good records as this is information that you will be expected to relay to Command at Command Briefings.
17. Keep your cool! A VRC can get chaotic and noisy. If problems arise, they will probably be directed to you – do your best to solve them calmly.

Job: VRC Runner:

**Note – some runners may be directly assigned to maintaining the request board. These runners should get their instructions from the interview and data staff. These instructions are for general, “floating” runners.

Your task is to deliver messages to and from VRC staff members. Stations at the DRC and the Runner should be equipped with a flag or radio (you may want to verify this as the VRC is being set up; if there are no flags or radio, devise a system for summoning runners.) You may also be asked to restock forms or supplies at VRC stations or run other small errands.

You must watch for the flags and/or listen for your radio (if you have a radio you will be called as Runner 1, Runner 2 etc). Keep your eyes open. If a staff member raises his or her flag or calls you on the radio, report to his or her station as quickly as you can and identify yourself as a runner.

You may also act as a line monitor, directing volunteers to the right places and keeping those who are waiting entertained and comfortable.

Make sure to watch for the flags and/or listen to your radio – sometimes messages are urgent!

Station #1: VRC – Greeters / Registration / Interviewers

People Involved In Station 1:

- Greeters / Registrar / Interviewer
- Door Guards / Security (if available)
- Board Writer

Items Needed In Station 1:

- Laptop (if available)
- Copier / Printer
- Boxes / Bags
- Basic Office Supplies (paper, pens, note pads)

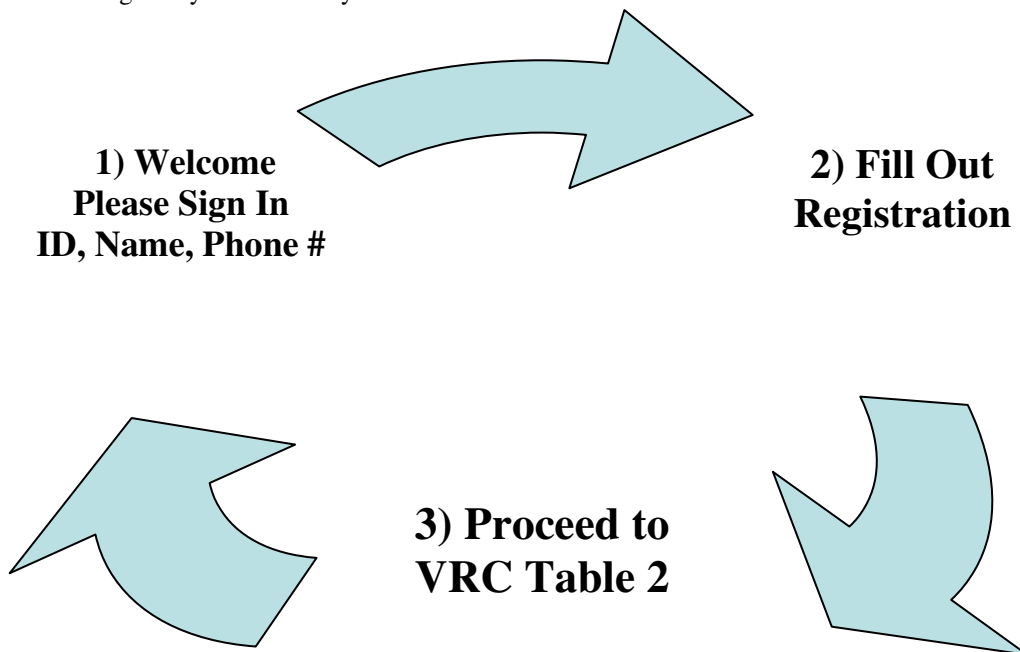
This station will have 2 tables – one for greeting / registration and one for interviews. This station is responsible for greeting/registering/interviewing and screening volunteers/donors/patrons to make sure they are in the right place and getting people oriented to the process.

At Table One / Greeter & Registrar:

(Forms Needed: Sign-In Note Pad, Registration Form w/Release on back) (Files Needed: VRC Table 1)

VRC Table 1: (see sample flow chart below)

1. Greeters welcome volunteers and thank them for coming. Try to engage them in conversation enough to get a sense of where they belong. Anyone who seems distressed or somehow not right may need to be referred to a mental health associate.
2. Have them sign in, including name, phone number, copy of driver's license on a notepad for which you don't tear the sheets from, you simply use a new sheet each day. You may also use an ICS form if you are comfortable with this.
3. Ask the person to fill out a Registration Form. Answer questions about filling forms out, and direct on how to complete them and direct to proceed to Table 2 for interviews or to gather items needed.
4. Door guard admits and directs volunteers who have completed the process. If the center is busy and there is a wait for registration processes, the door guard may also distribute numbers so that volunteers / donors / patrons can be directed through the registration in the order in which they come inside.
5. Door guard also directs media to the Public Information Officer (PIO).
6. The second guard may roam the facility, if not needed at the door, to make sure everything is running safely and smoothly.



Station #1: VRC – Greeters / Registration / Interviewers (Continued)

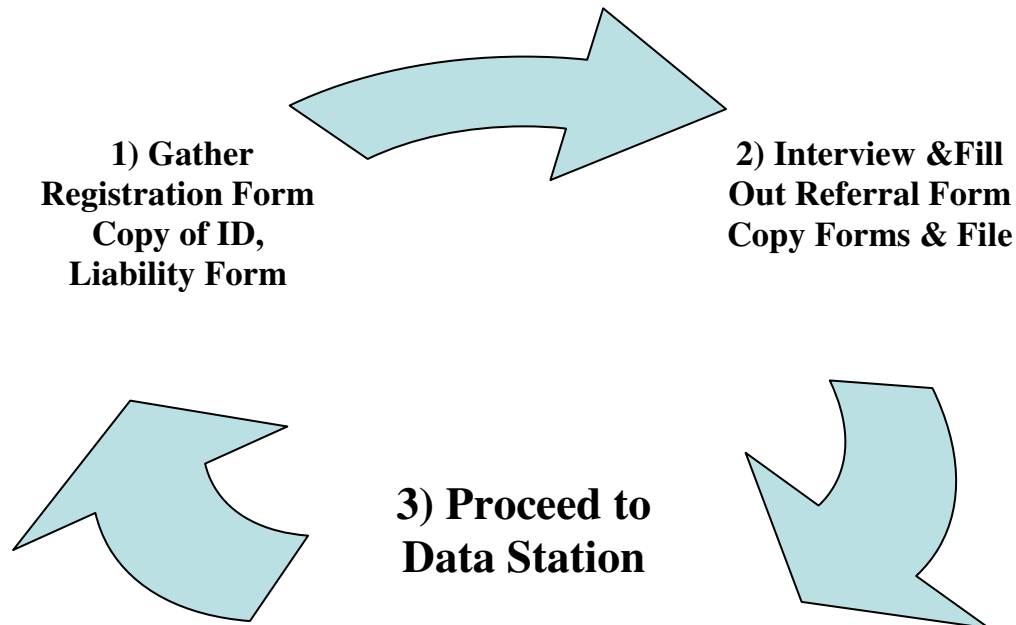
At table two in VRC / Interviews:

(Forms Needed: Registration Forms – come to you from Table 1 w/ Liability Release on back, Referral Form) (Files Needed: VRC Table, Referred, Not Referred) (Equipment Needed: Copier)

VRC Table 2:

1. When setting up this station, make sure that the interviewers are facing the request board so that they can see the available opportunities without turning around all the time. They should also be close enough to read it without straining. (This means that volunteers will be sitting across the tables with their backs to the wall.)
2. When a volunteer arrives at your station, gather Registration Form and look quickly over their registration form. If anything is unreadable or unclear, ask for clarification. Make sure they did the back, too (liability release). You should already have in mind the positions available / needed and be thinking about what kinds of matches you can make.
3. Conduct a brief interview, mainly to determine if the job you had in mind will be a good fit. (Or, if there are no good fits obvious, to see if you can come up with something.) We're not going for ideal and perfect assignments – just the best we can do. If you place them, do a Referral Form.
4. Copy all of the paperwork. File in Referred or Not Referred.
5. Send the Volunteer to the Data Table with all original forms (their Registration, Liability and Referral forms) for finalization of assignment.
6. If no placement or help is possible, kindly tell the Volunteer, but tell them to check back later in the day or the following day as the community always needs Volunteers, even when there's no disaster. You might direct them toward non-disaster opportunities. File their registration form in the "Not Referred" file.
7. Alert the board writer to either remove the position (if it has been fully staffed) or changed the "# Needed" column to reflect the placement you've just made.
8. Keep your eyes open for potential VRC staff members, if needed!
9. Keep it brief! This shouldn't take more than a minute or two.

