

LOCAL DISASTER LOGISTICS AND DONATIONS MANAGEMENT PLANNING HANDBOOK



A GUIDANCE HANDBOOK TO ASSIST LOCAL EMERGENCY MANAGEMENT PROGRAMS IN THE DEVELOPMENT OF A DISASTER LOGISTICS AND DISASTER DONATIONS MANAGEMENT PLAN, COUNTERPART TO AND IN SUPPORT OF THE MICHIGAN DISASTER LOGISTICS MANAGEMENT PLAN AND MICHIGAN DISASTER DONATIONS MANAGEMENT PLAN.

Published By:
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This document was prepared under a grant from FEMA's Grant Programs Directorate, U.S. Department of Homeland Security. Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of FEMA's Grant Programs Directorate or the U.S. Department of Homeland Security.

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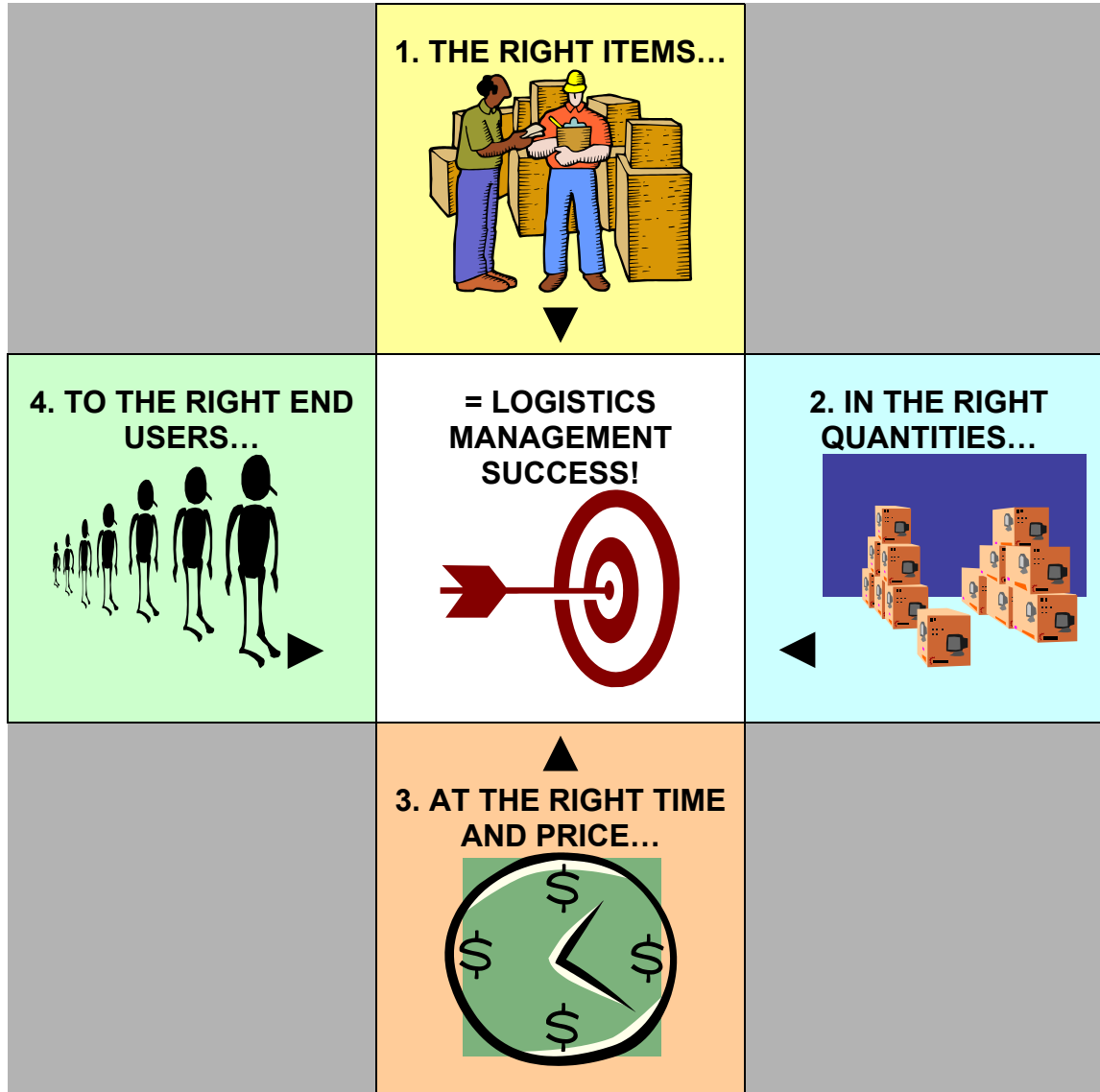
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Instructions for Rapid Document Customization Using Microsoft Word “Find and Replace” Tool

This document has been set up to make it easy to rapidly edit / customize portions of the text using the standard Microsoft Word “Find and Replace” tool under the “Edit” function. To the extent possible, standard narrative has been used in the “fill-in-the-blank” locations throughout the document. By following the chart below, it should be relatively easy to complete a number of edits simultaneously by simply typing in the words to “Find” and then using the “Replace” tool to insert the correct wording to fit the jurisdiction’s needs and circumstances. Keep in mind that this does NOT relieve the plan developer of the responsibility to carefully review and edit the document. The Microsoft Word “Find and Replace” tool is an excellent editing aid but it is not foolproof. For example, one misplaced letter in a word will render the tool useless. However, with careful use it does make it easier to make those routine word changes that may appear in multiple locations throughout the document.

The following table provides a listing of those “fill-in-the-blank” locations in the document that can most easily be addressed using the “Find and Replace” tool:

Type in the “Find” Box (with parentheses, as appropriate):	Type in the “Replace” Box (without parentheses):
(name of jurisdiction)	The jurisdiction name – e.g., City of Lansing (*see note below)
(title of Chief Elected Official)	The CEO’s title – e.g., Mayor, County Board Chairperson, Chief Executive
(county / community)	Indicate whether the jurisdiction is a county or community – i.e., type in county or community
(name of jurisdiction Emergency Operations Plan / Emergency Action Guidelines)	The correct document name – e.g., City of Lansing Emergency Operations Plan, Bay County Emergency Action Guidelines
(name of implementing agency)	The name of the agency that coordinates local logistics management operations – e.g., City of Grand Rapids Public Works Department, Lenawee County Department of Public Services
(City / County / Village / Township)	The type of jurisdiction – i.e., type in City, County, Village, or Township
Logistics Management	Resource Management or Resource Augmentation (**see note below)
Point of Distribution	Distribution Center (***)see note below)
Commodities / Commodity	Resources or Resource (#see note below)

TABLE NOTES:

*For the purposes of this guidance document and the planning effort it facilitates, the term “jurisdiction” means the county or municipal emergency management program established pursuant to 1976 PA 390, as amended, and its implementing administrative rules.

**Only if the jurisdiction prefers the term “Resource Management” in place of “Logistics Management.” Although Resource Management has traditionally included the responsibility of tracking and monitoring existing (agency / NGO / private) resources as well as mutual aid resources (which goes beyond the realm of Logistics Management), jurisdictions may wish to include logistics and donations under the broad umbrella of Resource Management for planning and operational purposes. A more accurate descriptive term might be “Resource Augmentation,” but the distinct functions related to logistics management and donations management may become “lost in the shuffle” if mutual aid resources and general resource tracking and monitoring are included in the mix of activities. Each jurisdiction must decide how logistics management and donations management functions and activities fit best in its overall resource management / augmentation system. For the purposes of this guidance document, the term Logistics Management will be used throughout the sample text.

***Only if the jurisdiction prefers the term “Distribution Center” in lieu of “Point of Distribution” or “POD” currently used by FEMA and the U.S. Army Corps of Engineers. The term “Distribution Center” is perfectly acceptable and accurately describes the site’s actual function. Either term will work fine as long as it is used consistently throughout the final plan.

#Only if the jurisdiction prefers the term “Resources” or “Resource” in place of “Commodities” or “Commodity.” The latter terms are used by FEMA and appear in the Michigan Disaster Logistics Management Plan. The term “commodity” includes both solicited resources (which may include solicited donations) and unsolicited (not requested) donations of resources. Either set of terms will work fine as long as they are used consistently (and not interchangeably) throughout the final plan. Pick one set of terms and stick with it.

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ACRONYM GUIDE

The following acronyms are used in this document. For consistency and brevity purposes, acronyms are used extensively for frequently appearing terms once they have been initially identified in the document text. Certain terms may not have an acronym if an acronym is not commonly used in place of the term or using an acronym would prove unnecessarily confusing for readers.

AAA	Area Agency on Aging
AAR	After-Action Report
ARC	American Red Cross – Michigan
CBRNE	Chemical, Biological, Radiological, Nuclear, or Explosive / Incendiary (Weapon)
CEM	Comprehensive Emergency Management
CEO	Chief Elected Official
CERT	Community Emergency Response Team
CIMS	Critical Incident Management System
CISM	Critical Incident Stress Management; also Crisis Intervention Stress Management
DC	District Coordinator (of the MSP/EMHSD)
DDMC	Disaster Donations Management Coordinator
DDMT	Disaster Donations Management Team
DHS	U.S. Department of Homeland Security
DIPC	Donations Intake and Processing Center
DLDMC	Disaster Logistics and Donations Management Center
DLDMT	Disaster Logistics and Donations Management Team
DLMC	Disaster Logistics Management Coordinator
DLMT	Disaster Logistics Management Team
EAG	Emergency Action Guidelines
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EMC	Emergency Management Coordinator
EO	Executive Order
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
HMA	Hazard Mitigation Assistance
IA	Individual Assistance
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IHP	Individuals and Households Program
IMS	Incident Management System
IMT	Incident Management Team
JFO	Joint Field Office
JIC	Joint Information Center
JIT / JPIT	Joint Information Team (a.k.a. Joint Public Information Team)
MDHS	Michigan Department of Human Services

ACRONYM GUIDE (cont.)

MEMAC	Michigan Emergency Management Assistance Compact
MEMP	Michigan Emergency Management Plan
MIVOAD	Michigan Voluntary Organizations Active in Disaster
MSP	Michigan (Department of) State Police
MSP/EMHSD	Michigan (Department of) State Police, Emergency Management and Homeland Security Division
NEMA	National Emergency Management Association
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NRF	National Response Framework
PA / PAGP	Public Assistance / Public Assistance Grant Program
PA	Public Act (State)
PDA	Preliminary Damage Assessment
PFO	Principal Federal Official
PIO	Public Information Officer
PL	Public Law (Federal)
PNP	Private Nonprofit (Organization)
POD	Point of Distribution (a.k.a. Point of Distribution)
RRCC	Regional Response Coordination Center
SART	State Animal Response Team
SCO	State Coordinating Officer
SDEMHS	State Director of Emergency Management and Homeland Security (MSP Director)
SEOC	State Emergency Operations Center
SHMO	State Hazard Mitigation Officer
SHSS	State Homeland Security Strategy
SIAO	State Individual Assistance Officer
SPAO	State Public Assistance Officer
USACE	U.S. Army Corps of Engineers
VC	Volunteer Coordinator
VIP	“Very Important Person” (i.e., high-ranking public or private official)
VRC	Volunteer Registration Center
WMD	Weapon of Mass Destruction

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KEY BACKGROUND NOTES:

The differences between disaster commodities and disaster donations. Although disaster commodities and disaster donations both involve goods and services which need to be properly managed and ultimately targeted to specific end users, there are distinct differences between the two:

Commodities. Disaster commodities are appropriately solicited goods, materials, equipment, supplies, technical expertise, and other resources needed to assist in carrying out required disaster response and recovery operations, to make necessary and immediate repairs to damaged facilities, to protect the affected population from further harm, and/or to provide for the basic life-sustaining needs of the affected population. Disaster commodities are goods and services the community specifically requests. Commodities may be purchased in the private sector, provided through disaster assistance mechanisms (e.g., state and federal government, American Red Cross or other NGO, EMAC, etc.), borrowed or provided through mutual aid, or donated (i.e., a donation the community specifically asks for, and is provided in “value-added” form – see description below in “Donations”). Disaster commodities should always be requested in accordance with the typed resources list established under the National Incident Management System (NIMS) by the federal Department of Homeland Security. Disaster logistics management is concerned with the management of solicited, desired commodities.

Donations. Disaster donations are unsolicited goods and services that have not been requested by government officials and/or voluntary disaster relief organizations, which are sent to the affected area spontaneously and/or arrive unexpectedly during a disaster. These undesignated, unrequested donations often arrive in a non- “value-added” form, meaning the donation is not properly packaged and ready for distribution to specific recipients. Unsolicited donations can also include “spontaneous” or “emergent” volunteers – individuals who are not formally associated with a recognized voluntary disaster relief organization (i.e., “unaffiliated”) but who show up to the disaster area wanting to “help.” Spontaneous / emergent, unaffiliated volunteers often arrive without adequate provisions (i.e., work clothing and gear, food and water, bedding / shelter, etc.) to be self-sustaining for at least a few days. As a result, they can quickly become more of a burden than an asset – if the value they provide to the recovery effort does not exceed the “cost” of their care and supervision. A “value-added” disaster donation is: 1) needed and requested by the disaster-stricken community; 2) appropriate to the culture of the community; 3) transported by the donor to the community, free of charge; and 4) clearly sorted, packed and labeled for distribution to end-users in need. Perishable food is not a value-added donation and should always be discouraged. A “value-added” volunteer is: 1) needed and requested by the disaster-stricken community; 2) skilled in and equipped to provide a service needed for incident conditions, free of charge; 3) affiliated with a recognized voluntary disaster relief organization; 4) self-sustaining for at least 72 hours (three days), or ideally longer; and 5) willing to work in the conditions present in the community, and for the time frames required for the particular service they are providing.

Disaster donations management is concerned with the management of unsolicited, unexpected, (and often unwanted) donations of goods and services. The ultimate aim of the donations management function is to manage the flow of unsolicited, unexpected, unwanted goods and services – and keep them out of the disaster area to the extent possible – so that they don’t unnecessarily disrupt response and recovery operations. Failure to do this may result in a “second disaster” – that being, an influx of goods and services which requires considerably more resources to manage than benefit is derived from their arrival.

The commonalities between logistics management and donations management: Disaster logistics management and donations management can often be combined operationally because they have common goals and operational elements and processes. For example, both functions involve activities related to the efficient, effective, and timely identification of need for, solicitation, receipt, storage, staging, registration / inventorying, transportation, distribution, and accounting of commodities – be they procured, or donated by third parties. Both functions have the ultimate common goal of delivering the right items, in the right quantities, at the right time and cost, to the right end users, in the most efficient, time- and cost-effective and coordinated manner necessary to appropriately respond to and recover from disaster and emergencies. Both functions need to be managed by a dedicated team of knowledgeable individuals, from a dedicated management center, using common support facilities such as Warehouses, Staging Areas, and Points of Distribution. Both functions, if not adequately managed and coordinated from very early in the incident response, can cause undue problems for the jurisdiction in terms of lost operational effectiveness and efficiency, unnecessary diversion of valuable resources, bad public relations, and potential adverse impacts to the public health, safety and general welfare. Finally, both functions include the sub-functions of material management, property management, facility management, and transportation management.

Whether or not a jurisdiction chooses to manage both functions using a single organizational structure and set of support facilities will ultimately be dictated by a number of factors, including but not limited to: 1) incident conditions – that is, the nature, scope, magnitude, severity, and anticipated duration of the initiating incident; 2) the anticipated need for disaster commodities, in terms of types, quantities and duration of need; 3) the likelihood that unsolicited, third-party donations (goods and/or services) will become a prolonged and/or problematic issue which could potentially adversely impact response and/or recovery operations; 4) the availability of sufficient trained and knowledgeable staff to effectively and efficiently manage each operation independently of each other; 5) the amount of physical space available in, or in close proximity to, the EOC, to establish a dedicated management center (or separate centers) for the two functions, and the ability to equip the center(s) with the necessary information technology hardware; 6) the number of support facilities available (i.e., Warehouses, Staging Areas, the Base / Camps, Points of Distribution, etc.) to support separate operations; and 7) the likelihood that separate management operations will cause undue confusion and/or inefficiencies, result in excessive resource use (i.e., personnel, equipment, facilities, etc.), or result in uncoordinated actions.