NOTE: Depending on your situation, it may be possible/ advisable to track especially skilled volunteers and resources for which you have no positions at the time so that you can call them back later if a need does arise. This can be tricky and cumbersome, but especially if it is pertaining to a really specialized resource that is being offered, you may want to maintain a file with this specific information. The easiest way to get a hold of people is often via email. You should coordinate with the data station if you choose to maintain a "resource needed or call-back file."



Volunteer Resource Center (VRC) Floor Plan (Fits Gym Classroom)

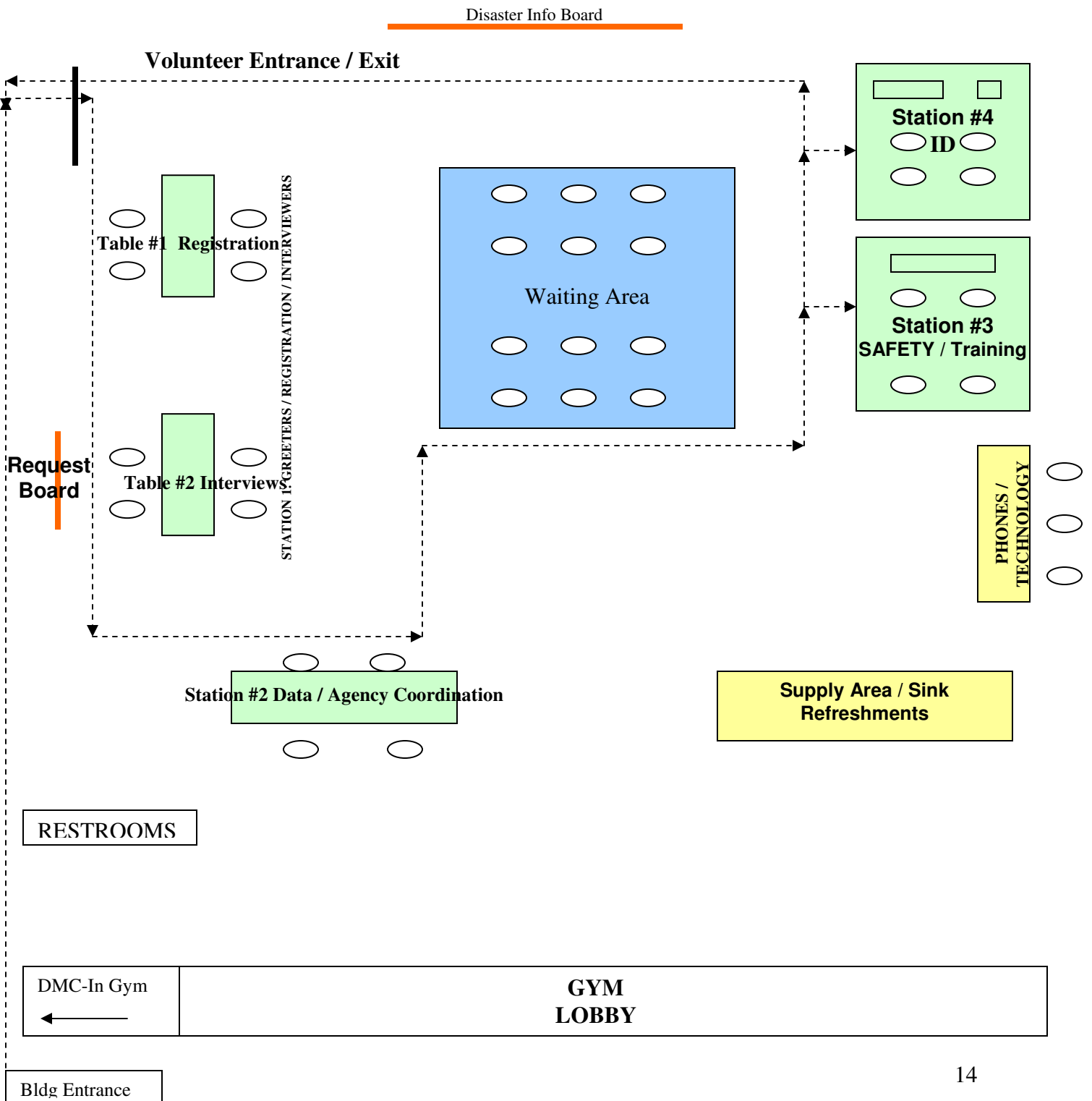
■ Volunteer Registration Stations

■ Waiting Area

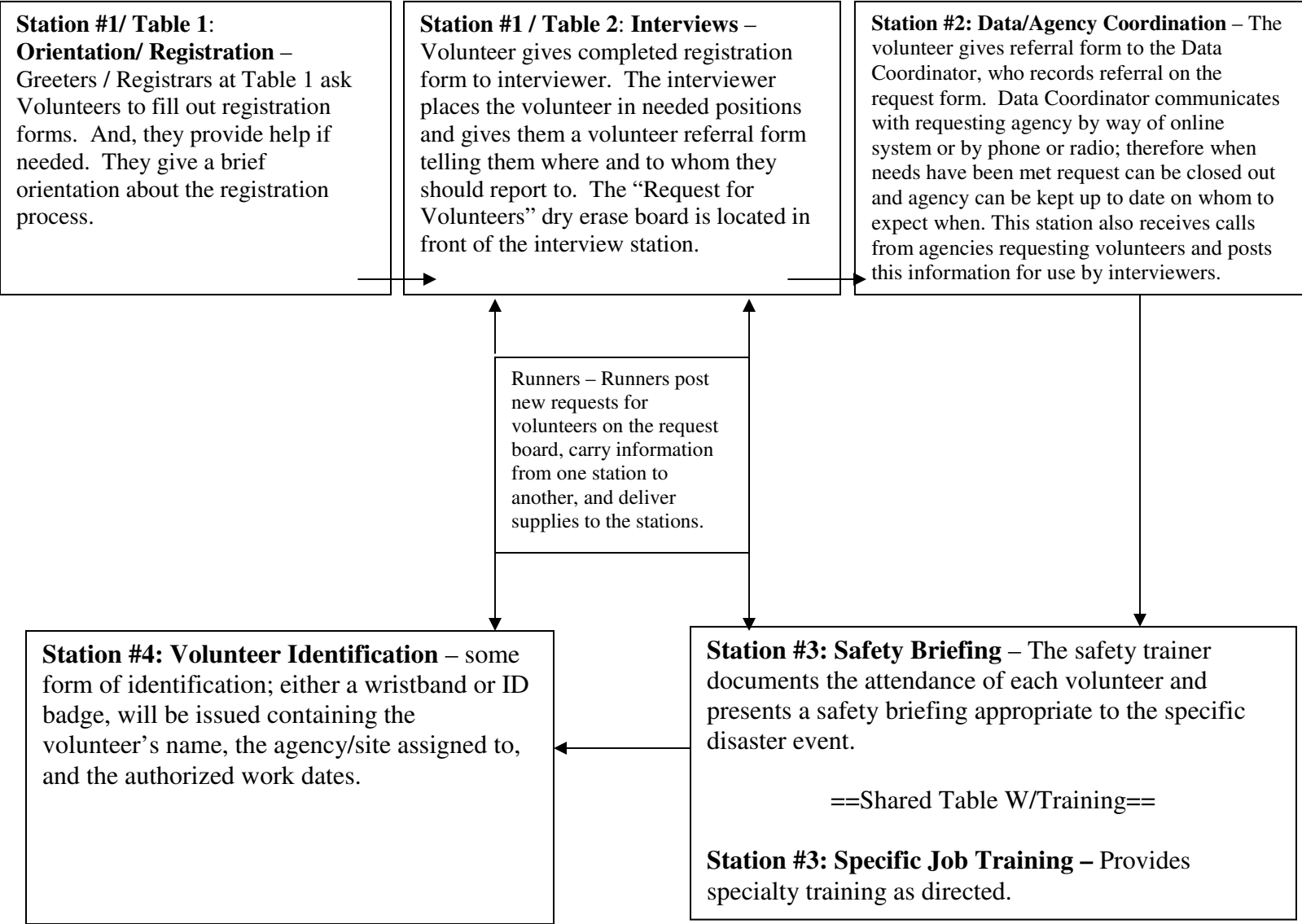
■ Staff Only Areas

---▶ Volunteer Movement

— Dry Erase Boards



VRC FLOW SHEET



LIST OF VRC FORMS

1. Disaster Volunteer Registration Form (Table 1 -- Registration)
2. Volunteer Referral Form (Table #2 – Interviews)
3. Request For Volunteers Form (Table #3 – Data/ Agency Coordination)
4. Sign-In Note Pads
5. ICS Forms

VRC STAFF INFORMATION FORM

DATE: _____ /// OPERATIONAL PERIOD: _____

VRC TEAM LEADER

Name _____

Cell Phone _____

Registration Chief

Name _____

Cell Phone _____

Interview Chief

Name _____

Cell Phone _____

Data Chief

Name _____

Cell Phone _____

Safety Chief

Name _____

Cell Phone _____

ID Coordinator

Name _____

Cell Phone _____

Logistics Coordinator

Name _____

Cell Phone _____

Volunteer Resource Center Set-up Procedures

GENERAL

- Make sure key positions are staffed ASAP. Create and post a chart that clearly identifies these people. (This should include a VRC Team Leader, a Logistics Coordinator, and Coordinators for each of the stations in the VRC: a Registration Coordinator, an Interview Coordinator, a Data Coordinator, a Safety Coordinator)
- Keep in mind that a fully-staffed VRC can require multiple people to operate. Consider recruiting staff members – who, how, where?
- Make sure the appropriate local media are informed about the VRC's location, purpose, and hours of operation. (Coordinate with the EOC or other appropriate authorities.)
- Keep all receipts and keep careful records of expenses incurred. Make sure all the staff knows this, too.
- Make sure you have a sign-in/ out sheet for VRC staff. When you brief staff, make sure they know that they need to sign in and out.

ROOM SET-UP

- Establish a site, preferably a large room with tables and chairs. An attached room for phone bank/ data entry would be useful, but isn't necessary. Be mindful of parking, restroom availability, internet access, phone lines, and wall space. (If whiteboards are available, they would be very useful!)
- Bring supplies – office supplies, equipment, forms. See supplies list.
- Arrange the room carefully to allow for foot traffic and to maximize wall space, especially around the interview area (see suggested floor plan).
- There will be waiting, especially at the interview station -- you may need a waiting area with chairs for volunteers who have registered but not yet been interviewed. You don't want people to get in each other's way while waiting. (See sample floor plan.)
- Designate a place for the display of general information – situation updates, location of aid stations, EOC status, etc. A good way to do this would be with flip chart pages that can be taped to the wall, or even with an overhead projector. Designate someone (possibly the Runners) to keep it up to date. Make sure staff knows to check here first for information.
- Allow enough space outside of the center itself for volunteers to fill out the volunteer intake form. (This could be outdoors, if the weather is appropriate, or in a lobby or reception area.) There should be tables and chairs available in the reception area for this.
- Post a sign outside the center to direct volunteers to your site.
- Set up the board of available opportunities according to your resources (white board, newsprint, flip-chart paper taped together, etc.) See attached board setup for a basic layout, but adapt it to your particular situation. Depending on the particular needs for this disaster, you may need to think about how best to keep track of multiple shifts for the same position.

STAFFING

- If available, key staff members should be equipped with personal radios to allow internal communication. This will work much better if they also use earpieces.
- If possible, all staff should arrive two hours prior to VRC opening. Conduct a thorough pre-shift briefing to be sure they understand both the functioning of the VRC as a whole and their own specific responsibilities. Each station leader should train his or her staff if there is more than one at the station. It might help to do a walk-through of the process with the entire staff before opening your doors.
- Make sure staff is given breaks – this work can be exhausting.
- If you are short of staff, early spontaneous volunteers can be recruited – watch for possible VRC staff, and instruct interviewers to do the same.
- Water, coffee, and snacks should be made available, both for staff and for waiting volunteers.

SIMPLE STEPS FOR VRC OPERATION

When a volunteer arrives:

1. Volunteers are greeted. Those who don't appear fit to volunteer or who are seeking services are diverted.
2. Volunteers fill out a registration form at Table 1.
3. Volunteers are interviewed and, if possible, placed. Interviewer fills out the "Disaster Volunteer Referral" form. This happens at Table 2.
4. Interviewer signals a runner to either remove the request from the board or adjust the "# Needed" column to reflect the assignment.
5. Interview staff member files the registration form in one of two files: Referred (alphabetical), or not referred. (not referred may be sorted by notable skills, depending on the situation.)
6. Volunteers go to the data/agency coordination table and present their referral. The data staff locates the appropriate "Request For Volunteers" form (they should be stored in numerical order) and notes the referral on that form, then initials the referral form and gives it back to the volunteer.
7. The data staff member should check the request form to make sure no special training is required. If it is, the volunteer should be instructed to make sure to see the training coordinator in addition to the safety briefing before leaving.
8. Volunteer goes to the safety briefing station, where they sign in and a safety staff member delivers a safety briefing and delivers any relevant transportation information. The safety staff member initials the referral form.
9. If the volunteer's position requires additional training, they should visit the training station.
10. After briefing and, if necessary, training, the volunteer should visit the ID station, where an ID card and/or vest will be issued, depending on the system in use at that particular VRC.
11. Volunteer exits the VRC.

When a request for volunteers comes in:

1. A data staff member takes the request, usually via phone.
2. The data staff member fills out a "Request For Volunteers" form, noting the requirements, number needed, time needed (or shift information) and any training required. (If training is required, they should mark this clearly and alert the training coordinator.)
3. The data staff member assigns a sequential request number and notes this on the request form
4. Data staff member summons a runner to post the position to the board.
5. The runner takes the form, posts the relevant information on the board, and returns the form to the data station.
6. The data staff files the form by request number.