Although this planning guidance handbook advocates a joint operation, the conditions cited above may preclude that from being a viable option in many instances. Potentially, there are considerable operational and cost efficiencies which can result from a joint, coordinated operation, but each jurisdiction will have to weigh the pros and cons of joint and separate operations and decide which course of action is best for their jurisdiction in the long run.

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(NAME OF JURISDICTION)
DISASTER LOGISTICS AND DONATIONS MANAGEMENT PLAN

PLAN PURPOSE AND SCOPE:

This plan provides an organizational and operational framework for [\(name of jurisdiction\)](#) to assess the need for, request, receive, and distribute disaster relief supplies, equipment, and other material and technical assistance (hereafter generically called “commodities” or “disaster commodities”), as well as donations necessary to respond to and recover from natural and human-caused disasters and emergencies, including acts of terrorism. It is based on the generally accepted logistics management goal of delivering:

- The right items;
- In the right quantities;
- At the right time and price;
- To the right end users.

The [\(name of jurisdiction\)](#) is obligated – under the basic principles of comprehensive emergency management – to provide for an organized and time-effective delivery of needed goods and services to afflicted areas to support and/or facilitate necessary incident response and recovery operations. The nature and scope of logistical needs for any particular disaster is a function of the location and kind of incident experienced as well as its magnitude, duration, and intensity. In cases of a widespread and/or particularly severe disaster or other catastrophic incident, [\(name of jurisdiction\)](#) may not have the necessary materials, supplies, equipment and expertise to rapidly and adequately respond to and meet its full range of short and/or long-term recovery and basic life sustainment needs. The [\(name of jurisdiction\)](#) will necessarily turn to a variety of potential resource providers subsequent to a widespread and/or particularly severe disaster or other catastrophic incident if needed resources become scarce or are unavailable. Potential resource providers include surrounding jurisdictions, mutual aid jurisdictions, private contractors, volunteers and voluntary agencies, the State of Michigan, and ultimately the federal government (through the MSP/EMHSD to FEMA). This plan, when implemented, will provide for the timely, effective, and organized delivery of needed disaster commodities to [\(name of jurisdiction\)](#).

Although [\(name of jurisdiction\)](#) typically does not have the large-scale / catastrophic types of incidents (e.g., major hurricanes, earthquakes, etc.) that completely overwhelm the ability of the [\(county / community\)](#) to meet its basic life sustainment needs, it does occasionally experience disasters of sufficient scope, magnitude and severity to severely tax those capabilities. In addition, [\(name of jurisdiction\)](#) is at risk from a wide array of terrorist threats – any one of which could result in a catastrophic incident under the right circumstances, which typically would result in a Presidential major disaster or emergency declaration under the federal Stafford Act. These types of situations can easily create the need for the rapid delivery and distribution of significant quantities of disaster commodities and lend themselves to a large influx of unsolicited disaster donations. When that occurs, a logistics management element will be established within the [\(name of jurisdiction\)](#) Emergency Operations Center (EOC) and this plan will be implemented by that element to the extent appropriate for the incident circumstances.

This plan will also provide an organizational and operational framework for the [\(name of jurisdiction\)](#) to manage the flow of unsolicited donations of materials, goods, labor, and services subsequent to a large-scale and/or severe disaster or emergency. The development of this donations management framework is based on the recognition that unsolicited donations of materials, goods, labor, and services in time of disaster can place a terrible burden on the [\(name of jurisdiction\)](#) and its agencies. Americans have traditionally been very generous in donating time and material goods to assist disaster survivors in their time of need. However, sometimes that generosity can result in an outpouring of goods and services that are either not needed or inappropriate for the circumstances of the disaster. This massive amount of donated goods can quickly become a “second disaster” and siphon off valuable resources and personnel time from other needed response and recovery activities.

This plan defines and assigns the policies, procedures, responsibilities and methods for the implementation of disaster logistics and donations management functions in the [\(name of jurisdiction\)](#) subsequent to a severe and/or widespread disaster or other catastrophic incident. The plan provides a framework for organizing the time- and cost-effective, safe, and situationally-appropriate distribution of disaster commodities. The plan also:

- Sets forth the administrative organization and responsibilities of [\(name of jurisdiction\)](#) officials and agencies for disaster logistics and donations management operations.
- Establishes coordination and liaison procedures with the MSP/EMHSD, other counties / communities, applicable nongovernmental organizations, business and industry, and the media.
- Establishes methods and procedures for articulating [\(name of jurisdiction\)](#) determined needs, desires, and requirements (category, kind, type, and quantities) for disaster commodities (including donations).
- Establishes administrative procedures for soliciting, procuring, storing, registering / inventorying, transporting, distributing, and accounting for disaster commodities (including donations).
- Provides for the establishment of a Disaster Logistics Management Team (DLMT), Disaster Donations Management Team (DDMT), and Disaster Logistics and Donations Management Center (DLDMC) within the [\(name of jurisdiction\)](#) Emergency Operations Center to manage disaster logistics and disaster donations functions.
- Establishes methods and procedures for educating the public on where and how they can receive needed disaster commodities.
- Establishes methods and procedures for educating the public on where and how they can best provide assistance to disaster survivors.
- Establishes methods and procedures for educating the public on where and how they can volunteer (donated services) to aid in incident recovery.
- Provides a system for distributing unneeded or leftover commodities (including donations) at the conclusion of disaster recovery operations.
- Provides for the development and annual update of a disaster logistics management support plan as dictated by the needs of comprehensive emergency management.

Implementation of this plan will be coordinated by the [\(name of implementing agency\)](#), utilizing local resources organized by [\(functions / Emergency Support Functions / agency\)](#) as prescribed in the [\(name of jurisdiction Emergency Operations Plan / Emergency Action Guidelines\)](#). This Disaster Logistics Management Plan (Including disaster donations) is counterpart to and supports the Michigan Disaster Logistics Management Plan and the Michigan Disaster Donations Management Plan, both of which are developed and implemented by the Michigan State Police / Emergency Management and Homeland Security Division (MSP/EMHSD) to provide supplemental state assistance to local / regional logistics and/or donations management operations.

The efficient and rapid management of disaster logistical needs will help to protect the health and safety of citizens, minimize threats to the environment, provide essential services and maintain essential systems, and ensure that critical response and recovery activities can proceed in a timely and unencumbered manner.

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AUTHORITIES, REFERENCES AND DEFINITIONS:

Local Authorities.

- ([Local emergency management enabling authorities](#))
- ([Local disaster logistics and/or disaster donations enabling authorities – if applicable](#))
- ([Name of jurisdiction Emergency Operations Plan / Emergency Action Guidelines](#))
- ([Local National Incident Management System \[NIMS\] adoption document](#))

State Authorities.

- Act 390, Public Acts of 1976, as amended, the Emergency Management Act
- Michigan Administrative Plan for the Public Assistance Grant Program
- Michigan Disaster Logistics Management Plan
- Michigan Disaster Donations Management Plan
- State (Michigan) Homeland Security Strategy
- Michigan Emergency Management Plan
- Executive Directive 2005-9 (September 29, 2005), “Adoption of the National Incident Management System (NIMS) for Emergency Incident Management in Michigan”

Federal Authorities / Other References

- Public Law 93-288, as amended, the Robert T. Stafford Disaster Relief and Emergency Assistance Act
- National Response Framework (NRF), ESF #5 (Emergency Management), ESF #6 (Mass Care, Emergency Assistance, Housing, and Human Services Annex), ESF #7 (Logistics Management and Resource Support Annex), Private-Sector Coordination Annex, and Catastrophic Incident Annex
- FEMA Handbook: Public Assistance Applicant Handbook (323)
- 44 CFR: Emergency Management and Assistance (Parts 13 and 206 in particular)

Definitions.

ACCESS CONTROL POINT: A point established by law enforcement officials to control access to a hazardous or potentially hazardous area.

AREA COMMAND (UNIFIED AREA COMMAND): An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System (ICS) organization; or 2) oversee the management of large or multiple incidents to which several Incident Management Teams (IMTs) have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional. Area Command may be established at an Emergency Operations Center (EOC) facility or at some location other than an Incident Command Post (ICP).

CATASTROPHIC INCIDENT (EVENT): Any natural or manmade incident, including terrorism, which results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. A catastrophic incident could result in sustained national impacts over a prolonged period of time; almost immediately exceeds resources normally available to state, local, tribal and private sector authorities in the impacted area; and significantly interrupts governmental operations and emergency services to such an extent that national security could be threatened.

CBRNE WEAPONS: Weapons of Mass Destruction are also commonly referred to as “CBRNE” Weapons – an acronym for chemical, biological, radiological, nuclear and explosives / incendiary devices. (Refer to “Weapons of Mass Destruction” for a more detailed definition.)

COMMAND STAFF: In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

COMMODITY: See “Disaster Commodities.”

COMPREHENSIVE EMERGENCY MANAGEMENT (CEM): An integrated approach to the management of programs and activities that encompasses all phases (prevention, mitigation, protection, preparedness, response, and recovery) of incident management, all types of emergencies and disasters (natural, technological, human-related, and WMD attack), all levels of government (local, state, and federal), nongovernmental organizations, and the private sector. (Note: CEM was a commonly used term prior to development of the National Response Framework. Now, the term “domestic incident management” is preferred. However, CEM is still widely used in the emergency management field and the two terms mean essentially the same thing.)

CONSUMPTION RATE: The amount of commodities distributed per day at a Point of Distribution, expressed in the appropriate unit of measure for each commodity, e.g., bottles, boxes, cases, gallons, pallets, units. (For example: 5,000 bottles of water; 1,000 tarps; 2,000 boxes of dry cereal; 3,000 gallons of milk; etc.). Only one unit of measure can be used for each commodity. (The consumption rate is also commonly referred to as the “distribution rate,” “issue rate,” and “burn rate.” All of these terms mean essentially the same thing.)

CONTROL CHECK POINT: Officially designated locations where trucks and other transport vehicles containing unsolicited donated goods can be inspected and directed to an appropriate volunteer agency or other location for processing, storage, and distribution. Unaffiliated volunteers from outside the disaster area wishing to provide services can also be interviewed at these locations. Examples of possible Control Check Point locations include toll booths, weigh stations, roadside parks, truck stops, state parks and recreation areas, county fairgrounds, highway rest areas, armories, and other governmental facilities (located in close proximity to major transportation routes) that have large parking areas for vehicle inspections.

COUNTY OR LOCAL EMERGENCY MANAGEMENT COORDINATOR (EMC): A person appointed pursuant to Act 390, PA 1976, as amended, to coordinate emergency management activities for a county or municipal emergency management program. Also commonly called County or Local “Emergency Manager.”

DAMAGE ASSESSMENT: The systematic process of determining and appraising the nature and extent of the loss, suffering, or harm to a community resulting from an emergency/disaster.

DEPARTMENT OF HOMELAND SECURITY (DHS): A Cabinet-level agency established within the federal government in 2002 to coordinate and report directly to the President on all issues related to domestic terrorism preparedness. The mission of the Department of Homeland Security is to oversee and coordinate a comprehensive national strategy to safeguard the country against terrorism and other homeland security threats, and to respond to any attacks that may occur.

DISASTER: An occurrence or threat of widespread or severe damage, injury, or loss of life or property resulting from a natural or human-made cause, including, but not limited to, fire, flood, snowstorm, ice storm, tornado, windstorm, wave action, oil spill, water contamination, utility failure, hazardous peacetime radiological incident, major transportation accident, hazardous materials incident, epidemic, air contamination, blight, drought, infestation, explosion, or hostile military or paramilitary action, or similar occurrences resulting from terrorist activities, riots, or civil disorders, as defined in Act 390, PA 1976, as amended.

DISASTER COMMODITIES (STATE DEFINITION): Goods, materials, equipment, supplies, technical expertise, and other resources needed to assist in carrying out required disaster response and recovery operations, to make necessary and immediate repairs to damaged facilities, to protect the affected population from further harm, and/or to provide for the basic life-sustaining needs of the affected population. (Note: for the purposes of this plan, disaster commodities will be requested in accordance with the typed resources list established under the National Incident Management System [NIMS] by the federal Department of Homeland Security.)

DISASTER DONATIONS MANAGEMENT COORDINATOR (DDMC): The [\(name of local agency\)](#) employee who is responsible for managing the disaster donations operation on behalf of [\(name of jurisdiction\)](#). Also may be known as “Disaster Donations Manager” or simply “Donations Manager.”

DISASTER DONATIONS MANAGEMENT SYSTEM: The personnel, facilities, technical expertise, and material resources which are designated for use in donations management operations. The donations management system is designed to control and facilitate the collection, processing, and distribution of donated goods and services, including cash contributions and volunteer services. The [\(name of jurisdiction\)](#) donations management system consists of: 1) the Disaster Donations Management Team; 2) the Disaster Donations Management Center; and 3) other facilities required to support the disaster donations management operation. Because [\(name of jurisdiction\)](#) capabilities in disaster donations management are somewhat limited in terms of facilities, expertise and experience, the disaster donations management system necessarily relies on nongovernmental organizations to provide much of the staff and facility resources for managing unsolicited donations.

DISASTER DONATIONS MANAGEMENT TEAM (DDMT): The team made up of representatives of governmental agencies and nongovernmental relief organizations to manage unsolicited donated goods and voluntary services in [\(name of jurisdiction\)](#). Its mission is to implement the Disaster Logistics and Donations Management Plan, with the ultimate aim of effectively managing disaster donations and minimizing the influx of unsolicited, unneeded, and unwanted goods and services into the disaster area. The team is managed by the [\(name of implementing agency\)](#).

Background Note: The Disaster Donations Management Team (DDMT) and Disaster Logistics Management Team (DLMT) have distinct functions, but for operational efficiency may be combined into a Disaster Logistics and Donations Management Team (DLDMT). Because there are sufficient commonalities between the two functions and there is a need to coordinate their activities, this guidance document advocates for the combined team. However, there is still a compelling need for separate coordinators for the two functions; as a result, this guidance document advocates for the separate positions of Disaster Logistics Management Coordinator (DLMC) and Disaster Donations Management Coordinator (DDMC). Local jurisdictions should consider these and other options and develop an organizational structure that best meets their operational needs and makes maximum use of local personnel and facility resources.

DISASTER LOGISTICS MANAGEMENT (STATE DEFINITION): The process of planning, preparing, implementing, and evaluating all functions that support the determination of need and request for, and the assessment, procurement, receipt, transport, staging, storage, and distribution of needed disaster commodities to appropriate end-users in an efficient, time- and cost-effective and coordinated manner. Logistics management functions may include materiel management, property management, facility management, and transportation management.

DISASTER LOGISTICS MANAGEMENT COORDINATOR (DLMC): The [\(name of local agency\)](#) employee who is responsible for managing the disaster logistics operation on behalf of [\(name of jurisdiction\)](#). Also may be known as “Disaster Logistics Manager” or simply “Logistics Manager.”

DISASTER LOGISTICS AND DONATIONS MANAGEMENT CENTER (DLDMC): The facility established at or near the Emergency Operations Center from which the disaster logistics and donations management functions are coordinated.

Background Note: Some local jurisdictions may wish to separate the two functions and establish two management centers – one for logistics management and one for donations management. Because there are sufficient commonalities between the two functions and there is a need to coordinate their activities, this guidance document advocates for the co-location of the two functions in one management center.

DISASTER LOGISTICS MANAGEMENT SYSTEM: The personnel, facilities, technical expertise, and material resources which are designated for use in disaster logistics management operations. The disaster logistics management system is designed to facilitate the assessment of need and request for, and receipt, storage, processing and distribution of, needed disaster commodities (including donated goods and services, if applicable). The [\(name of jurisdiction\)](#) disaster logistics management system consists of: 1) the Disaster Logistics Management Team; 2) the Disaster Logistics Management Center; 3) required support facilities such as Control Check Points, Warehouses, Staging Areas, the Base / Camps, and Points of Distribution; and 4) the available material resources and expertise of the [\(names of participating local, tribal, state and federal agencies; nongovernmental organizations; and private sector entities\)](#) that can be devoted to logistics management operations.