Supplies Needed to set up Volunteer Resource Center

Office Supplies

- Clipboards
- Copy paper
- Index cards (bright colored)
- Lined notepads (5)
- Paper clips
- Pencils (3 boxes of 12)
- Pencil sharpener
- Pens (3 boxes of 12)
- Permanent markers
- Washable markers
- Post-its
- Scissors
- Tape (clear & masking)
- Dry Erase pens and eraser
- Large dry erase boards OR large rolls or sheets of paper, with appropriate tape
- Accordion Files (2)

Forms

- Disaster Volunteer Referral Forms (50x2)
- Disaster Volunteer Registration Forms (waiver on the back) (100)
- Employee & Volunteer Sign in/out (10 each)
- Expenses Incurred (10)
- Request for Volunteers Forms (50)
- Volunteer Instructions (25x4)
- Safety Briefing sign-in/out (10)
- Safety Briefing instructions (100)
- Job Descriptions and flow charts for each station
- Floor Plans
- List of important local phone numbers
- Map of the area

VRC-Specific Supplies

- Large Signs: Enter, Registration, Volunteer Resource Center, Public Information, Interviews, Data/Agency Coordination, Safety, Training, Volunteer ID, Exit, Poster version of volunteer instructions, numbered
- Vests for staff (blue) & volunteers (orange)
- Caps to identify station leaders and VRC Director
- Flags to summon runners (6)
- Volunteer IDs: vests, card-producing equipment, etc.
- First Aid Kit

Furniture

- Tables: minimum of 15, often more
- Chairs: 50 or more
- Coffee supplies (urn, cups, cream and sugar, stirrers, filters, coffee, napkins)
- Easels for displaying signs (12 would be good)

Technological

- Phones – preferably set to flash instead of ringing
- 2-way radios with ear buds
- Computer / laptops with internet connection
- Extension cords
- Portable copier

List of VRC Staff Members (in an ideal situation – trim where you must)

VRC Team Leader (1)
Registration Coordinator (1)
Security Guards (2)
Mental Health Associate (1) at least on stand-by
Interview Coordinator (1-2)
Data Coordinator (1-2)
Safety Coordinator (1)
Training Coordinator (1)
Volunteer ID Coordinator (1)
Runners (2)

Disaster Volunteer Registration Form

Please print clearly and submit at Volunteer Resource Center

Mr. ___ Mrs. ___ Ms. ___ Name _____ Birth Date _____

Home Phone _____ Cell Phone _____ E-Mail _____

Home address _____ City _____ State _____ Zip _____

Occupation _____ Employer _____

Business Address _____ City _____ Zip _____

Emergency Contact _____ Relationship _____ Phone _____

Are you a year-round Georgia resident? ___ Yes ___ No Months you are available _____

Health Limitations: _____

Are you willing to volunteer: ___ Locally ___ Within Georgia ___ Within the US ___ Outside the US

Other disaster relief agencies you are affiliated with: _____

Special skills and vocational/disaster training you have completed: _____

<p>MEDICAL</p> <p>___ MD, specialty _____</p> <p>___ Nurse, specialty _____</p> <p>___ Emergency medical cert.</p> <p>___ Mental health counselor</p> <p>___ Veterinarian</p> <p>___ Veterinary technician</p> <p>COMMUNICATIONS</p> <p>___ CB or ham operator</p> <p>___ Hotline operator</p> <p>___ Own a cell phone</p> <p># _____</p> <p>___ Public relations</p> <p>___ Web page design</p> <p>___ Public speaker</p> <p>Language other than English</p> <p>___ Spanish</p> <p>___ French</p> <p>___ German</p> <p>___ Chinese</p> <p>___ Maxaad or other Somali</p> <p>___ Other _____</p> <p>___ Other _____</p>	<p>OFFICE SUPPORT</p> <p>___ Clerical</p> <p>___ Data entry, software _____</p> <p>_____</p> <p>___ Phone receptionist</p> <p>SERVICES</p> <p>___ Food</p> <p>___ Elderly/disabled assistant</p> <p>___ Child care</p> <p>___ Spiritual counseling</p> <p>___ Social work</p> <p>___ Search and rescue</p> <p>___ Auto repair/towing</p> <p>___ Traffic control</p> <p>___ Crime watch</p> <p>___ Animal rescue</p> <p>___ Animal care</p> <p>___ Runner</p> <p>STRUCTURAL</p> <p>___ Damage assessment</p> <p>___ Metal construction</p> <p>___ Wood construction</p> <p>___ Block construction</p> <p>___ Plumbing</p> <p>___ Electrical</p> <p>___ Roofing</p>	<p>TRANSPORTATION</p> <p>___ Car</p> <p>___ Mini-van/station wagon</p> <p>___ Maxi-van</p> <p>___ ATV</p> <p>___ Own off-road vehicle/4wd</p> <p>___ Own truck</p> <p>___ Own boat, capacity _____</p> <p>___ Commercial driver</p> <p>___ Class & license # _____</p> <p>___ Camper/RV, capacity _____</p> <p>LABOR</p> <p>___ Loading/shipping</p> <p>___ Sorting/packing</p> <p>___ Clean-up</p> <p>___ Operate equipment</p> <p>Type: _____</p> <p>_____</p> <p>___ Supervising experience</p> <p>EQUIPMENT</p> <p>___ Backhoe</p> <p>___ Chainsaw</p> <p>___ Generator</p> <p>___ Other _____</p>
--	--	--

Skills (please check all that apply)

**Disaster Volunteer Registration Form
(Side two)**

Release of Liability Statement

I, for myself and my heirs, executors, administrators and assigns, hereby release, indemnify and hold harmless Banks County Government, the State of Georgia, the organizers, sponsors and supervisors of all disaster preparedness, response and recovery activities from all liability for any and all risk of damage or bodily injury or death that may occur to me (including any injury caused by negligence), in connection with any volunteer disaster effort in which I participate. I likewise hold harmless from liability any person transporting me to or from any disaster relief activity. In addition, disaster relief officials have permission to utilize any photographs or videos taken of me for publicity or training purposes. I will abide by all safety instructions and information provided to me during disaster relief efforts.

Further, I expressly agree that this release, waiver, and indemnity agreement is intended to be as broad and inclusive as permitted by the State of Georgia, and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I have no known physical or mental condition that would impair my capability to participate fully, as intended or expected of me.

I have carefully read the foregoing release and indemnification and understand the contents thereof and sign this release as my own free act.

Signature _____ Date _____

Guardian, if under 18 _____ Date _____

Volunteer's credentials were recorded as presented. Verification of credentials is the responsibility of the receiving agency and identification should be attached to this form.

This volunteer was referred to the following agencies:

Date	Request #	Agency	Agency Contact	Contact Phone

Return this completed form to the Data Specialist.

Each section below should initial as the Volunteer proceeds through the registration process.

Table 1 / Registration: _____

Table 2 / Interview: _____

Table 3 / Data: _____

REQUEST BOARD SAMPLE SET-UP

This is posted on the dry erase board in front of the Interviewers Table.

(Adjust columns, widths, etc according to your needs, considering whether you are staffing multiple shifts, etc. If you are staffing lots of positions with multiple shifts, you may want to include separate rows for each shift, as in the second half of this chart.)