DISASTER LOGISTICS MANAGEMENT TEAM (DLMT): The team made up of representatives of governmental agencies and nongovernmental organizations to manage disaster commodities in [\(name of jurisdiction\)](#). Its mission is to implement the Disaster Logistics and Donations Management Plan, with the ultimate aim of ensuring the efficient, time-effective, and cost-effective delivery of disaster commodities to those in need. The team is managed by the [\(name of implementing agency\)](#).

Background Note: The Disaster Donations Management Team (DDMT) and Disaster Logistics Management Team (DLMT) have distinct functions, but for operational efficiency may be combined into a Disaster Logistics and Donations Management Team (DLDMT). Because there are sufficient commonalities between the two functions and there is a need to coordinate their activities, this guidance document advocates for the combined team. However, there is still a compelling need for separate coordinators for the two functions; as a result, this guidance document advocates for the separate positions of Disaster Logistics Management Coordinator (DLMC) and Disaster Donations Management Coordinator (DDMC). Local jurisdictions should consider these and other options and develop an organizational structure that best meets their operational needs and makes maximum use of local personnel and facility resources.

DISTRIBUTION CENTER – a.k.a. POINT OF DISTRIBUTION (POD): A facility operated by a local government, local church or other faith-based organization, community-based organization, or voluntary agency for providing needed commodities (donated and/or procured) directly to disaster survivors. Most commonly called “Point of Distribution or POD;” however, either name is acceptable as long as it is used consistently. This facility can be set up indoors (i.e., inside a building) or outdoors (i.e., in a parking lot or large, open paved or gravel space).

DISTRICT COORDINATOR: The Michigan State Police, Emergency Management and Homeland Security Division employee serving at any of seven State Police District Headquarters, whose primary job is to work with local communities on emergency management and homeland security activities.

EMERGENCY: Any occasion or instance in which assistance is needed to supplement efforts to save lives, protect property and public health and safety, or to lessen or avert the threat of a catastrophe.

EMERGENCY MANAGEMENT ACT: Refer to “Michigan Emergency Management Act.”

EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC): The interstate agreement that streamlines the assistance one governor can lend to another after a natural, technological or human-caused disaster (including a terrorist attack) by providing a framework for flexible response. The EMAC was first introduced in 1993 and the National Emergency Management Association (NEMA) administers the program on behalf of the member states. The EMAC is an arrangement of the states, by the states, and for the states. It addresses all the issues associated with requesting assistance, reimbursement of services, worker's compensation insurance, and liability in advance of a disaster. (In January 2001, Michigan became the 43rd state to join the EMAC.) The Michigan State Police / Emergency Management and Homeland Security Division (MSP/EMHSD) is the coordinating agency for EMAC assistance in the State of Michigan.

EMERGENCY MANAGEMENT COORDINATOR (EMC): The person appointed pursuant to Act 390, PA 1976, as amended, to coordinate emergency management activities for an emergency management program. Also commonly called State Departmental, County or Local "Emergency Manager."

EMERGENCY MANAGEMENT AND HOMELAND SECURITY DIVISION (MSP/EMHSD): The division within the Department of State Police that coordinates the comprehensive emergency management and homeland security activities (prevention, mitigation, protection, preparedness, response, and recovery) of state and local government and maintains the Michigan Emergency Management Plan, Michigan Disaster Donations Management Plan, and Michigan Disaster Logistics Management Plan.

EMERGENCY MANAGEMENT PROGRAM: The basic emergency planning and operational entity at the local government level. Each county has an appointed emergency manager and enabling legislation creating an emergency management program. In accordance with the provisions of Act 390, PA 1976, as amended, municipalities with a population of 10,000 or more may elect to also appoint an emergency manager and maintain a separate emergency management program from the county in which they are located.

EMERGENCY OPERATIONS CENTER (EOC): The site at which the coordination of information and resources to support incident management activities normally takes place. The [\(name of jurisdiction\)](#) EOC is located at [\(specify address / location\)](#). The logistics and donations management functions would typically be managed from this location.

EMERGENCY OPERATIONS PLAN (EOP): The plan developed and maintained by the [\(name of jurisdiction\)](#) as a counterpart to the Michigan Emergency Management Plan for the purpose of organizing and coordinating the emergency management activities of the [\(county / community\)](#) and the support jurisdiction(s) under the plan. The [\(name of jurisdiction\)](#) EOP consists of [\(describe plan structure, e.g., a basic plan as an introductory section, with various supporting annexes \[sections\] for each service or function and a series of attachments that provide supplemental, supporting information\)](#). The logistics management function is assigned to the [\(indicate plan section or element, e.g., Public Works and Engineering Annex\)](#), and this support plan provides the details necessary for implementing the function.

EMERGENCY PUBLIC INFORMATION: Information that is disseminated primarily in anticipation of an emergency or during an emergency.

EMERGENCY SUPPORT FUNCTION (ESF)*: A grouping of local agency capabilities into an organizational structure to provide the support, resources, program implementation, and services that are most likely to be needed to prevent injuries, save lives, protect property and the environment, restore essential services and critical infrastructure, and help survivors and communities return to normal, when feasible, following a disaster or emergency. Capabilities can include but are not limited to personnel, equipment, material goods, professional knowledge and expertise, financial resources, legal authorities, and facilities. Each ESF is headed by a Lead Agency, with one or more agencies designated as Support Agencies based on their resources and capabilities to support the function. The ESFs serve as the primary operational-level mechanism through which local agencies provide assistance to citizens in need. The [\(name of jurisdiction\)](#) EOP has a total of [\(indicate number\)](#) ESFs.

***Note:** Only include this ESF definition if the jurisdiction's EOP is structured around ESFs. If not, then delete the definition from the list.

EVACUATION: A population protection strategy that provides for the orderly movement of people away from an actual or potential hazard.

EXECUTIVE DIRECTIVE 2005-9: A Michigan Executive Directive issued by Governor Jennifer Granholm on September 29, 2005 that adopted the National Incident Management System (NIMS) as the state standard for incident management in Michigan.

FEDERAL COORDINATING OFFICER (FCO): The federal officer appointed by the President to manage federal resource support activities related to Stafford Act major disasters and emergencies – including the provision of individual assistance, public assistance, and hazard mitigation assistance. The FCO is responsible for coordinating the timely delivery of federal disaster assistance resources and programs to the affected state and local governments, individuals and families, and the private sector.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA): The primary federal agency that coordinates emergency planning, preparedness, mitigation, response and recovery within the federal government, and administers the President’s Disaster Relief Program. FEMA is housed within the federal Department of Homeland Security.

FEDERAL-STATE AGREEMENT: The document that states the understandings, commitments, and conditions for assistance under which FEMA disaster assistance shall be provided. This agreement imposes binding obligations on FEMA, the State, and local governments in the form of conditions for assistance which are legally enforceable.

FORCE ACCOUNT LABOR: State, tribal, or local government employees engaged in logistics and/or donations management activities.

HEAVY EQUIPMENT LOG: A record of heavy equipment (trucks, trailers, forklifts, etc.) that has been rented from a private source that is used for disaster logistics and/or donations management activities. When local and state resources are not available, it may be necessary to lease equipment such as this.

INCIDENT: An occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. Incidents can include major disasters, emergencies, terrorist attacks and terrorist threats.

INCIDENT ACTION PLAN (IAP): An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments, as well as attachments that provide direction and important information for management of the incident during one or more operational periods.

INCIDENT COMMAND POST (ICP): The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be co-located with other incident facilities and is normally identified by a green rotating or flashing light.

INCIDENT COMMAND SYSTEM (ICS) – a.k.a. INCIDENT MANAGEMENT SYSTEM (IMS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. The ICS is the combination of facilities, equipment, personnel, procedures, and communications operating with a common organizational structure, designed to aid in the management of resources during incidents. The ICS is used for all types of emergencies and is applicable to small as well as large and complex incidents.

INCIDENT COMMANDER (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

IN-KIND DONATIONS: Donations other than cash (usually materials or professional services) for disaster survivors and/or rescue workers and other relief staff.

JOINT FIELD OFFICE (JFO): A temporary federal facility established locally (i.e., in or close to a federally-designated disaster area) to provide a central point for federal, state, local and tribal officials with responsibility for incident oversight, direction and/or assistance to effectively coordinate protection, prevention, mitigation, preparedness, response and recovery actions.

JOINT INFORMATION CENTER (JIC) – a.k.a. JOINT PUBLIC INFORMATION CENTER (JPIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies and organizations are co-located at the JIC. (Note: JIC is the preferred name; JPIC is now obsolete.)

LOCAL GOVERNMENT: 1) Any county, city, village, township, district, regional authority, public college or university, or other political subdivision of any state, any Indian Tribe or authorized tribal organization, or Alaskan native village or organization; and 2) Any rural community or unincorporated township or village or any other public entity for which an application for assistance is made by a state or political subdivision.

LOCAL STATE OF EMERGENCY: A declaration by a county or municipality with an appointed emergency management coordinator (pursuant to Act 390, PA 1976, as amended) when circumstances indicate that the occurrence or threat of widespread or severe damage, injury, or loss of life or property from natural or human-made cause exists.

MAJOR DISASTER: Any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any flood, fire, or explosion, in any part of the United States which in the determination of the President cause damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

MICHIGAN EMERGENCY MANAGEMENT ACT – a.k.a. EMERGENCY MANAGEMENT ACT: Act 390, PA 1976, as amended, the basic state emergency management enabling legislation. This Act prescribes the power and duties of the Governor and certain state and local agencies and officials related to preparing for, responding to, recovering from, and mitigating disasters and emergencies; prescribes immunities and liabilities related to disaster relief work; and establishes the organizational framework for the emergency management system used in the state. (Note: Emergency Management Act is the official name; however, it is most often referred to as the Michigan Emergency Management Act.)

MICHIGAN EMERGENCY MANAGEMENT ASSISTANCE COMPACT (MEMAC): The statewide mutual-aid assistance compact, authorized under 1976 PA 390, as amended, that allows participating jurisdictions to render or receive assistance in time of crisis and share vital public safety services and resources more effectively and efficiently. The MEMAC is designed specifically for those situations in which a participating jurisdiction has exhausted its local resources (including those available through local / regional mutual aid or reciprocal aid compacts or agreements), or its resources are inadequate or overwhelmed in response to a threat or event being faced, and it requires additional resources (provided in a timely manner) to protect public health and safety, property or the environment. (The Emergency Management and Homeland Security Division, Department of State Police [MSP/EMHSD] administers the MEMAC on behalf of the State of Michigan and is responsible for processing requests for resources by participating jurisdictions.)

MICHIGAN EMERGENCY MANAGEMENT PLAN (MEMP): The plan developed and continuously maintained by the Emergency Management and Homeland Security Division, Department of State Police (MSP/EMHSD), pursuant to 1976 PA 390, as amended, for the purpose of coordinating the emergency management and homeland security activities of prevention, mitigation, preparedness, response and recovery within the state. The MEMP consists of two introductory sections (i.e., Planning Preliminaries; Emergency Management System), eight Emergency Support Functions (ESFs), 23 Disaster-Specific Procedures, and three primary Support Plans (i.e., Evacuation and Mass Shelter Support; Animal Care Support; Recovery Support). The MEMP is supported by other state-level, function-specific plans, including but not limited to those that address: 1) continuity of government and continuity of operations; 2) disaster logistics management; 3) disaster debris management; 4) disaster donations management; 5) hazard mitigation; 6) emergency repatriation; 7) damage assessment; and 8) mass fatality management.

MICHIGAN VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER (MIVOAD): The Michigan chapter of the National Voluntary Organizations Active in Disaster (NVOAD), an umbrella organization of established and experienced voluntary organizations that provide disaster services in all phases of emergency management, but with emphasis on response and recovery. The MIVOAD fosters cooperation, communication, coordination, and collaboration among its Michigan-based voluntary organizations. In the response and recovery phases, each individual organization functions independently, yet cooperatively. The MIVOAD serves as a clearinghouse and coordinating body for the provision of support services to a variety of response and/or recovery operations (including disaster donations and disaster logistics management), working in coordination and cooperation with other involved state departments / agencies and nongovernmental organizations in the State Emergency Operations Center or Alternate State Emergency Operations Center. The MIVOAD may also work directly with affected local government Emergency Operations Centers in disaster donations and/or disaster logistics management, and/or other incident response and/or recovery support activities.

MOBILIZATION CENTER: A temporary federal facility at which response personnel, equipment, and resources (disaster commodities) are received and pre-positioned for deployment to an incident Logistics Base, a Warehouse or Staging Area, or directly to a Point of Distribution or other designated location, as required. A Mobilization Center may provide temporary support services, such as food and billeting, for response personnel prior to their assignment, release, or re-assignment.

MONITORING: Actions taken to ensure that a contractor (involved in disaster donations and/or logistics management work) complies with the contract scope-of-work.

MUTUAL AID AGREEMENT: A written agreement between agencies, organizations, and/or jurisdictions that indicates that they will assist one another upon request by furnishing personnel, equipment, materials, and/or expertise in a specified manner.

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS): A system mandated by Homeland Security Presidential Directive (HSPD)-5 that provides a consistent nationwide approach for federal, state, tribal, and local governments to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents (which includes terrorist attacks, major disasters, and other emergencies), regardless of their cause, size or complexity. To provide for interoperability and compatibility among federal, state and local capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the incident command system; multi-agency coordination systems; unified command; training; identification and management of resources (including systems for classifying types of resources); qualifications and certifications; and the collection, tracking, and reporting of incident information and incident resources.

NATIONAL RESPONSE FRAMEWORK (NRF): The plan developed by the federal Department of Homeland Security (DHS) to replace the National Response Plan (NRP) which had been effect since January 6, 2005. The National Response Framework officially replaced the NRP on March 22, 2008. The National Response Framework provides the guiding principles by which all response personnel prepare for and provide a unified national response to disasters and emergencies.

NONGOVERNMENTAL ORGANIZATION (NGO): A private nonprofit entity that is based on interests of its members, individuals, or institutions and that is not created by a government but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples include faith-based charity organizations and the American Red Cross.

POINT OF DISTRIBUTION (POD) – a.k.a. DISTRIBUTION CENTER: A facility operated by a local government, local church or other faith-based organization, community-based organization, or voluntary agency for providing needed commodities (donated and/or procured) directly to disaster survivors. Also commonly called “Distribution Center;” however, Point of Distribution is currently the preferred name. (Either name is acceptable, as long as it is used consistently.) This facility can be set up indoors (i.e., inside a building) or outdoors (i.e., in a parking lot or large, open paved or gravel space).

PRELIMINARY DAMAGE ASSESSMENT (PDA): An assessment conducted by teams of federal, state and local officials (and tribal, if affected) to determine the severity and magnitude of a disaster and also to identify capabilities and resources of state, local, tribal and other federal agencies.

PRINCIPAL FEDERAL OFFICIAL (PFO): The federal official designated by the Secretary of Homeland Security to act as his/her representative locally to oversee, coordinate and execute the Secretary’s incident management responsibilities under HSPD-5. The PFO ensures consistency of federal support as well as the overall effectiveness of federal incident management. The PFO interfaces with federal, state, tribal, local, and nongovernmental / private sector officials regarding the federal incident management strategy, and serves as the primary federal spokesperson for coordinating public communications related to the incident. The PFO position is normally only established for catastrophic or unusually complex incidents requiring extraordinary coordination.

PRIVATE NONPROFIT ORGANIZATION: Any nongovernmental agency or entity that currently has:

- An effective ruling letter from the U.S. Internal Revenue Service, granting exemption under section 501(c), (d), or (e) of the Internal revenue Service Code of 1954; or
- Satisfactory evidence from the State that the non-revenue producing organization or entity is a nonprofit one organized or doing business under state law.

RESOURCE SUPPORT ESF: The Emergency Support Function (ESF) in the [\(name of jurisdiction\)](#) Emergency Operations Plan ([Emergency Action Guidelines](#)) that is concerned with the provision of supplemental human, material, facility, equipment and financial resources to support emergency operations. Disaster donations and logistics management falls under the purview of the Resource Support ESF.

Note: This definition can be customized to reflect the actual ESF, function- or agency-specific section within the local Emergency Operations Plan / Emergency Action Guidelines that coordinates disaster donations and logistics management. For example, in some documents this may fall under the Human Services ESF or human services function or agency.