Request #	Job Title	Dates/Times	# Needed	Skills Required	Notes	Agency/ Contact
24	Sandbagger	8/22 1000-1400	6	Lift 40#		American Red Cross, 555-5555
25	Dog handler	8/22-24 0900-1200	2 per day	Comfortable w/ animals	Youth 16+ OK	Humane Society, 555-5555
26	Receptionist	8/22-26 1200-1700	1 per day	Telephone		JCC, 555-5555
27	Shelter Worker	8/22, 8/23 0900-1600,	2	Stand for long periods	ARC Shelter training required!	American Red Cross, 555-5555

Possible set-up if you have several shifts for many of your jobs:

Request #	Job Title	Dates/Times	# Needed	Skills Required	Notes	Agency/ Contact
25	Dog Handler	8/22 0900-1200	2	Comfortable w/ animals	Youth 16+ OK	Humane Society, 555-5555
		8/23 0900-1200	2	“	“	“
		8/24-0900-1200	2	“	“	“
26	Receptionist	8/22 1200-1700	1	Telephone		JCC, 555-5555

Disaster Volunteer Referral

Name of Volunteer _____ Date _____

Referred to (agency) _____ Request # _____

Agency contact name _____ Phone _____

Address of Agency/Site _____

Directions to Site _____

Title of volunteer assignment _____

Dates & hours volunteer will work _____

Volunteer: Take this form with you to work site!

Note: Verification of volunteer's credentials is the responsibility of the agency receiving the volunteer.

Inter- view	Data Coord.	Safety Brief
/	/	

.....
Cut Here



Disaster Volunteer CAR PASS

Name of Volunteer _____ Date _____

Make _____ Model _____ Color _____

Assigned To: _____

VRC Signature: _____

DMC OPERATIONS

Job: DMC Team Leader

You are responsible for the overall function of the Donations Management Center. You will coordinate with the EOC and other responding entities and make key decisions about the set-up and operation of the DMC. You will maintain contact with authorities as needed.

1. Coordinate the initial setup. (See checklists.)
2. Make sure you are easily visible and identifiable. A brightly colored hat or vest different from the rest of the staff is a good idea.
3. Prepare a document which will show a map of the facility, a summary of actions taking place or to take place, organizational structure and resources on hand and needed. A blank ICS201 is attached at the end of this document that you may use.
4. It is your responsibility to make sure that all positions are staffed. Make sure that each station has a competent leader, and that that person knows his/her responsibilities (give them a copy of the page in this manual that describes their duties or at a minimum review it with them before they begin). If possible, see that staff has some sort of ID.
5. Keep records of the DMC staff – have everyone sign in and out. **This list must include the station / duty assigned, name, phone number, time in and time out. Also keep track of any expenses incurred.**
6. Make staffing changes when necessary. (If people are getting exhausted, or someone is not working out in a particular position, or a station is understaffed.)
7. Conduct a briefing with the entire staff prior to opening the DMC and at shift changes (you will need to copy all documentation back to the EOC). If most of the staff is unfamiliar with DMC procedures, you should do a walk-through of the process.
8. It could be extremely helpful to designate a logistics coordinator. This person would report directly to you and deal with things like providing snacks and water, making sure there were sufficient supplies for the center to operate, etc. If you are able to delegate these responsibilities to someone else, then you will be able to focus on the big-picture operation of the center.
9. You must be in contact with the EOC and other responding agencies that can be emailed or faxed. You may also stay in contact via phone to the EOC (706-677-3401) or to the Director cell phone at 706-658-5120 or by radio if a frequency has been assigned.
10. You should make sure to coordinate your messages and gain approval from the EOC before releasing anything media related for public broadcast. It is important to do media releases so that the public receives consistent information on what is available and needed.
11. Maintain current information about the disaster, the VRC, donations acceptance stations, shelters established, etc.
12. All media personnel who arrive at the DMC should be directed to you and you should direct them to the JIC (if established) or to contact the PIO through the EOC.
13. Maintain a general information board within the DMC. (This would be a flip chart, white board, bulletin board, etc where you would post information about the disaster, aid centers, donations, EOC operations, etc.) Keep the EOC up to date on the situation.
14. Monitor the flow of volunteers and/or donations. Watch for bottlenecks and problems, and consider changes that might help. **Be flexible!**
15. Keep in mind that the DMC will be very busy as well. Not all donations are needed, it will be vital to keep a constant check on what is needed and inventory on hand so that you can be sure to keep a good inventory and balance. Command Staff and citizens seeking help will relay the needs. For example; you may have an overage of toiletries and not enough tarps. This is the type of information that you will be expected to relay to Command at briefings.
16. Keep your cool! A DMC can get chaotic and noisy. If problems arise, they will probably be directed to you – do your best to solve them calmly.

Job: DMC Runner:

**Note – some runners may be directly assigned to maintaining the request board. These runners should get their instructions from the interview and data staff. These instructions are for general, “floating” runners.

Your task is to deliver messages to and from DMC staff members. Each station and Runner should be equipped with a flag or radio (you may want to verify this as the DMC is being set up; if there are no flags or radio, devise a system for summoning runners.) You may also be asked to restock forms or supplies at DMC stations or run other small errands.

You must watch for the flags and/or listen for your radio (if you have a radio you will be called as Runner 1, Runner 2 etc). Keep your eyes open. If a staff member raises his or her flag or calls you on the radio, report to his or her station as quickly as you can and identify yourself as a runner.

You may also act as a line monitor, directing volunteers to the right places and keeping those who are waiting entertained and comfortable.

Make sure to watch for the flags and/or listen to your radio – sometimes messages are urgent!

Station #1: DMC – Greeters / Registration / Interviewers

People Involved In Station 1:

- Greeters / Registrars / Interviewers
- Door Guards / Security
- Board Writer

Items Needed In Station 1:

- Laptop
- Copier / Printer
- Boxes / Bags
- Basic Office Supplies (paper, pens, note pads)

This station will have 2 tables – one for greeting / registration and one for interviews. This station is responsible for greeting/registering/interviewing and screening volunteers/donors/ patrons to make sure they are in the right place and getting people oriented to the process.

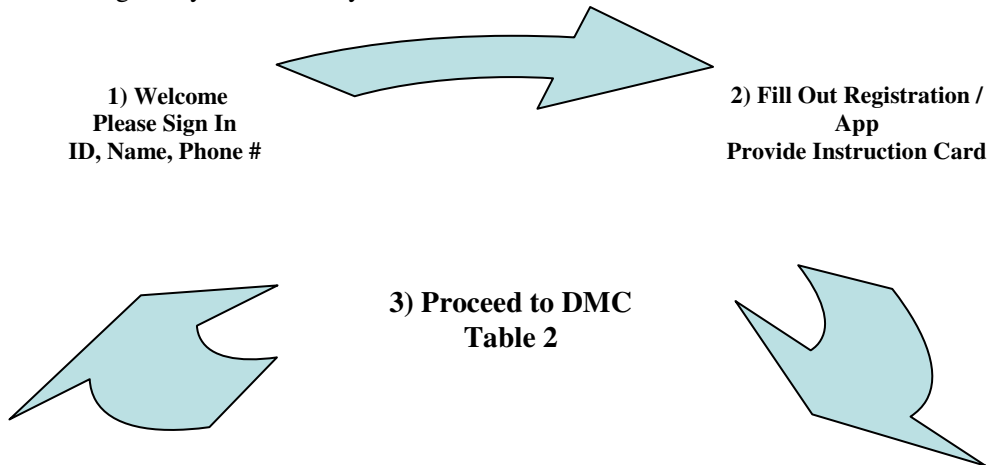
At Table One / Greeter & Registrar:

(Forms Needed: Sign-In Sheet, Instruction Card / Flier, Registration Form / Application, #s for door line, Receipts) (Files Needed: Station 1 / Table 1 VRC Registration) (Equipment Need: Copier)

Station #1: VRC / DMC – Greeters / Registration / Interviewers (Continued)

DMC Table 1:

1. Greeters welcome donors and patrons and thank them for coming.
2. Have them sign in, including name (business name if applicable), phone number, copy of driver’s license / business card if applicable and if they are donating goods from a business.
3. Greeters distribute “Instructions Cards”.
4. Have the donor or patron fill out the Registration Form.
5. Answers questions about filling forms out, and direct on how to complete them and do the following:
 - a. Explain needs and unloading instructions to the donors.
 - b. And, explain to patrons the registration process and how to collect their goods at a POD that may be activated and where they can get other help.
6. Send the person to Table 2 with all forms filled out.
7. Make sure you send people seeking assistance to the proper place (This means that greeters need to make sure they know where the VRC is and where a POD is located if one is active and where other donations are being accepted, where first aid and other medical help can be found, and basic information in the situation as available.)
8. Door guard admits and directs donors / patrons who have completed the process. If the center is busy and there is a wait for registration processes, the door guard may also distribute numbers.
9. Door guard also directs media to the Public Information Officer (PIO).
10. The second guard may roam the facility, if not needed at the door, to make sure everything is running safely and smoothly.