RECEPTION CENTER: A center established to register evacuees and assess their disaster-related needs. This facility may also, under certain circumstances, be used to receive specific commodities (donated and/or procured) such as food, water, clothes and building supplies.

RECOVERY: Recovery, in this document, includes all types of emergency actions dedicated to the continued protection of the public or to promoting the resumption of normal activities in the affected area.

REGIONAL RESPONSE COORDINATION CENTER (RRCC): A standing facility at each FEMA regional office that is activated to coordinate regional response efforts and implement local federal program support until a Joint Field Office (JFO) is established.

RESPONSE: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of incident mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes.

ROBERT T. STAFFORD DISASTER RELIEF AND EMERGENCY ASSISTANCE ACT: (See “Stafford Act.”)

SHELTER: A facility in an area safe from the effects of a hazard that may be used to house and care for evacuees.

STAFFORD ACT: The Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988. The Stafford Act renamed and amended the Disaster Relief Act of 1974, PL 93-288. The Stafford Act was subsequently amended by the Disaster Mitigation Act of 2000, P.L. 106-390 (October 30, 2000), as well as several Acts signed into law in October of 2006 (i.e., Department of Homeland Security Appropriations Act of 2007, P.L. 109-295, October 4, 2006; Pets Evacuation and Transportation Standards Act of 2006, P.L. 109-308, October 6, 2006; and Security and Accountability for Every Port Act of 2006, P.L. 109-347, October 13, 2006).

STAGING AREA: A large parking lot or other suitable open area to provide a base for registration, unloading and transfer of resources, assembly of persons, and a rally point for mutual aid forces. For logistics / donations management purposes, a staging area could be officially designated points such as vacant commercial lots, warehouse facilities (governmental, NGO), armories, county fairgrounds, highway / public works maintenance garages, airports, parks and recreation areas, or possibly shopping center parking lots (providing there is written permission from the owner).

STATE COORDINATING OFFICER (SCO): The person appointed by the Governor to manage all aspects of a federally-declared major disaster or emergency under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act). The Division Commander or Assistant Division Commander of the Emergency Management and Homeland Security Division, Department of State Police (MSP/EMHSD) is normally appointed to this position. The SCO works in cooperation with the Federal Coordinating Officer (FCO) – generally an employee of the Federal Emergency Management Agency (FEMA).

STATE DIRECTOR OF EMERGENCY MANAGEMENT AND HOMELAND SECURITY (SDEMHS): The Director of the Department of State Police or his/her authorized representative. The Division Commander of the Emergency Management and Homeland Security Division, Department of State Police (MSP/EMHSD) is the designated Deputy State Director of Emergency Management and Homeland Security.

STATE EMERGENCY OPERATIONS CENTER (SEOC): The primary center for coordination of state government response and recovery operations in time of disaster or emergency. The SEOC is maintained and operated by the Emergency Management and Homeland Security Division, Department of State Police (MSP/EMHSD).

STATE INDIVIDUAL ASSISTANCE OFFICER (SIAO): The person appointed by the State Coordinating Officer to serve as the primary point of contact with FEMA, other federal and state departments / agencies, and private, voluntary (nongovernmental) agencies and organizations in the provision of disaster relief assistance to individuals and families.

STATE OF DISASTER OR STATE OF EMERGENCY: A declaration by executive order or proclamation by the Governor under the provisions of Act 390, PA 1976, as amended, which activates the response and recovery aspects of state and local emergency operations plans.

STATE PUBLIC ASSISTANCE OFFICER (SPOA): The person appointed by the State Coordinating Officer (SCO) to manage the Public Assistance Grant Program on behalf of the State.

TERRORISM: An intentional, unlawful use of force, violence or subversion against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political, social, or religious objectives.

UNAFFILIATED VOLUNTEER: Also known as a “spontaneous” or “emergent” volunteer; an individual who is not formally associated with a recognized voluntary disaster relief organization.

UNDESIGNATED GOODS: Largely unsolicited, donated items that are not addressed to a specific recipient.

UNIFIED COMMAND: An application of the Incident Command System (ICS) used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a single Incident Command Post (ICP) and to establish a common set of objectives and strategies and a single Incident Action Plan (IAP).

UNSOLICITED GOODS: Donated items that have not been requested by government officials, voluntary disaster relief organizations, or other donations-related personnel.

VALUE-ADDED DONATION: A disaster donation (goods or service) that has been properly prepared for shipping, receiving, distribution, and use. Generally, value-added donations are: 1) needed by the disaster-stricken community; 2) appropriate to the culture of the community; and 3) clearly sorted, packed and labeled for distribution and eventual use. Perishable food is not a value-added donation and should be discouraged.

VOLUNTEER: For emergency management and/or homeland security purposes, any individual accepted to perform services by an appropriate governmental agency which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed.

VOLUNTEER REGISTRATION CENTER (VRC): A designated location where spontaneous, unaffiliated volunteers may go to register for disaster work; have their education, training and skill sets assessed; receive an incident overview and expedient training, if applicable; and receive disaster work assignments.

WAREHOUSE: Any available, large enclosed storage area (ideally 25,000 – 200,000 square feet in size, located on a secured / fenced site) with sufficient area to park and unload trucks and other vehicles carrying disaster donations or commodities. Examples of facilities that can be used as warehouses include but are not limited to vacant commercial warehouse space, governmental and nongovernmental organization warehouse facilities, armories, county fairground buildings, ice arenas, highway / public works maintenance garages, airport hangers, community recreation centers, etc.

WEAPON OF MASS DESTRUCTION (WMD): Under Title 18, U.S.C. § 2332a, “(1) Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than four ounces, or missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or similar device; (2) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals or their precursors; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.” Weapons of Mass Destruction are also commonly referred to as “CBRNE” Weapons – an acronym for chemical, biological, radiological, nuclear and explosives / incendiary devices.

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SITUATION AND ASSUMPTIONS:

Initiating Disaster Conditions. Most disasters in [\(name of jurisdiction\)](#) do not completely overwhelm [\(county / community\)](#) capabilities to meet the short- and/or long-term recovery and basic life sustainment needs of the affected population. As a result, substantial disaster logistics management operations in [\(name of jurisdiction\)](#) are rarely activated. Normally, the need for a large influx of disaster commodities from outside the [\(county / community\)](#) would only be expected in the most widespread, severe, or catastrophic of incidents. Those situations typically would result in: 1) significant structural, property, and/or environmental damage; 2) severe and prolonged impacts to large numbers of individuals; 3) severe curtailment or cessation of critical economic, social, and/or life support systems, services, institutions and sectors – to such an extent that basic human needs cannot be met using [\(name of jurisdiction\)](#) resources alone; and 4) the need for extended protective measures and mass sheltering / temporary housing for affected individuals. Such events would also likely generate a high level of prolonged regional and/or national media interest which would inevitably focus on the ability of the [\(name of jurisdiction\)](#) to meet the basic health, medical, safety, sanitation, and life sustainment needs of the impacted population.

Based on past experiences in [\(name of jurisdiction\)](#) and elsewhere in Michigan and across the country, the types of disasters most likely to require the activation of a substantial logistics management operation (including a disaster donations management element, if required) in [\(name of jurisdiction\)](#) are:

- A nuclear military attack against the United States.
- A terrorist attack in [\(name of jurisdiction\)](#) or an adjacent area that involves a weapon of mass destruction and which results in significant injury, loss of life, and property damage.
- A series of severe and damaging windstorms, tornadoes, or floods that occur within a short timeframe and that affect a large portion of [\(name of jurisdiction\)](#).
- A prolonged electrical power outage or other energy emergency (e.g., natural gas shortage) that affects [\(name of jurisdiction\)](#), especially during a period of extreme hot or extreme cold temperatures.
- A catastrophic hurricane, earthquake, tornado, terrorist attack, or fire in another state (widely covered by the media) which results in widespread and/or severe physical damage leading to a large influx of displaced evacuees into Michigan communities such as [\(name of jurisdiction\)](#).
- A large fire that destroys a major portion of [\(name of jurisdiction\)](#)'s, urban center and/or a major facility such as a hospital, nursing home, dormitory or other large housing complex.
- A pandemic or other biological incident that requires quarantine of a large segment of the population and/or significant hospitalization, and which results in shortages of food and medical supplies and a curtailment or cessation of critical systems, services, and sectors.
- A major hazardous material or nuclear power plant accident that requires prolonged mass evacuation of and sheltering operations for [\(name of jurisdiction\)](#) residents.
- A prolonged local, state, region, or nationwide shortage of critical life-sustaining resources due to any cause.
- [\(Note: customize this list to fit the circumstances of the jurisdiction.\)](#)

Major Planning Assumptions. In addition to the basic planning assumptions outlined above pertaining to initiating disaster conditions, the following additional planning assumptions have guided the development of this plan:

Note: The list of planning assumptions that follows is lengthy, but each assumption is entirely appropriate to disaster logistics and/or disaster donations management operations. Local jurisdictions should review this list and amend it, as required, to fit the individual needs and circumstances of the jurisdiction.

- The successful management of disaster commodities requires a united, cooperative and coordinated effort by local, state, tribal (as applicable) and federal agencies, nongovernmental organizations, business and industry, public and private institutions, and the general public.

- Large-scale / catastrophic disasters will likely overwhelm ([name of jurisdiction](#)) resources, necessitating that supplemental life-sustaining commodities be acquired for those in need. The supplemental commodities may be procured through state and federal government channels and/or the private sector, filled through voluntary disaster donations, or both.
- Full use of existing local, state, nongovernmental organization and private sector resources (including donations and mutual aid) should occur before federal assistance is sought.
- Assistance under the national Emergency Management Assistance Compact (EMAC) will be sought as appropriate. However, it is recognized that many initiating disaster conditions may affect entire regions of the United States or even the entire country, rendering the EMAC useless in many cases as a vehicle for obtaining needed disaster commodities.
- If adequate disaster commodities cannot be procured, in a time- and cost-effective manner through the EMAC, then federal assistance will be sought through FEMA, via the MSP/EMHSD, under the umbrella of the National Response Framework (NRF).
- Logistics management response activities (including a disaster donations management element, if required) may be necessary before a Presidential major disaster declaration, as rapid coordination efforts are often required to mitigate potential problems in the response phase of disaster operations.
- In the event of a particularly severe disaster that causes significant injuries, loss of life, destruction of property, and the need for mass care for a large population, a wide array of disaster commodities will be necessary to meet the basic life support requirements of those in need.
- Affected individuals and families will have, at best, basic provisions to be self-sufficient for no more than three days (72 hours). The vast majority of those affected will not even have this basic level of preparedness and will require immediate attention.
- Offers of assistance (donations) from citizens and the private sector will be made to all levels of government (federal, state, local, and tribal) as well as to nongovernmental organizations.
- Functional needs populations (e.g., the elderly, homebound individuals, persons with disabilities, severely impoverished individuals, institutionalized individuals, young children, pregnant women, persons with pets, etc.) will require particular attention and must be quickly identified early in the disaster response so that needed commodities can be targeted to them as required.
- In anticipation of a catastrophic incident, FEMA may elect (with or without a state request for assistance) to pre-stage disaster commodities at designated locations (Mobilization Centers) to ensure the rapid distribution of needed life-sustaining commodities to disaster survivors in the immediate aftermath of the incident.
- In the immediate aftermath of a catastrophic incident where there is a clear need for disaster commodities, FEMA may elect (without a state request for assistance) to deliver life-sustaining disaster commodities to designated locations (Points of Distribution, shelters, care facilities, etc.) for rapid distribution to disaster survivors. In these situations, every reasonable effort will be made to coordinate such actions with the State and affected local jurisdictions. However, if such coordination is not possible, FEMA is authorized to unilaterally make such decisions and to carry out those actions that are required to protect the public health and safety and/or facilitate rapid response and recovery operations.

- The American Red Cross (a nongovernmental organization) is Congressionally-mandated to provide disaster relief assistance to persons and areas in need. This includes the provision of certain types of life-sustaining disaster commodities. It is expected, then, that the ARC (along with other nongovernmental relief organizations) will be able to meet some but not all of the life sustainment needs of the population affected by a major disaster or other catastrophic incident.
- Nongovernmental organizations involved in the relief effort (e.g., ARC, MIVOAD) will coordinate their relief actions through the [\(name of jurisdiction\)](#) Emergency Operations Centers (EOC). Such coordination is necessary to ensure maximum efficiency of the logistics management (including a disaster donations management element, if required) operation, and to ensure that the needs of the affected population are being adequately met.
- To the extent possible, all field facilities required for a successful logistics management (including a disaster donations management element, if required) operation (i.e., Control Check Points, Warehouses, Staging Areas, the Base / Camps, Points of Distribution) should be located within, or in close proximity to [\(name of jurisdiction\)](#).
- Usable surplus commodities (including donations) will have to be properly dispensed of at the conclusion of disaster response and recovery operations. The federal government (FEMA) will determine the appropriate final disposition of any surplus federal commodities. Any unused commodities provided by the State of Michigan, as well as those provided by private sector entities (including voluntary donations), will be properly disposed of through the [\(name of jurisdiction\)](#) EOC.
- Any and all commodities provided by the federal government will be done so in accordance with the appropriate elements of the National Response Framework (NRF), including but not limited to: 1) ESF #5 (Emergency Management Annex); 2) ESF #6 (Mass Care, Emergency Assistance, Housing, and Human Services Annex); 3) ESF #7 (Logistics Management and Resource Support Annex); 4) the Private-Sector Coordination Annex; and 5) the Catastrophic Incident Annex. In addition, commodities will be typed in accordance with the National Mutual Aid and Resource Management Initiative under the National Incident Management System (NIMS).
- Federal agencies and nongovernmental (relief) organizations providing disaster commodities to [\(name of jurisdiction\)](#) may not, in many cases, provide personnel, equipment, materials or other resources to aid in the transport, storage, inventorying, movement or distribution of those commodities. In those cases, logistics management assets must be provided by [\(name of jurisdiction\)](#), or by volunteers, contractors or agents working on behalf of [\(name of jurisdiction\)](#). Technical assistance may be provided by FEMA or other participating federal agencies or relief organizations, at their discretion.
- Mobile homes / temporary housing assets provided to [\(name of jurisdiction\)](#) must be installed and operated in accordance with applicable state laws / regulations and [\(county / community\)](#) ordinances related to the establishment and operation of temporary housing quarters.
- In federally-declared major disasters or emergencies under the Stafford Act, certain disaster logistics / donations management costs directly related to the protection of the health, safety and general welfare of the affected population may be reimbursable as an “emergency protective measure” under Category B of the federal Public Assistance Grant Program (PAGP). All such costs, if allowed, would be eligible on at least a 75% federal / 25% non-federal basis.
- Hazardous material / environmental issues will have to be addressed throughout the logistics management operation (including a disaster donations management element, if required).

- Once emergency conditions in the disaster area are known (typically via the media), individuals and relief organizations from outside the disaster area will begin to collect materials and supplies and organize teams to assist the devastated region. Often, officials in the disaster area may not be aware of such assistance efforts.
- Individuals and organizations will feel compelled to go to the disaster area to offer material goods and/or services.
- In the event of a particularly damaging disaster causing significant injuries, loss of life, and destruction of property, donors will offer a wide variety of assistance – including cash, goods, equipment and loan of equipment, and the services of individuals.
- Cash donations to recognized nonprofit voluntary organizations with disaster experience are generally preferable to in-kind donations or material donations (including volunteer services).
- Large-scale and/or “high visibility” disasters affecting [\(name of jurisdiction\)](#) will likely require some level of state involvement and assistance in donations management. In smaller-scale disasters, donations management can normally be handled by voluntary organizations and the [\(name of jurisdiction\)](#), working in concert with each other.
- Nongovernmental relief organizations have most of the expertise, experience, and capability for disaster donations management in [\(name of jurisdiction\)](#). The [\(name of jurisdiction\)](#), in general, does not possess the infrastructure, personnel, facilities, expertise, and experience to manage a large-scale, prolonged disaster donations management operation without involvement and assistance by voluntary relief organizations and the State of Michigan.
- Non-useful and unwanted donations can be expected. Such items may include unsorted dirty or climate-inappropriate clothing, used mattresses, highly perishable foods, worn-out or cast-off items (junk), etc. These items must be planned for and disposed of in a manner that would not be considered offensive to the giving party. (Such disposal activities should not be publicized in any manner.)