Station #1: DMC – Greeters / Registration / Interviewers (Continued)

At table two in DMC / Interviews:

(Forms Needed: Registration Form – come from Table 1, Receipt Book, Patron Donation Received List)

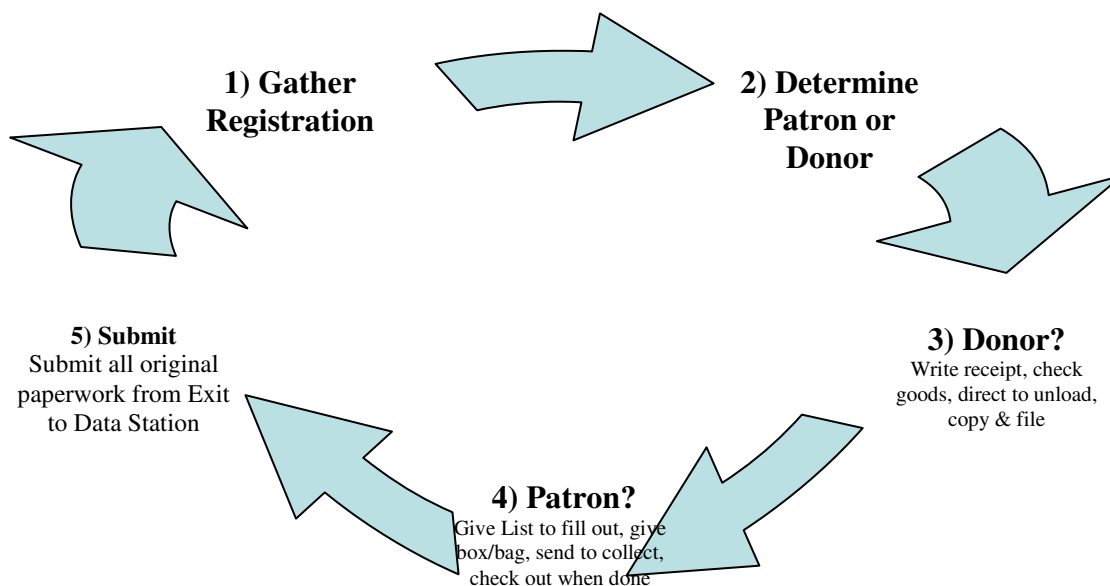
(Files Needed: Station 1 / Table 2 Interviews, Donations, Patrons)

DMC Table 2:

This station is responsible for logging intake of donations / donor information and interviewing patrons to determine need.

1. When setting up this station, make sure that the interviewers are facing the available items board so that they can see the available goods without turning around all the time. They should also be close enough to read it without straining. (This means that donors and patrons will be sitting across the tables with their backs to the wall.)
2. When a donor or patron arrives at your station, look quickly over their registration form. If anything is unreadable or unclear, ask for clarification.
3. If they are donating, simply copy their registration, make sure to write a receipt and staple it to the registration form. Make sure they are viable goods (no opened foods / beverages / medical supplies – only new unopened goods) and direct them to the proper place to unload the goods and write a receipt for ‘Goods Donated’ listing the donor name, date and description of goods. If we have too much of one item, try to direct the donation to another site. File the copied Registration Form and copied receipt in the Donations folder and send the originals to the Data table.
4. If the person is here as a patron to receive goods, gather and copy their registration form (if they want a copy of it), determine the last time they picked up goods (they can only come every 72 hours for food/ water and toiletries and may only gather clothing / bedding / tarps etc one time per week unless there are extenuating circumstances as approved by the Team Leader), give them a Patron Donation Received List and box or bag and instruct them to fill the box or bag with what they need and write what they have obtained on the list and bring it back as they leave the facility.
5. When the patron arrives at the exit after filling his or her box / bag; take the list from them, finish filling out the registration with the help given and have a runner update the board, copy it all and file it in the Patron folder. Staple the original forms (Registration, Patron Donation Received List) and send this to the data station.
6. either remove the good from the board (if it has been fully filled or if the item has been depleted) or changed the “# Needed” column
7. Keep your eyes open for potential VRC and DMC staff members, if needed!
8. Keep it brief! This shouldn’t take more than a minute or two.

NOTE: Depending on your situation, it may be possible/ advisable to track donors for which you have no need for goods at the time so that you can call them back later if a need does arise. This can be tricky and cumbersome, but especially if it is pertaining to a really specialized resource that is being offered, you may want to maintain a file with this specific information. You should coordinate with the data station if you choose to maintain a “resource needed or call-back file.”



Donations Management Center (DMC) Floor Plan (Generic, Will Fit Gym or Warehouse or Many Fellowship Halls)

Registration Stations

Supply Area

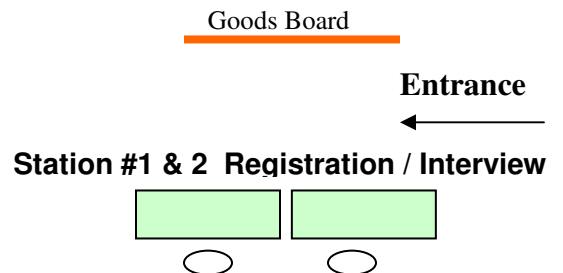
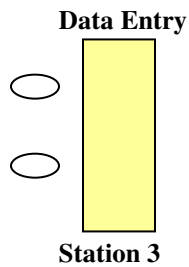
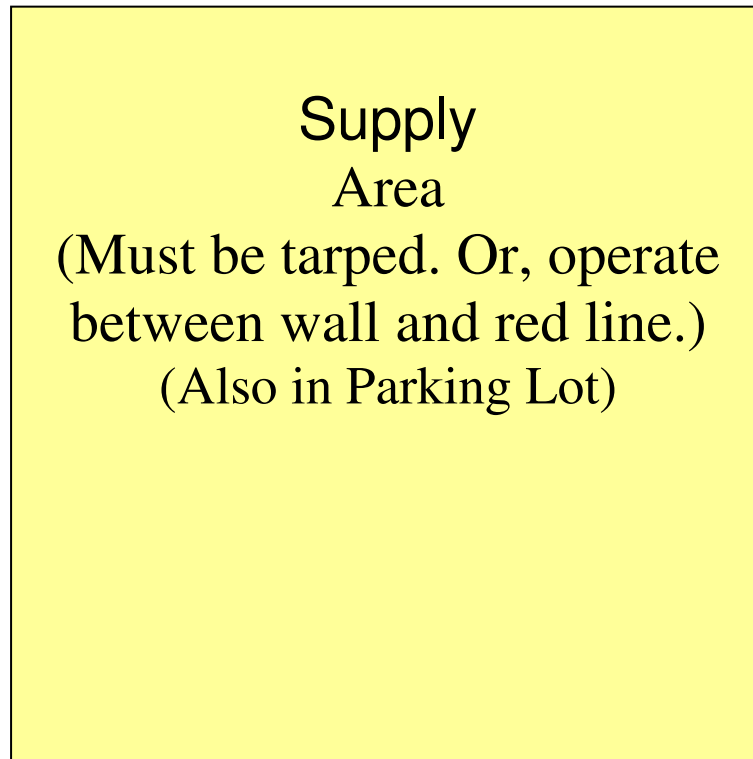
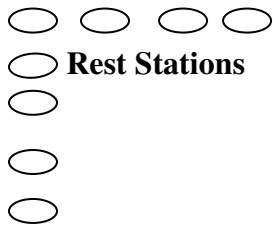
—▶ Volunteer Movement