OPERATIONS AND ORGANIZATION:

Damage Assessment / Needs Assessment. The [\(name of jurisdiction Emergency Operations Plan / Emergency Action Guidelines, - name of specific section\)](#) and describes the damage assessment system used by [\(name of jurisdiction\)](#). That system helps determine the extent of loss or harm from natural and human-made disasters. Part of the analysis that occurs during the process of collecting and compiling the damage assessment data involves identifying the anticipated needs of the communities and individuals affected by the disaster. This “needs assessment” portion of the process is crucial because of its direct relationship to organized action by response and long-term recovery / relief personnel.

The anticipated need for disaster commodities to supplement existing [\(name of jurisdiction\)](#) and private sector resources is a critical part of the needs assessment. The needs assessment will provide answers to the following critically important questions with regard to disaster commodities:

- What commodities are needed (category, kind, type)?
- When are they needed?
- Where are they needed, and by whom (are functional needs populations affected)?
- How much is needed (quantities)?
- For how long will they be needed?

The needs assessment will also help in identifying: 1) the likely need for disaster donations to fill anticipated resource requirements; and 2) the likelihood that disaster donations will become an issue to be dealt with during incident response and recovery operations.

If the needs assessment reveals that disaster commodities are required in the [\(name of jurisdiction\)](#), and the aforementioned questions have been adequately answered, the EOC Incident Commander will make the decision to activate the [\(name of jurisdiction\)](#) Disaster Logistics and Donations Management Team (DLDMT) and Disaster Logistics and Donations Management Center (DLDMC) as part of the EOC structure. The [\(name of jurisdiction\)](#) will also determine if state assistance is required in the logistics management operation. That information will be submitted to the MSP/EMHSD in accordance with the damage assessment process outlined in the “Michigan Damage Assessment Handbook.”

Direct Resource Requests. Apart from the initial damage assessment / needs assessment process described above, the [\(name of jurisdiction\)](#) can also articulate resource requirements to the MSP/EMHSD throughout the incident response and recovery phases via the Critical Incident Management System (CIMS) connecting the SEOC and local EOCs across the state. Within the CIMS menu of reports and forms is a “**Resource Request**” form that can be used to request a specific resource. The completed form will be submitted through CIMS to the MSP/EMHSD for review, analysis and follow up action. Normally, such resource requests will be made only when the resource in question is not readily available locally or regionally through existing mutual aid / assistance agreements.

Disaster Logistics Management Operations: Roles and Responsibilities:

Mutual Aid. The [\(name of jurisdiction\)](#) has written mutual aid agreements established with [\(list mutual aid partners\)](#) for the purpose of providing equipment, material, and personnel assistance for logistics / donations management during disasters and emergencies. In addition, the [\(name of jurisdiction\)](#) is signatory to the Michigan Emergency Management Assistance Compact (MEMAC), which provides an organized mechanism for securing needed assistance from other non-neighboring Michigan jurisdictions during large-scale / catastrophic disasters.

The EOC Incident Commander [\(or title of other local official\)](#) will determine if and when to activate mutual aid for the purpose of providing supplemental disaster logistics / donations management assistance to [\(name of jurisdiction\)](#).

Background Note: The agreements should either stipulate reciprocal services or set labor and equipment rates. In order for emergency assistance provided under a mutual aid agreement to be eligible for reimbursement by FEMA (under the Public Assistance Grant Program), the agreement must be in writing and in place before the incident occurs. Additional requirements for FEMA eligibility include: 1) the assistance should be directly related to the disaster and meet other FEMA eligibility requirements; 2) the mutual aid agreement should not be contingent upon federal funding or a declaration of major disaster by the federal government; 3) the eligible applicant receiving aid must request the grant from FEMA, and the entity providing aid may not apply for a grant directly; and 4) the applicant must be able to provide documentation that aid was requested, that aid was received and costs were incurred by the entity providing aid.

State Government. The State of Michigan can provide supplemental assistance to the [\(name of jurisdiction\)](#) when the required disaster logistics and/or donations management operation overwhelms local capabilities (including activation of mutual aid). Such assistance is requested through the MSP/EMHSD by following the processes specified in MSP/EMHSD Publication 901 – “Michigan Damage Assessment Handbook,” and the Michigan Emergency Management Plan (MEMP) with regard to declaring a local “state of emergency” and requesting state assistance.

If state assistance for logistics and/or donations management purposes is required, it can be authorized by the Governor upon the declaration of a “state of disaster” or “state of emergency” under 1976 PA 390, the Michigan Emergency Management Act. In some cases, state assistance may also be provided under a state agency’s separate legal authorities. Assistance may include, but is not limited to: 1) overall management of the logistics / donations operation; 2) technical assistance with various aspects of the operation; 3) the provision of equipment and personnel to provide direct assistance in operations; 4) possible financial assistance (under Section 19 of 1976 PA 390, or by direct legislative appropriation); or 5) any combination of these forms of assistance. All such assistance will be provided through the SEOC and be coordinated by the MSP/EMHSD, in accordance with the MEMP.

If state logistics / donations management capabilities (including activation of the MEMAC and use of private sector resources) are overwhelmed, the State of Michigan has two other options available to it for supplemental logistics management assistance: 1) seek assistance from other states via the national Emergency Management Assistance Compact (EMAC) – the state-to-state mutual aid agreement; and/or 2) seek assistance from the federal government through the Federal Emergency Management Agency (FEMA).

EMAC Assistance. All assistance requested under the EMAC must go through the MSP/EMHSD – the steward agency for the EMAC within the State of Michigan. Based on identified logistics / donations management needs, the MSP/EMHSD will request the assistance using the standard process required by the EMAC. Assistance for logistics / donations management purposes under the EMAC may include, but is not limited to: 1) professional expertise for overall management of the operation; 2) equipment and operators for the transportation, storage, sorting, or distribution of commodities and/or unsolicited donations; 3) technical assistance with specific aspects of the operation; or 4) any combination of these forms of assistance. The State of Michigan can either accept or decline the assistance proposals provided by other states, depending on such factors such as cost, timing of assistance, and the logistical requirements of the providing entity. All assistance provided under the EMAC will be coordinated through the SEOC by the MSP/EMHSD and other involved state agencies.

Federal Government. If the response and recovery effort is beyond the combined capabilities of the [\(name of jurisdiction\)](#) and the State of Michigan – even when supplemented by mutual aid – it will likely be necessary to request federal disaster relief assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. Such requests are made by the Governor, through the FEMA Region V office (in Chicago, Illinois), to the President. Under the Stafford Act, the President may declare that a “major disaster” or “emergency” exists within the affected areas of Michigan and provide disaster relief assistance to meet the specific needs of the situation.

Federal assistance with logistics / donations management activities may include: 1) the provision of disaster commodities to meet the identified life sustenance needs of the affected population and the operational needs of the response and recovery effort; 2) technical assistance in the actual management of the logistics / donations operation; and 3) financial assistance for state and [\(name of jurisdiction\)](#) managed logistics / donations operations. The provision of disaster commodities can be accomplished via direct assistance provided by FEMA (or another federal agency under mission assignment by FEMA) under the National Response Framework. Technical assistance with logistics / donations management operations can be provided by FEMA. Federal financial assistance for state- and [\(name of jurisdiction\)](#)-managed operations may be available (subject to eligibility) under the Public Assistance Grant Program (PAGP) – Category B (Emergency Protective Measures). These forms of assistance must be specifically requested in the Governor’s declaration request letter. All such assistance provided by the federal government is coordinated through the SEOC and/or the established Joint Field Office (JFO) by the MSP/EMHSD and other involved state agencies.

Pre-Staging of Federal Commodities. For slowly evolving incidents or incidents in which there is sufficient prior notice of likely occurrence (e.g., steadily increasing flood, pandemic, prolonged resource shortage), FEMA may elect (with or without a state request for assistance) to pre-stage disaster commodities in anticipation of their need once the incident actually occurs. FEMA and other federal agencies are authorized to take such unilateral actions as a precautionary step to ensure that those commodities that are typically needed immediately after a catastrophic incident are available near the disaster area to provide immediate life-sustaining support to disaster survivors. FEMA will pre-stage these commodity caches at designated federal Mobilization Centers at no cost to the State of Michigan and the [\(name of jurisdiction\)](#). If the commodities are needed, they can be delivered by federal contractors and/or state and [\(name of jurisdiction\)](#) transportation assets to the designated Control Check Points, Warehouses, Staging Areas, Points of Distribution (a.k.a., Distribution Centers), or other locations in a rapid and organized manner. If the commodities are not needed because the incident did not occur and/or other resources were used, they will be returned to federal repositories and/or private sector suppliers by the designated federal contractors.

Disaster Logistics and Donations Management System. The [\(name of jurisdiction\)](#) disaster logistics and donations management system is the collection of personnel, facilities, technical expertise, and material resources which are designated for use in the identification of need for, solicitation, procurement, storage, staging, registration / inventorying, transportation, distribution, and accounting of disaster commodities, including donated goods and services as applicable. The system consists of: 1) the [\(name of jurisdiction\)](#) Disaster Logistics and Donations Management Team (DLDMT); 2) the [\(name of jurisdiction\)](#) Disaster Logistics and Donations Management Center (DLDMC); 3) other facilities required to support the logistics and donations management effort; and 4) the available supporting resources and expertise of the [\(names of local, tribal, state and federal agencies; NGOs; and private sector entities\)](#) that are part – directly or indirectly – of the [\(name of jurisdiction\)](#) Disaster Logistics and Donations Management Team.

As applicable, there will be a donations management element to the disaster logistics and donations management system, designed to control and coordinate the influx of unsolicited, donated goods and services, including cash contributions and spontaneous (emergent), unaffiliated volunteers. Because [\(name of jurisdiction\)](#) capabilities in donations management are somewhat limited in terms of facilities, expertise and experience, the [\(name of jurisdiction\)](#) donations management element will necessarily rely on NGOs to provide significant support in the management of unsolicited donations. Even with this support, the [\(name of jurisdiction\)](#) will still have significant leadership and coordination responsibilities under the donations management function.

Lead Agency for Disaster Logistics and Donations Management. The [\(name of jurisdiction Emergency Operations Plan / Emergency Action Guidelines\)](#) designates the [\(name of implementing agency\)](#) as the lead agency for coordinating logistics management activities subsequent to disasters or emergencies. As indicated in the [\(list specific plan section\)](#), the [\(name of implementing agency\)](#) will designate a Disaster Logistics Management Coordinator (DLMC) to work with local (public and nongovernmental) support agencies and organizations, involved state agencies and [\(insert name of tribal government\[s\], as applicable\)](#), and private organizations and contractors in fulfilling this assigned responsibility.

If a disaster donations management element is required, the [\(name of implementing agency\)](#) is the designated lead agency for coordinating the donations management effort. The [\(name of implementing agency\)](#) will appoint a Disaster Donations Management Coordinator (DDMC) to work within the disaster logistics management system to control and coordinate the influx of unsolicited, donated goods and services, including cash contributions and spontaneous / emergent volunteers.

Disaster Logistics and Donations Management Team Overview. The [\(name of jurisdiction\)](#) DLDMT consists of appropriate representatives of the following agencies and organizations:

- [\(List all local, tribal, state and federal agencies; nongovernmental organizations; and private sector entities that are members of the Team. Customize the list to fit the jurisdiction's unique circumstances.\)](#)

The exact composition of the DLDMT for each disaster will be determined by the EOC Incident Commander and/or Operations Section Chief, based on the disaster conditions and the anticipated scope and magnitude of the logistics and donations management effort. For most disaster situations involving a logistics / donations management operation, the entire membership of the DLDMT will not be needed. However, particularly widespread or catastrophic incidents may require the full activation. (Refer to Attachment C, “Disaster Logistics / Donations Management Team – Membership Roster / Contact List,” for a listing of and contact information for DLDMT members.)

The DLDMT serves the following basic functions:

- Assisting in the identification of needed disaster commodities (procured and/or donated);
- Providing for the overall management, coordination, and troubleshooting of the logistics / donations management operation;

- Providing technical expertise in all facets of the logistics / donations management operation;
- Providing / coordinating resource support to the logistics / donations management operation (personnel, equipment, materials, vehicles, facilities, communications);
- Requesting / procuring needed disaster commodities;
- Establishing / managing needed support facilities such as Control Check Points, Warehouses, Staging Areas, the Base / Camps, and Points of Distribution;
- Coordinating commodity receipt, storage, staging, registering / inventorying, transporting, distributing, and accounting and final disposition;
- Coordinating with involved contractors, federal and state agencies, NGOs, tribal governments (as applicable); and donors (if commodities are donated, at the request of the jurisdiction);
- Monitoring / tracking the activities and progression of the logistics / donations management operation;
- Identifying and resolving issues as they arise (troubleshooting / problem solving);
- Maximizing the use of donations offers (goods and volunteer services) by ensuring that they are appropriate for the incident circumstances and in value-added form, are properly registered and inventoried, and are directed to the areas / populations most in need;
- Coordinating with Public Information regarding media releases about the availability and distribution of needed disaster commodities, disaster donations preferences and donating instructions, and instructions for spontaneous, unaffiliated volunteers; and
- Providing operation-specific information for required reports, briefings, media inquiries, etc.

Disaster Logistics and Donations Management Center Overview. The DLDMC serves as the central coordination point for all disaster logistics / donations management activities and operations within [\(name of jurisdiction\)](#). It is the location in which the DLDMT works. The DLDMC will be activated by the EOC Incident Commander [\(or list title of other local official\)](#) when centralized management of the logistics / donations operation is required. If possible, the DLDMC will be physically located in the EOC. In cases of crowding in the EOC, the DLDMC may be located immediately adjacent to the EOC in an existing office or conference room, or it may be located at another facility with direct phone links to the EOC. The configuration of the DLDMC will change from disaster to disaster, based on the situational needs and anticipated level of activity. At a minimum, the DLDMC will require one computer terminal and one telephone, with workspace and seating for each team member. If the DLDMC will also be managing disaster donations, multiple telephones and computers will be required to handle a larger staff and a larger volume of activity.

Generally, disaster logistics / donations management operations will take several weeks to complete and closeout. The DLDMC will remain open, and the DLDMT will remain activated, for as long as is required to distribute commodities (and donations, as applicable) and close-out the involved support facilities. Many closeout activities will continue after the incident response has been completed and long-term recovery is underway. However, it may not be necessary to staff the DLDMC through the final stages of the distribution process. The decision on when to terminate the DLDMC and to de-activate the DLDMT will be made by the EOC Incident Commander [\(or list title of other local official\)](#), based on input received from the Team.

Disaster Logistics and Donations Management Function within the EOC Structure. Administratively, the disaster logistics / donations management function will be placed under the Operations Section [\(or list an alternate EOC Section\)](#) within the EOC and will be under the purview of the EOC Operations Section Chief [\(or list an alternate EOC Section Chief\)](#). The EOC Operations Section Chief [\(or list an alternate EOC Section Chief\)](#) will oversee both the DLDMT and DLDMC.

The DLDMC will be established under the Operations Section ([or list an alternate EOC Section](#)) as a Logistics / Donations Management Branch ([or list an alternate IMS structure](#)). It will be staffed by the DLDMT and other required support staff. The DLDMC will be supported by the EOC Planning Section ([or list an alternate EOC Section](#)), which has responsibilities related to the initial assessment and estimation of need for disaster logistics and/or donations management, and for the collection and compilation of operational data related to logistics / donations management. In addition, the EOC Finance / Administrative Section ([or list an alternate EOC Section](#)) is responsible for tracking costs related to the logistics / donations management operation, with the support and assistance of the other involved sections. The EOC Incident Management Section ([or list an alternate EOC Section](#)) will provide general strategic direction and oversight of the logistics management operation, and make policy decisions as required. The Incident Management Section ([or list an alternate EOC Section](#)) is also responsible for all public information related to the logistics management operation.

Coordination of Disaster Logistics and Donations Management Functions. If a disaster donations element is activated to address donations management issues, it will be located (if physically possible) within the DLDMC and placed administratively within the EOC Operations Section ([or list an alternate EOC Section](#)). This coordination is important because disaster donations can, in many cases, help address some (or all) of the identified needs for disaster commodities. It may be possible to fill many needs directly with disaster donations in lieu of requesting disaster commodities from the State or the federal government, or purchasing them through private vendors.

Background Note: If disaster logistics and disaster donations management are not co-located, it may be desirable to establish liaison positions at each facility to ensure that information and activities are coordinated. The EOC Incident Commander and/or Operations Section Chief will ultimately determine if liaison staffing is required, based on the unique needs of each situation.

Disaster Logistics and Donations Management Support Facilities. In addition to the DLDMC and depending on the situational circumstances, the following facilities may be established to directly support the logistics / donations management operation:

- Control Check Points;
- Staging Area(s) / Warehouse(s);
- Base / Camp(s);
- Points of Distribution (a.k.a., Distribution Centers);
- Volunteer Registration Center;
- State Disaster Logistics Management Center;
- State Disaster Donations Management Center;
- Federal Disaster Logistics Management Center (Joint Field Office – established by FEMA only if a federal declaration is made and logistics management is being addressed directly by federal forces, or under the Public Assistance Grant Program);
- Federal Disaster Donations Management Center (Joint Field Office – established by FEMA only if a federal declaration is made and donations management is being addressed directly by federal forces).

Background Note: Federal disaster logistics and disaster donations management facilities may be co-located in the Joint Field Office, at FEMA's discretion.

Figures 2 and 3 on pages 37 and 38 depict the relationship between these crucial facilities. Following is a summary of the specific requirements and functions of each support facility:

Control Check Points (for disaster donations). Depending on the nature, scope and magnitude of the disaster and the anticipated volume of unsolicited donations, Control Check Points may be utilized to “filter” incoming goods and services before they reach the disaster area. Control Check Points are officially designated locations where trucks and other transport vehicles containing unsolicited donated goods can be inspected and directed to an appropriate volunteer agency or other location for processing, storage, and distribution. Unaffiliated volunteers from outside the disaster area wishing to provide services can also be interviewed at these locations, or they may be referred to a central Volunteer Registration Center (VRC). Items or services needed immediately, as well as those that may be needed in the long-term, can be directed to those locations in which they are needed. Unneeded or unwanted items or volunteers can be turned back at these points, although it is expected that some unneeded / unwanted items and volunteers will make their way through to the disaster area. A well-managed system of Control Check Points can help reduce congestion in the disaster area, as well as logistical and administrative headaches for the staff at Warehouses, Staging Areas, the Base / Camps, and Points of Distribution.

Background Notes: Examples of possible Control Check Point locations include weigh stations, roadside parks, truck stops, state parks and recreation areas, county fairgrounds, highway rest areas, armories, and other governmental facilities (located in close proximity to major transportation routes) that have large parking areas for vehicle inspections. Private facilities such as large shopping center parking lots can also be used, but only with the expressed written permission of the owner. Such permission should be carefully documented to avoid potential future problems with regard to legal claims, etc. Each Control Check Point should be staffed with at least two individuals, although more staff may be needed to handle anticipated large volumes of donations. Staffing will be handled through local agencies and NGOs, supplemented by state and federal staff – if such assistance is made available as a result of a state or federal declaration.

In other states, toll booths are sometimes used as Control Check Points. However, the only toll booths on Michigan’s transportation system are at the international border crossings and the Mackinac Bridge. These are “choke points” on the system already with very limited space, and some are owned and/or controlled by private companies and U.S. Customs. As a result, the State of Michigan and/or federal government will authorize the use of toll booths as Control Check Points only if there are absolutely no other credible options available, and the perceived benefits of the Control Check Points outweigh the obvious difficulties that such facilities would pose to the State’s transportation system and border safety and security. At no time will border safety and security be compromised for the sake of disaster donations management.

Refer to Attachment W, “Pre-Identified Logistics / Donations Management Facilities,” for a listing and map of possible Control Check Point locations.

Staging Areas / Warehouse(s). Staging Areas can be any available, large outdoor area (ideally 1-25 acres in size, with fencing or other security provisions) with sufficient area to temporarily park vehicles, equipment, personnel and goods that are ready for deployment to the affected area to aid in the logistics management operation, provide volunteer disaster relief services, and/or other disaster response and recovery operations. (Vehicles and equipment might include dump trucks, front-end loaders, bulldozers, buses, cargo trucks, etc.). Staging Areas should have adequate parking spaces for a large number of workers at any time, and (ideally) covered space (e.g., permanent building, tent) to shelter workers and goods from the weather and provide a measure of security. Staging Areas should also have provisions in place for temporarily lodging, feeding, and caring for workers (that are ready for deployment) and for addressing their basic sanitation concerns (i.e., port-a-johns, portable showers, and hand washing facilities). Either a permanent building, tent space on the grounds, or a combination of both may meet the temporary lodging requirements. (An alternative is to provide shuttle service for workers to and from motels and hotels, or a nearby Base / Camp set up to provide for the lodging, food, water, and sanitation needs of personnel. See description below.)

Warehouse facilities can be any available, large enclosed storage area (ideally 25,000 – 200,000 square feet in size, located on a secured / fenced site) with sufficient area to park and unload trucks and other vehicles. Warehouses are needed to receive, unload, sort, inventory, package, stage, store, and dispatch goods to Points of Distribution and/or designated voluntary agencies. These facilities can be used for both short- and longer-term storage, although it is usually best to designate one or two locations exclusively for longer-term storage and staging use. Warehouses should be located in relative proximity to the disaster area, and be available for use on a 24-hour basis if necessary.

Background Notes: Possible locations for use as Staging Areas include vacant commercial lots, governmental and/or NGO warehouse facilities, armories, county fairgrounds, highway / public works maintenance garages, airports, parks and recreation areas, or possibly shopping center parking lots (providing there is expressed written permission from the owner). Possible facilities for use as Warehouses include vacant commercial warehouse space, governmental and/or NGO warehouse facilities, armories, county fairground buildings, ice arenas, highway / public works maintenance garages, airport hangers, community recreation centers, etc. Ideally, using the facility as a Warehouse will not greatly interfere with its normal, day-to-day use. Warehouses should be capable of supporting a staff of up to 40 people, and have the capability of supporting a computer, facsimile machine, and telephone. Warehouses should also have adequate climate control capabilities, a restroom, and loading / unloading areas.

Refer to Attachment W, “Pre-Identified Logistics / Donations Management Facilities,” for a listing and map of possible Staging Area and Warehouse locations.

Base / Camps. The incident Base is the location where primary incident support logistics functions are coordinated and administered and equipment / personnel support operations are conducted. This includes equipment maintenance repair, reorder and procurement activities, as well as other support services such as supply, medical, food / water, overnight lodging, sanitation, and communications. [\(Name of jurisdiction\)](#) will establish and operate the incident Base. The Base will be designed to support operations at multiple incident sites (if possible). Support may be requested from the State (via the MSP/EMHSD) if local resources are not sufficient to operate the Base. This may include a request for the State to assist in establishing and operating Camps as a way of supplementing the capabilities and/or capacity of the Base.

Camps may be established if additional support locations are required due to incident size (geographically) or complexity. Camps are temporary locations within the general incident area which are equipped and staffed to provide food, water, sleeping areas, and sanitation services for workers who are currently not on call for deployment. Camps may be used in those situations where overnight / multi-day accommodations are required for volunteers, work crews, equipment operators, and other deployed resources under the disaster logistics / donations management operation that cannot be adequately (or efficiently) handled at the incident Base. Camps may be utilized, at the discretion of [\(name of jurisdiction\)](#), in lieu of local hotel / motel or other accommodations. Camps are particularly suited for certain situations, such as when:

- There is a shortage of nearby hotel / motel rooms or other suitable accommodations for deployed resources.
- Large numbers of resources have been deployed from outside the incident area (e.g., EMAC resources).
- The incident area is particularly large or widely-dispersed.

Background Notes: Possible facilities for use as the Base / Camps include county fairgrounds, state / local parks and recreation areas, local campgrounds, military bases, college campuses, school grounds (if tents are used), community centers or community recreation centers, etc. Ideally, using the facility as a Base / Camp will not greatly interfere with its normal, day-to-day use. Staffing of the Base / Camps will be handled through local agencies and NGOs, supplemented by state and federal staff – if such assistance is made available as a result of a state or federal declaration. In most cases, NGOs will be relied upon to assist in meeting the material and supply needs of the Base / Camp operations. This includes the provision of food and water, bedding, and basic sanitation services. FEMA may be able to provide advice and technical assistance in the establishment and operation of the Base / Camps.

Refer to Attachment W, “Pre-Identified Logistics / Donations Management Facilities,” for a listing and map of possible Base / Camp locations.

Points of Distribution. Points of Distribution are local facilities operated by the [\(name of jurisdiction\)](#), churches and other faith-based organizations, and community-based and voluntary organizations, to provide goods (commodities) directly to disaster survivors. Points of Distribution will be located at a site the public recognizes and can easily locate, and will generally have controlled access and security provisions, restrooms, adequate lighting and parking, and access for handicapped individuals. Points of Distribution can be set up indoors (i.e., inside a building) or outdoors (i.e., in a parking lot or other large, open paved or gravel space to accommodate heavy vehicular traffic).

Background Notes: Possible locations for use as Points of Distribution include churches and other faith-based facilities, schools, recreation centers, community centers, senior centers, armories, county fairgrounds, and other similar type facilities. Vacant commercial space can also be used, as long as it is in a location that is well known to the general public. However, there is usually a cost associated with renting commercial space, even on a short-term basis. Staffing of Points of Distribution is the exclusive responsibility of the affected local jurisdiction (using local agency and/or NGO personnel). Normally, state governmental personnel will not be used to staff Points of Distribution except as a last resort under extraordinary circumstances.

It must be stressed that Points of Distribution are not the only means of distributing commodities to persons in need. In many cases, commodities can be distributed directly to designated facilities (e.g., shelters, care centers) and/or agencies, in lieu of Points of Distribution.

Refer to Attachment W, “Pre-Identified Logistics / Donations Management Facilities,” for a listing and map of possible Point of Distribution locations.

State Disaster Logistics and Donations Management Center. This facility is virtually identical to the [\(name of jurisdiction\)](#) DLDMC, but serves the needs of the State Disaster Logistics and Disaster Donations Management Teams in providing support and assistance to local logistics and donations management operations. The State DLDMC is established and managed by the MSP/EMHSD, in accordance with the provisions set forth in the Michigan Disaster Logistics Management Plan and Michigan Disaster Donations Management Plan. (Note: At the MSP/EMHSD’s discretion, the disaster logistics and disaster donations management functions may be co-located, or separate facilities may be established, depending on incident circumstances, available space, and statewide operational needs.)

Joint Field Office / Federal Disaster Logistics and Donations Management Center. If an incident results in a major disaster or emergency declaration under the federal Stafford Act, the federal government (FEMA) will establish a logistics (and/or donations, as applicable) management presence in the JFO if there are logistics and/or donations management issues that require federal assistance – either through direct assistance by a federal agency (e.g., Army Corps of Engineers or FEMA) and/or through activation of the Public Assistance Grant Program for assistance under Category B (Emergency Protective Measures). If this occurs, the State will provide appropriate liaison to that facility to coordinate activities and to maximize the efficiency and effectiveness of the delivery of logistics and/or donations management assistance to affected local jurisdictions and the State. [\(Name of jurisdiction\)](#) will provide liaison to the JFO, at the request of the MSP/EMHSD, if operational circumstances dictate that such liaison is desirable for effectiveness and efficiency purposes. The designated liaison for the [\(name of jurisdiction\)](#) is [\(title of local official\)](#).

Activation of Disaster Logistics / Donations Management Functions. [\(Name of jurisdiction\)](#) will determine if and when the disaster logistics and/or donations management functions will be activated. This decision will be made by the EOC [\(title of local official\)](#), in concert, as applicable, with the [\(list agency / official\)](#), the State, and FEMA. As much lead time as possible will be provided to allow involved agencies and personnel time to mobilize the required resources; however, in rapidly developing and/or particularly catastrophic incidents, lead time for activation may be minimal or non-existent.

Emergency Management Office. The [\(Emergency Management Office – insert official name\)](#) will be notified and activated for logistics management operations by the [\(insert title of local official or agency\)](#) by pager, CIMS, telephone, facsimile, verbally, or by some combination of these means.

Disaster Logistics and Donations Management Team. Members of the DLDMT will be notified and activated by the [\(EMC or title of other local official\)](#) by pager, CIMS, e-mail, telephone, verbally, or by some combination of these means.

Background Notes: If the State and FEMA are involved in the operation, they will be notified and activated in the following manner:

MSP/EMHSD staff involved in logistics (and/or donations, as applicable) management operations will be notified and activated by the District Coordinator via pager, CIMS, e-mail, telephone, verbally, or by some combination of these means. FEMA will be notified by the MSP/EMHSD of the need to activate a logistics (and/or donations, as applicable) management operation. Typically that notification will be by pager, telephone, facsimile, or by some combination of these means. Formal request for activation of logistics (and/or donations, as applicable) management assistance will be included as appropriate in the Governor's letter of request to the President for federal disaster relief assistance under the Stafford Act. Typically, the federal logistics (and/or donations, as applicable) management operation will be activated by FEMA prior to (but in anticipation of) the formal approval of the Governor's request for federal assistance.

In most cases prior to the activation of a disaster logistics (and/or donations, as applicable) management operation involving FEMA and federal response assets, a Pre-Activation Briefing will be held between FEMA, state and local officials to map out the essential elements of the operation and coordinate activities. Ideally, this briefing will be held face-to-face but in some circumstances that may not be possible so a teleconference or video conference may be held instead. The MSP/EMHSD and FEMA will jointly determine the date, time, location, and means of this briefing and communicate this information to all involved parties.

Refer to the "Logistics / Donations Management in Presidentially-Declared Incidents" section below for details regarding a joint federal-state-local operation.

Logistics / Donations Management in Presidentially-Declared Incidents. Incidents in [\(name of jurisdiction\)](#) that result in a major disaster or emergency declaration under the federal Stafford Act are the most likely situations to require the provision of supplemental disaster commodities, and the most likely situations to generate unsolicited donations. If a large number of individuals and families are adversely affected, or the public perception is such, unsolicited donations are very likely to occur.

Federal Assistance. Federal assistance with logistics / donations management activities can be provided through: 1) direct provision of commodities by FEMA or another federal agency such as the U.S. Army Corps of Engineers (via mission assignment under the National Response Framework or the agency's own enabling legislation); 2) provision of logistics / donations management technical assistance by FEMA; or 3) reimbursement for eligible logistics / donations management costs under the federal Public Assistance Grant Program (PAGP), Category B (Emergency Protective Measures). These forms of assistance must be specifically requested in the Governor's declaration request letter, which will be based in part on the logistics / donations management assessment information provided by [\(name of jurisdiction\)](#) and other affected local jurisdictions. Activation of the FEMA logistics and/or donations management element(s) makes available a wide variety of federal, NGO, and private sector assets to assist in state and local logistics / donations management operations, including facilities, communications infrastructure, equipment, personnel, transportation services, technical expertise, and emergency contracting capabilities. All such assistance provided by the federal government is coordinated through the SEOC by the MSP/EMHSD and the State Disaster Logistics and Disaster Donations Management Teams.