Dry Erase Board

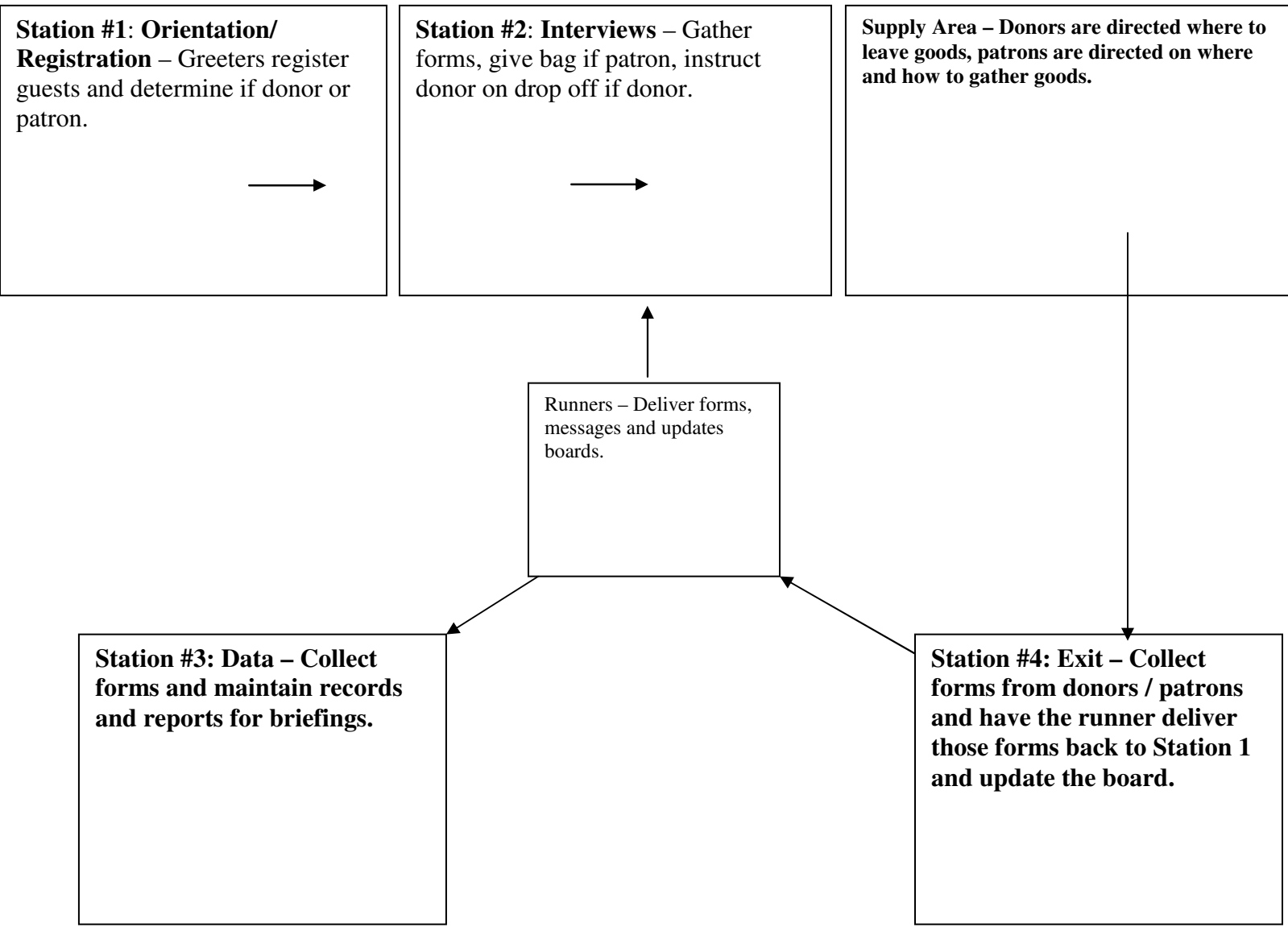
Collect Exit Forms
Station 4



Exit



DMC FLOW SHEET



LIST OF DMC FORMS

1. Sign-In Sheet
2. Information Card (Greeters)
3. Registration Form
4. Directions to POD / Medical Etc
5. Instruction Sheet
6. Shift Briefing
7. Receipt Book

DMC Team Leader

Name _____

Cell Phone _____

Registration Chief

Interview Chief

Name _____ Name _____

Cell Phone _____ Cell Phone _____

Data Chief

Runners

Name _____ Name _____

Cell Phone _____ Cell Phone _____

DMC Set-up Procedures

GENERAL

- Make sure key positions are staffed ASAP. Create and post a chart that clearly identifies these people. (This should include a DMC director, a logistics coordinator, and chiefs for each of the stations in the VRC: a registration chief, an interview chief, a data chief, and Runners.)
- Keep in mind that a fully-staffed DMC can require many people to operate. Consider recruiting staff members – who, how, where?
- Make sure the appropriate local media are informed about the DMC's location, purpose, and hours of operation. (Coordinate with the EOC or other appropriate authorities.)
- Keep all receipts and keep careful records of expenses incurred. Make sure all the staff knows this, too.
- Make sure you have a sign-in/ out sheet for everyone. When you brief staff, make sure they know that they need to sign in and out.

ROOM SET-UP

- Establish a site, preferably a large room. Be mindful of parking, restroom availability, internet access, phone lines, and wall space. (If whiteboards are available, they would be very useful!)
- Bring supplies – office supplies, equipment, forms. See supplies list.
- Arrange the room carefully to allow for foot traffic and to maximize wall space, especially around the interview area (see suggested floor plan).
- Designate a place for the display of general information – situation updates, location of aid stations, EOC status, etc. A good way to do this would be with flip chart pages that can be taped to the wall, or even with an overhead projector.
- Post a sign outside the center to direct patrons and donors into your site.
- Set up the board of resources needed and available (white board, newsprint, flip-chart paper taped together, etc.)

DMC STAFFING

- If available, key staff members should be equipped with personal radios to allow internal communication. This will work much better if they also use earpieces.
- If possible, all staff should arrive two hours prior to DMC opening. Conduct a thorough pre-shift briefing to be sure they understand both the functioning of the DMC as a whole and their own specific responsibilities. Each station leader should train his or her staff. It might help to do a walk-through of the process with the entire staff before opening your doors.
- Make sure staff is given breaks – this work can be exhausting.
- If you are short of staff, early spontaneous volunteers can be recruited – watch for possible DMC staff, and instruct interviewers to do the same.
- Water, coffee, and snacks should be made available, both for staff and for waiting volunteers.

SIMPLE STEPS FOR DMC OPERATION

When a patron or donor arrives:

1. Donors and Patrons are greeted.
2. Fill out a registration form.
3. If Donor, determine good they are offering and need and direct accordingly.
4. If Patron, determine need and direct them to gather goods and how to proceed.
5. If Donor, they are directed on how to unload good and given a receipt for the good donated.
6. If Patron, they are given a bag or box and directed to goods and advised to be sure to proceed to exit when finished.
7. Accurate accounts of product are always kept and reflected in briefings.