Background Notes: In accordance with the Logistics Management and Resource Support Annex (ESF #7) to the National Response Framework, the federal role in logistics management operations is to "...provide support to the affected population as well as support to the incident management effort." Federal logistics management support is coordinated by FEMA, with assistance provided by a number of other support agencies, including:

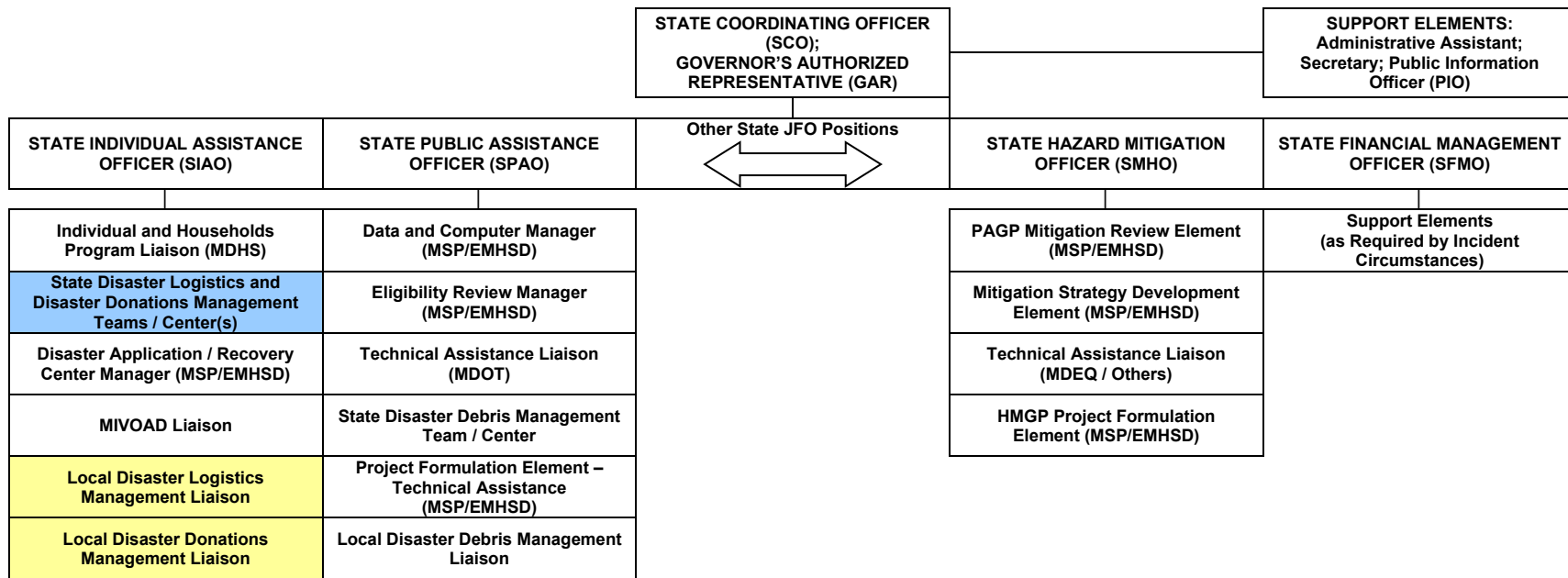
- Department of Agriculture (USDA) – Mobilization Center staffing;
- Department of Commerce (DOC) – technical assistance on structural surveys and procurement of consulting services;
- Department of Defense (DOD) – execution of ESF #3 (Public Works and Engineering) activities, provision of resources under ESF #7, and Mobilization Center staffing;
- Department of Energy (DOE) – coordination with energy industries under ESF #12 (Energy) to assist in meeting critical fuel, lubricant, and electrical power needs;
- Department of Health and Human Services (HHS) – under ESF #8 (Public Health and Medical Services) provide medical supplies and response teams, and staff field hospitals;
- Department of the Interior (DOI) – management and support of Mobilization Centers, and assist in transportation tracking and supply accountability;
- Department of Transportation (DOT) – staff Movement Coordination Center (MCC) and manage transportation resources under ESF #1 (Transportation);
- Veterans Administration (VA) – technical assistance in identifying / procuring medical supplies and medical services;
- General Services Administration (GSA) – contracting, regional telecommunications, facilities, supplies, and other services under ESF #7; and
- National Aeronautics and Space Administration (NASA) – space, buildings, airports, and telecommunications for emergency support operations.

Background Notes (cont.): In accordance with the Volunteer and Donations Management Support Annex to the National Response Framework, the federal role in donations management is to “...provide support to the State of Michigan, (name of jurisdiction) government and voluntary organizations in establishing a system to manage and control donated goods and services.” Federal support provided by FEMA (as the federal coordinating agency for donations management) and other federal agencies may include:

- Enhanced voluntary organization coordination;
- Assistance in establishing a donations management element as part of the (name of jurisdiction) DLMC;
- Technical and managerial support;
- A national network of information and contacts to assist donations specialists in the field; and
- Donations management software and communications support as necessary.

Joint Field Office Organization. The Michigan Emergency Management Plan (MEMP) prescribes the formation of a disaster organizational structure in the JFO aimed at fully utilizing the federal disaster assistance provided by the Stafford Act. This organizational structure is depicted in Figure 1 below:

FIGURE 1: TYPICAL JOINT FIELD OFFICE (JFO) ORGANIZATIONAL STRUCTURE FOR LOCAL AND STATE STAFF



The state-level positions in this basic organizational structure which are logistics and donations management-specific are that of State Disaster Logistics Management Coordinator and State Disaster Donations Management Coordinator, who lead, respectively, the State Disaster Logistics Management Team and State Disaster Donations Management Team. In addition, the State Individual Assistance Officer (SIAO) works to ensure that the life-sustaining needs of the affected population are being adequately met through the various federal financial assistance programs, disaster donations, or the direct provision of commodities.

Most of the other JFO positions are not directly related to logistics and donations management, but rather to other assistance programs. However, several do have impact on logistics and/or donations management operations. For example, the State Public Assistance Officer (SPA0) is instrumental in determining the eligibility of certain logistics and/or donations management activities for reimbursement under the federal PAGP – Category B (Emergency Protective Measures). The State Coordinating Officer (SCO) works to ensure that the disaster response and recovery effort is proceeding forward and that all necessary resources are mobilized and operational. The State Financial Management Officer (SFMO) is responsible for tracking and compiling costs associated with the logistics and donations management operation (and other disaster operations as well). The PIO, Administrative Assistants, and clerical staff will also be involved in logistics and donations management, but in a support capacity. (They have other disaster-related duties to perform for other program areas.)

Liaison Position(s). As required, local liaison will be provided to state-level disaster logistics and disaster donations officials in the JFO. The [\(title of local official\)](#) will provide liaison for disaster logistics management, and the [\(title of local official\)](#) will provide liaison for disaster donations management. These individuals will work closely with the SIAO and SPAO in representing and advocating for the [\(name of jurisdiction\)](#) on all issues related to disaster logistics and donations management under the federal PAGP. These liaison positions will be staffed for as long as necessary to adequately address the disaster logistics and donations management issues and concerns of [\(name of jurisdiction\)](#). When the JFO closes, these individuals will continue to coordinate activities (from normal work locations) with federal and state officials until logistics and donations management operations are closed out.

Background Note: In some cases, the same individual may be able to adequately handle liaison responsibilities for both logistics management and donations management. The community must decide if its operations warrant the designation of two individuals, and/or if it has available one individual with the knowledge and skill sets required to handle both functions simultaneously.

Disaster Donations Preferences. Standard donations management doctrine stipulates that cash donations made to recognized nonprofit voluntary organizations with disaster experience are generally preferable to in-kind (material or professional / voluntary service) donations. Cash donations enable the receiving organization to purchase those goods and services actually needed by the disaster survivors, in the quantities and types most appropriate for the disaster situation. [\(Name of jurisdiction\)](#) concurs with this doctrine, and as a result, every effort will be made to encourage potential donors to send cash donations in lieu of in-kind donations. To that end, a vigorous public information campaign will be initiated early on in those disaster situations likely to generate donations, requesting that donations be cash only. (Refer to the “Public Information Regarding Donations Preferences” section below.) Exceptions for specific types of desired donations (i.e., value-added donations required to meet the basic needs of survivors) will be noted in the public information releases.

Even with that effort, however, it is likely that unsolicited in-kind donations will still be made. Those situations will be addressed by the DLDMT as they occur. Limited state resources may be available to assist in managing the receipt, processing and distribution of value-added donations, and the proper disposition / disposal of surplus and/or unwanted or unusable items. However, the majority of the resources required for such operations will have to be provided locally.

Public Information Regarding Donations Preferences. As soon as possible after it becomes apparent that donations management may become an issue in a disaster, the [\(name of jurisdiction\)](#) PIO, members of the DLDMT, and the MSP/EMHSD and FEMA (if involved) will cooperate to issue public information releases, requesting in most cases that potential donors make cash contributions in lieu of in-kind donations. These releases will be issued to major media outlets and posted on the [\(name of jurisdiction\)](#) web and social media sites, the State of Michigan and/or MSP/EMHSD web and social media sites, and other agency / organization web sites as appropriate. In addition, the ARC and other NGOs routinely run public service announcements on radio and television, and web and social media sites, requesting cash donations for disaster relief purposes.

As appropriate, the public information releases may be tailored to request specific types of value-added, in-kind donations, when damage and needs assessments and/or direct resource requests have indicated the need for such resources over cash donations.

(Refer to Attachment B, "Sample Public Information Materials – Donations Preferences" for various sample press releases and public service announcements that can be used to disseminate donations information to the public.)

Logistics Management Operations for Federally-Provided Commodities. Logistics management operations during federally-declared incidents and involving federally-provided commodities necessarily involve the coordination of actions driven at the federal, state, and local levels of government, as well as those of involved NGOs. Following are synopses of the major phases of a logistics management operation in Michigan involving federally-provided disaster commodities:

Transportation and Receipt of Commodities. Commodities provided by FEMA will be transported by FEMA contractors and/or the military to one or more designated federal Mobilization Centers in Michigan. Depending on the type of commodity involved and incident circumstances, transportation could be by military aircraft (C-130, C-141, or C-5), by semi-trailer / truck, or by some combination of these two methods. (In rare cases, commodities may be delivered to the affected area by commercial aircraft or possibly even freight rail service and then trucked to the designated Mobilization Center(s) from the initial point of arrival.) As specified in the Michigan Disaster Logistics Management Plan, these Mobilization Centers are located at:

- Selfridge Air National Guard Base (Mt. Clemens – Macomb County)
- W.K. Kellogg Airport – Air National Guard Station (Battle Creek – Calhoun County)
- Grayling Army Airfield (Grayling – Roscommon County)

These three sites have been selected by FEMA as the most optimal locations within Michigan for the delivery and temporary storage of disaster commodities. All three are military-controlled locations capable of handling C-130, C-141, and C-5 aircraft, and all have space available for the temporary storage of commodities and a fleet of federally-contracted delivery trucks. Depending on the commodity involved and incident circumstances, disaster commodities will be flown and/or delivered by truck to one or more of these designated locations for eventual distribution to state-designated Staging Areas or Warehouses, or directly to [\(name of jurisdiction\)](#) Points of Distribution or other designated locations. In the event that these designated federal Mobilization Centers are unusable for any reason, additional Mobilization Centers have been identified in the Michigan Disaster Logistics Management Plan.

Upon arrival at the Mobilization Center, the commodities will be inventoried by federal personnel (or federally-designated contractors) and this information will be relayed to the State of Michigan through the designated state on-scene staff and/or the SEOC. The federal government will then rely on the instructions provided by the State regarding further delivery and distribution of the commodities. Such decisions will be made in the SEOC by the SEOC Incident Commander, Operations Section Chief, and the State Disaster Logistics Management Team / Center and will be based on incident circumstances and needs. The options available to the State include: 1) delivery of commodities directly to local Points of Distribution and/or other designated locations and distribution networks for immediate distribution to the affected population, or 2) delivery of commodities to intermediate Warehouses and/or Staging Areas for temporary storage / staging and a phased distribution / deployment through Points of Distribution and/or other designated locations and distribution networks.

Once the commodities are delivered to the designated Mobilization Center, they will remain in the custody of federal officials at the Center and/or the federal contractors acting on behalf of the federal government, until such time as a State of Michigan official (as designated by the State Disaster Logistics Management Team or the MSP/EMHSD) accepts the commodities and directs them to the appropriate state-designated Warehouse / Staging Area, Point of Distribution, or other location. The commodities will not be accepted from federal custody until a need for the commodities has been identified and substantiated, the commodities have been inventoried by state officials, and a distribution network is in place to get the commodities to their intended final end users.

The commodities will be transported from the federal Mobilization Centers to state-designated facilities by the federal government and/or its contractors. State, local, and NGO transportation assets (trucks and drivers) will only be used in a supplemental mode, or in the absence of viable federally-provided transportation assets. In all cases, the federal government has primary responsibility for the transportation and delivery of commodities to state-designated locations once the commodities have entered the State of Michigan. If federal transportation assets are not provided or are unavailable (for whatever reason), the federal government will compensate the State of Michigan and eligible local governments and NGOs for the transportation of commodities that are necessary to sustain life and/or facilitate critical response and recovery operations. This compensation (for eligible transportation work) will be provided under the federal Public Assistance Grant Program (PAGP) – if activated – under Category B (Emergency Protective Measures).

All such assistance is provided on a 75% federal, 25% non-federal cost share basis. Strict applicant, work, and cost eligibility requirements must be met under the PAGP. (Refer to the “Finance and Accounting” section below for additional details.)

Staging / Warehousing of Commodities. Depending on the type of commodity involved and the incident circumstances, disaster commodities may take any of the following distribution paths:

- Transported directly from a federal agency or federally-designated contractor to state-identified end users and/or Points of Distribution (skipping the federal Mobilization Center);
- Transported directly from the federal Mobilization Center to state-identified end users for targeted distribution;
- Transported directly from the federal Mobilization Center to Points of Distribution for general distribution; or
- Transported from the federal Mobilization Center to a state-designated Warehouse / Staging Area for temporary storage and phased delivery / deployment to state-identified end users and/or Points of Distribution.

The SEOC / State Disaster Logistics Management Team will ultimately decide how and when commodities will be distributed, based on appropriate consultation with FEMA, the affected local governments, and other involved agencies and NGOs. These decisions will be made early in the logistics operation, either prior to arrival of commodities at the federal Mobilization Centers or shortly thereafter. In those cases where specific end users and/or Points of Distribution have been identified early on, the commodities will be delivered directly to those locations by federally-arranged transportation systems.

Security of Commodities and Logistics Operations. The federally-designated Mobilization Centers are located at airport facilities that are under the control of the U.S. military. Security is provided on a round-the-clock basis. Any additional security required at these Mobilization Centers will be the responsibility of the federal government and will be provided by appropriate federal agencies and/or federally-provided security contractors. If supplemental state and/or local security assets are required, such activities will generally be eligible for reimbursement under the federal PAGP / Category B – Emergency Protective Measures. (Refer to the “Finance and Accounting” section below for more details.)

Distribution of Commodities to Affected Areas and End-Users. Commodities will be distributed locally in the following manner:

- Directly to identified end-users (e.g., specific facilities or functional needs populations) using existing networks such as Area Agencies on Aging, Meals on Wheels, churches or other faith-based organizations, or the facility staff; or
- To Points of Distribution (e.g., schools, churches or other faith-based facilities, recreation centers, community centers, senior centers, armories, county fairgrounds, etc.) for general distribution to persons in need.

In most situations, local distribution will be accomplished using both methods. The vast majority of the affected population can be served by general commodities distribution through Points of Distribution. However, others must be served directly because they are unable to go to a Point of Distribution to pick up what they need. Local human service networks (e.g., Area Agencies on Aging, Meals on Wheels, Department of Human Services, ARC / Salvation Army, homeless shelters, etc.) will be relied on heavily to identify those populations under their stewardship that will require direct delivery of disaster commodities. This will be done primarily through the EOC as part of the damage / needs assessment process. Some commodities (e.g., medications, certain foods, ice, etc.) will require special handling and storage to maintain quality and ensure safety. These considerations will be properly addressed in the distribution process as required.

Public Information. As early as possible after the decision has been made to make disaster commodities available to disaster survivors, the [\(name of jurisdiction\)](#) PIO and DLDMT will coordinate with the State Disaster Logistics Management Team, FEMA, and involved agencies and NGOs to issue public information releases regarding commodities distribution. The releases will describe the types of commodities available, and where, when and how they will be distributed. The releases will be issued to major media outlets, posted on the [\(name of jurisdiction\)](#) and other appropriate web and social media sites, and distributed through human service networks. FEMA will also issue its own public information releases through its standard information dissemination processes. (Refer to Attachment A, "Sample Public Information Materials – Commodities Distribution," for various sample press releases and public service announcements that can be used to disseminate disaster commodities information to the public.)