Supplies Needed to set up Donations Management Center

Office Supplies

- Clipboards
- Copy paper
- Index cards (bright colored)
- Lined notepads (5)
- Paper clips
- Pencils (3 boxes of 12)
- Pencil sharpener
- Pens (3 boxes of 12)
- Permanent markers
- Washable markers
- Post-its
- Scissors
- Tape (clear & masking)
- Dry Erase pens and eraser
- Large dry erase boards OR large rolls or sheets of paper, with appropriate tape
- Accordion Files (2)

Forms

- Receipt Book
- Directional Forms
- Registration Forms
- NIMS Forms
- Floor Plans
- List of important local phone numbers
- Map of the area

DMC-Specific Supplies

- Large Signs: Enter, Registration, Exit, Data Entry
- Vests for staff
- Flags to summon runners (6)
- Volunteer IDs
- First Aid Kit
- Copier
- Box for Business Cards

Furniture

- Tables: minimum of 15, often more
- Chairs: 50 or more
- Coffee supplies (urn, cups, cream and sugar, stirrers, filters, coffee, napkins)
- Easels for displaying signs (12 would be good)

Technological

- Phones – preferably set to flash instead of ringing
- 2-way radios with ear buds
- Computer / laptops with internet connection
- Extension cords
- Portable copier

List of DMC Staff Members (in an ideal situation – trim where you must)

VRC Director (1)

Registration Chief (1)

Security Guards (2)

Interview Chief (1)

Data Chief (1)

Safety Chief (1)

Runners (2)

Donations Registration Form

Please print clearly and submit at DMC Center

Mr. ___ Mrs. ___ Ms. ___ Name _____

Cell Phone _____ E-Mail _____

Current Address _____ City _____ State _____ Zip _____

IF DONOR:

Occupation _____ Employer _____

Business Address _____ City _____ State _____ Zip _____

Product/s Donated:

IF PATRON:

Address Affected By Storm: _____ City _____ Zip _____

Number in your family that are affected: _____ Ages: _____

You will be allowed to collect enough items to help your family for 72 hours. Please write down what you gather from the products available and then go to the Exit and deliver this form. You will be able to visit the Donations Management Center again in 48 hours and gather more items.:

Registration Signature: _____ Date: _____

Data Signature: _____ Date: _____

Exit Clerk Signature: _____ Date: _____

Patron / Donor Signature: _____ Date: _____

BOARD SAMPLE SET-UP

(Adjust columns, widths, etc according to your needs.)

Quantity	Good Available	Date & Time Inventoried	Notes	Agency/ Contact
2 Pallets	Water	8/22 1000	Located: Parking lot at gym.	American Red Cross, 555-5555
100 Each	Tarps	8/22 1000	Located: Gym floor	Home Depot

Possible set-up for goods needed:

Quantity	Good Available	Date & Time Posted	Notes	Agency/ Contact
10 Pallets	Water	8/22 1000	EOC working on this with SOC.	EOC
200 Cases	Pampers	8/22 1000	Open Request	DMC Director

DONATION RECEIPT

Note: Use the receipt book provided in your kit for set-up (as provided by EMA). Below is a sample scanned copy for you to go by.

RECEIPT		DATE <u>11/1/2011</u>	No. <u>190346</u>
RECEIVED FROM <u>ABC 123 Company</u>		<input checked="" type="checkbox"/> <u>GOODS</u>	
DONATED: <u>5 PALLETS WATER</u>		<u>360 CASES</u> TOTAL DOLLARS	
<input type="checkbox"/> FOR RENT		<input checked="" type="checkbox"/> FOR <u>DISASTER RELIEF</u>	
<input checked="" type="checkbox"/> ACCOUNT	<input type="checkbox"/> CASH	FROM _____	TO _____
<input checked="" type="checkbox"/> PAYMENT	<input type="checkbox"/> CHECK	BY: <u>[Signature]</u>	
<input checked="" type="checkbox"/> BAL. DUE	<input type="checkbox"/> MONEY ORDER		
	<input type="checkbox"/> CREDIT CARD		

Station # 3: Data/ Agency Coordination

People involved in this station:

Data Coordination Staff (2-3) At each site.

** This station needs several telephones or other outside communication ability!

Forms Needed: Registration Forms and Receipts will be delivered to this station.

Files Needed: Reports / Briefings

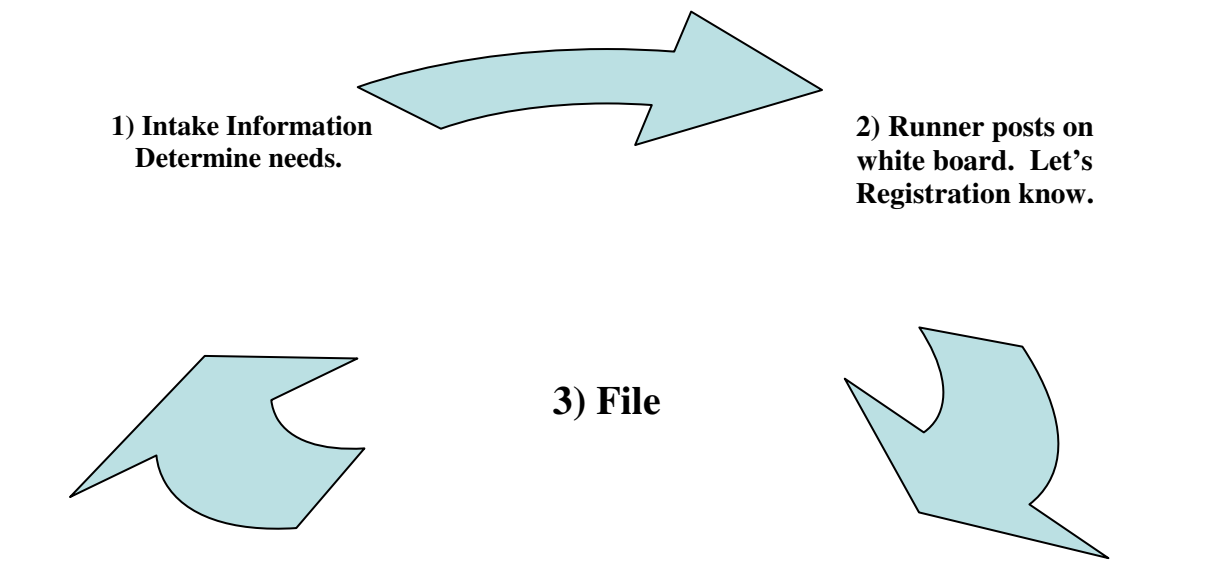
Items Needed In Station 2:

- Laptop
- Copier / Printer
- Phones
- Radios
- Basic Office Supplies (paper, pens, note pads)

The function of this station is to keep track of the status of donations taken in and what is donated out and preparing reports for the DMC Director to copy back to the EOC. This involves both fielding phone calls from the agencies and recording donations made / donations given to patrons, both on paper and in a database. The phone bank function and the data entry may be done in a separate room, if available.

When a call comes from a donor or patron:

1. Determine need.
2. Direct to come in or where they should go.
3. It may be that a patron can not travel and you should work with the DMC Director and EOC to ensure goods reach the area in need.



VOLUNTEER LIST

- 1. CERT Volunteers**
- 2. Volunteer Coordinator**

ICS FORMS

ICS Form 201

INCIDENT BRIEFING	1. Incident Name	2. Date Prepared	3. Time Prepared
4. Map Sketch			
ICS 201 Page 1 of 4	5. Prepared by (Name and Position)		

6. Summary of Current Actions

7. Current Organization

END OF DOCUMENT