Inventorying and Tracking. At the Warehouses, Staging Areas, and Points of Distribution, there is a need to inventory and track commodities (to the extent possible). If these facilities are established and managed by [\(name of jurisdiction\)](#), this will (ideally) be done electronically using the "Points of Distribution (POD)" input form found in the CIMS. However, it may not always be possible to make CIMS available to all logistics support facilities, or even to have access in some cases to computer technology. Therefore, there is a need to have provisions for backup (hardcopy) inventory tracking. The format used in such instances should be consistent with the CIMS "Points of Distribution (POD)" input form, which will be used in the [\(name of jurisdiction\)](#) DLDMC for commodities inventorying and tracking. The simple, modified version of the "Points of Distribution (POD)" input form found in Attachment U titled "Points of Distribution Commodity Inventory Form" can be used by logistics management staff at [\(name of jurisdiction\)](#) support facilities to keep an accurate, running accounting of the receipt, storage, and distribution of commodities at the facility.

(Note: FEMA has its own internal inventorying / tracking system to manage its commodities delivery and distribution processes. Likewise, involved NGOs may also have their own inventorying / tracking systems to monitor the delivery and distribution of commodities provided by the organization. These systems are primarily for their own internal management purposes. These organizations will provide the [\(name of jurisdiction\)](#) EOC / DLDMT with regular updates on commodity inventories, availability, and movement. The DLDMT will incorporate that information into the CIMS as appropriate. For the State of Michigan and [\(name of jurisdiction\)](#), all disaster commodities inventorying and tracking will be done within the CIMS.)

Disposition of Unused Commodities. Any commodities provided by FEMA or other federal agencies (through FEMA), or contractors acting on behalf of FEMA or other federal agencies, remain the property of the federal government and will be disposed of by the federal government or its contractors, in accordance with federal specifications, at the conclusion of the logistics management operation. The EOC / [\(name of jurisdiction\)](#) DLDMC will work with FEMA to identify the locations of the unused commodities for pickup and final disposition. If needed, [\(name of jurisdiction\)](#) transportation assets may be used to supplement federally-provided transportation assets. At FEMA's discretion, unused commodities may also be donated to recognized NGOs or to state and local human service agencies for distribution to persons, facilities, or organizations in need of such items. Items that have no reuse value will be disposed of in accordance with FEMA specifications. Certain costs associated with the final disposition / disposal of unused commodities may be eligible for reimbursement under the federal PAGP – under Category B (Emergency Protective Measures). The SPAO from the MSP/EMHSD will work with FEMA to determine the eligibility of final disposition / disposal related costs.

Finance and Accounting. The [\(name of jurisdiction\)](#) DLDMC will work closely with the EOC Finance and Administration Section ([or list an alternate EOC Section](#)), the State DLMC, and FEMA to track all costs associated with the disaster logistics management operation. This includes personnel costs, equipment costs, facility costs, transportation costs, final disposition / disposal costs, and any other applicable costs.

Weapons of Mass Destruction Attacks – Special Considerations. In the event of an incident involving potential biological or WMD contamination, the DLDMT will work closely with the MSP/EMHSD, FEMA, and other commodity providers (i.e., through the EMAC or the private sector) and staff at the various support facilities to ensure that commodities for use in [\(name of jurisdiction\)](#) are not contaminated by checking their place of origin and route of transport. Commodities that are potentially contaminated will not be accepted for distribution until verification can be made that the commodities are free of contamination. Any technical expertise required to make that determination (i.e., through sampling / testing) will be arranged through the MSP/EMHSD.

Emergency Communications Plan. The [\(name of jurisdiction\)](#) DLMC and DDMC will work with all other involved parties to develop an incident-specific emergency communications plan for work crews involved in the logistics / donations management operation. At a minimum, this plan will address the following issues and considerations:

- The type(s) of communications methods that will be used in the operation, and for what purposes;
- Communications equipment assigned to work crews;
- Frequencies, channels, and use protocols for 800 MHz radio communications;
- Repair or replacement of damaged, inoperable, missing or stolen communications equipment; and
- Reporting formats, times, and intervals for status updates and coordination calls, as appropriate;

If possible, standard Incident Command System reports found in the CIMS will be used to record part of this information – specifically reports ICS 205-OS (Incident Radio Communications Plan) and ICS 205a-OS (Communications List). The remainder of the plan will be in narrative and/or tabular format. The completed plan will be posted in the CIMS as a Reference Document and be available to all involved parties at any time.

Health and Safety Plan. The [\(name of jurisdiction\)](#) DLMC and DDMC will work with all other involved parties to develop an incident-specific health and safety plan for work crews involved in the logistics / donations management operation. The ultimate purpose of the plan is to help work crews avoid accidents during operations and to protect workers from exposure to hazardous materials. At a minimum, this plan will address the following issues and considerations:

- Methods for disseminating safety information to all workers involved in logistics / donations management operations;
- Minimum safety standards that are to be followed at all times;
- Monitoring procedures to ensure compliance with the minimum safety standards;
- Corrective actions for incidents of non-compliance with the minimum safety standards;
- Known hazards / potential hazards at all logistics / donations management facilities;
- Safe use of / safe presence around heavy equipment used at logistics / donations management facilities;
- Safe handling of potentially hazardous materials;
- Proper use of personal protective equipment; and
- How to identify and report hazardous / potentially hazardous conditions (process to be followed and person to report to at each facility).

If possible, standard Incident Command System reports found in the CIMS will be used to record part of this information – specifically report ICS 206-OS (Medical Plan). The remainder of the plan will be in narrative and/or tabular format. The completed plan will be posted in the CIMS as a Reference Document and be available to all involved parties at any time.

Public Information Plan. The [\(name of jurisdiction\)](#) PIO will work with the [\(name of jurisdiction\)](#) DLMC, DDMC and other appropriate parties to develop an incident-specific public information plan for the logistics / donations management operation. At a minimum, this plan will address the following issues and considerations:

- The method(s) that will be used to distribute commodities (and value-added donations) to those in need (direct distribution to targeted facilities / populations and/or general distribution via Points of Distribution);
- Specifics regarding dates, hours, locations, routes, etc. for Point of Distribution operations;
- Specifics regarding support facilities that will be in use in the jurisdiction (i.e., Control Check Points, Staging Areas, Warehouses, the Base / Camps, Volunteer Registration Center), their dates and hours of operation, what the public should expect regarding traffic, noise, after-dark operations and other potential issues of concern, etc.;
- Multi-lingual (non-English) requirements for the affected population(s);
- The methods that will be used to disseminate the information (e.g., electronic and print media, internet sites, public forums, direct mail / direct distribution, billboards, flyers within billings, door-to-door campaigns, functional needs advocacy organizations, etc.); and
- Where public concerns, complaints, and questions can be directed (e.g., DLDMC, web / social media site(s), specific governmental office, etc.).

The completed plan (in narrative and/or tabular format) will be posted in the CIMS as a Reference Document and be available to all involved parties at any time. Refer to the task assignment lists for the PIO, as well as Attachment A, “Sample Public Information Materials – Commodities Distribution,” for additional information and resources.

Record Keeping. Accurate and timely record keeping helps ensure that: 1) eligible costs are documented for possible reimbursement by the State of Michigan or the federal government; 2) information is readily available for incident reporting purposes; and 3) information is available to validate activities and operations as part of a state and/or federal audit or other program or financial review. To the extent possible, the DLDMT will use standard reporting forms developed by FEMA (for record keeping purposes under the PAGP) to document eligible costs and operational information. Refer to Attachment P, “Logistics and Donations Management Record Keeping,” for a list of forms that will be used.

Post-Joint Field Office Operations. It is likely that most, if not all, of the logistics / donations management activities will be completed prior to the JFO being closed. However, final disposal / disposition of surplus items may still be ongoing after the JFO closure. In most cases, the DLDMT and DLDMC will be de-activated at the time of the JFO closure, if not before (the decision rests with the EOC Incident Command). Any remaining activities will be coordinated by the DLMC and DDMC from their normal work location(s).

Post-Incident Review / After-Action Report. As appropriate, the [\(name of jurisdiction\)](#) EMC [\(or list another local official in lieu of the EMC\)](#) will conduct a post-incident review of logistics management and donations management operations with the DLDMT and other involved agencies and organizations (including private contractors), and then develop a summary of the findings for inclusion in the incident after-action report (AAR).

Plan Review and Maintenance. The [\(name of local agency or title of local official\)](#) will review this plan with the DLDMT annually and develop / disseminate updated material as required.

Training. The DLMC and DDMC, assisted by the EMC, will provide logistics and donations management training to members of the DLDMT on an as-needed basis. The DLMC, DDMC and EMC will determine the training content and delivery method(s) based on anticipated operational needs and federal / state requirements. The training may consist of classroom training, online training, video training, field training, self-help training packets, or a combination of these methods. The training will incorporate the National Incident Management System (NIMS) and review the essential elements of disaster logistics and disaster donations management operations as described in this plan. It will also address current federal and state processes, procedures, requirements and regulations related to Category B (Emergency Protective Measures) work under the federal PAGP.

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FIGURE 2: RELATIONSHIP BETWEEN DONATIONS MANAGEMENT FACILITIES

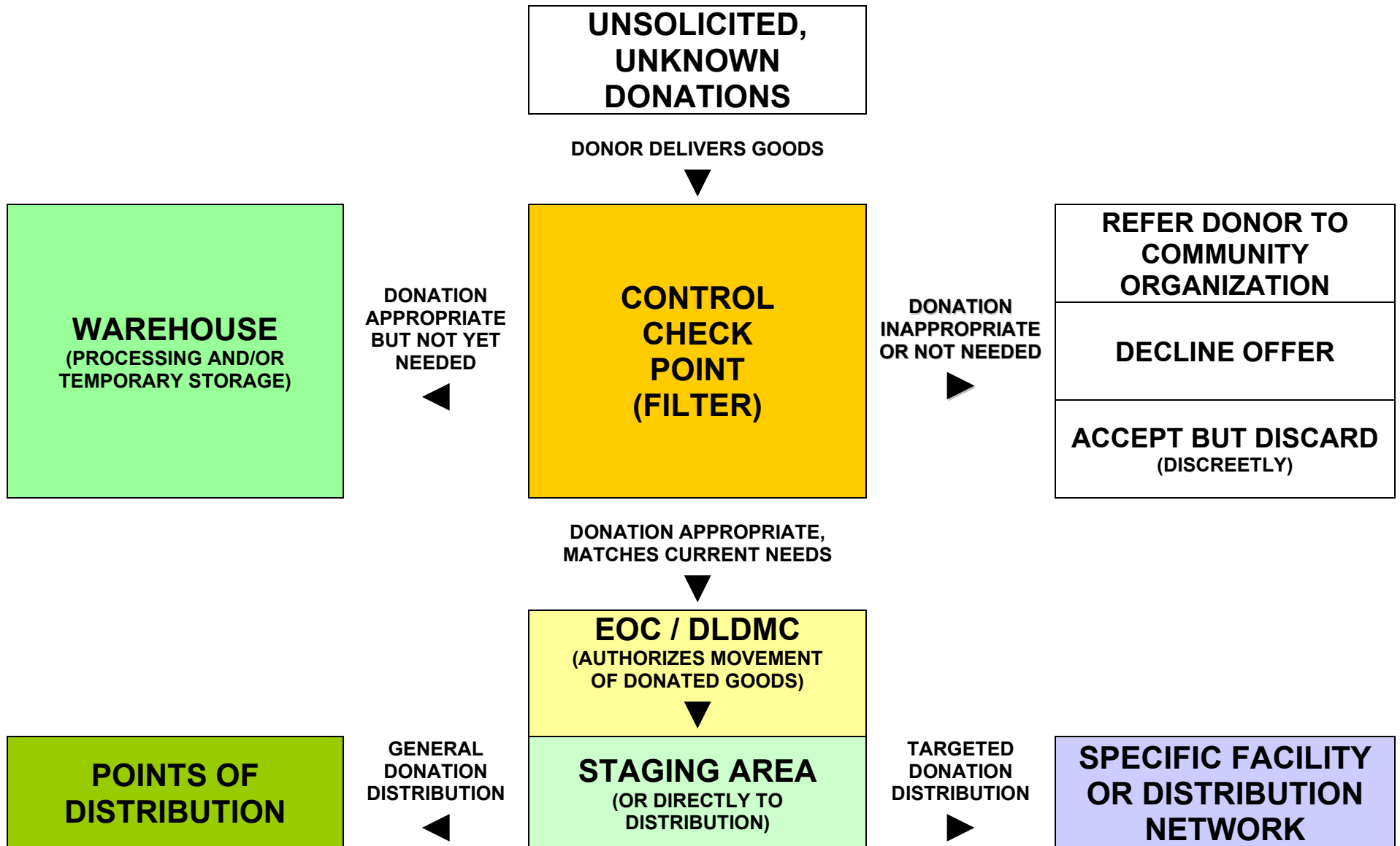
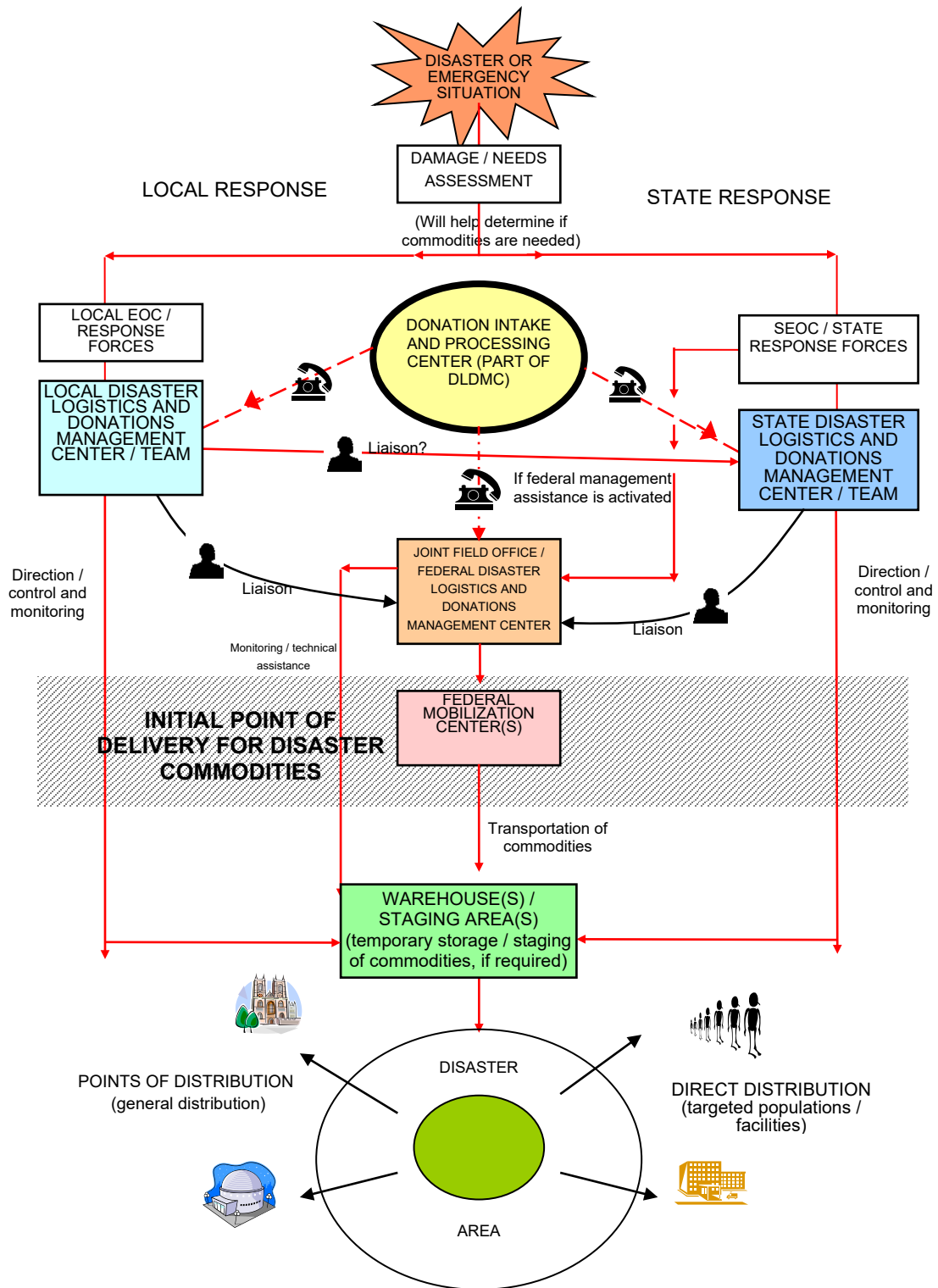
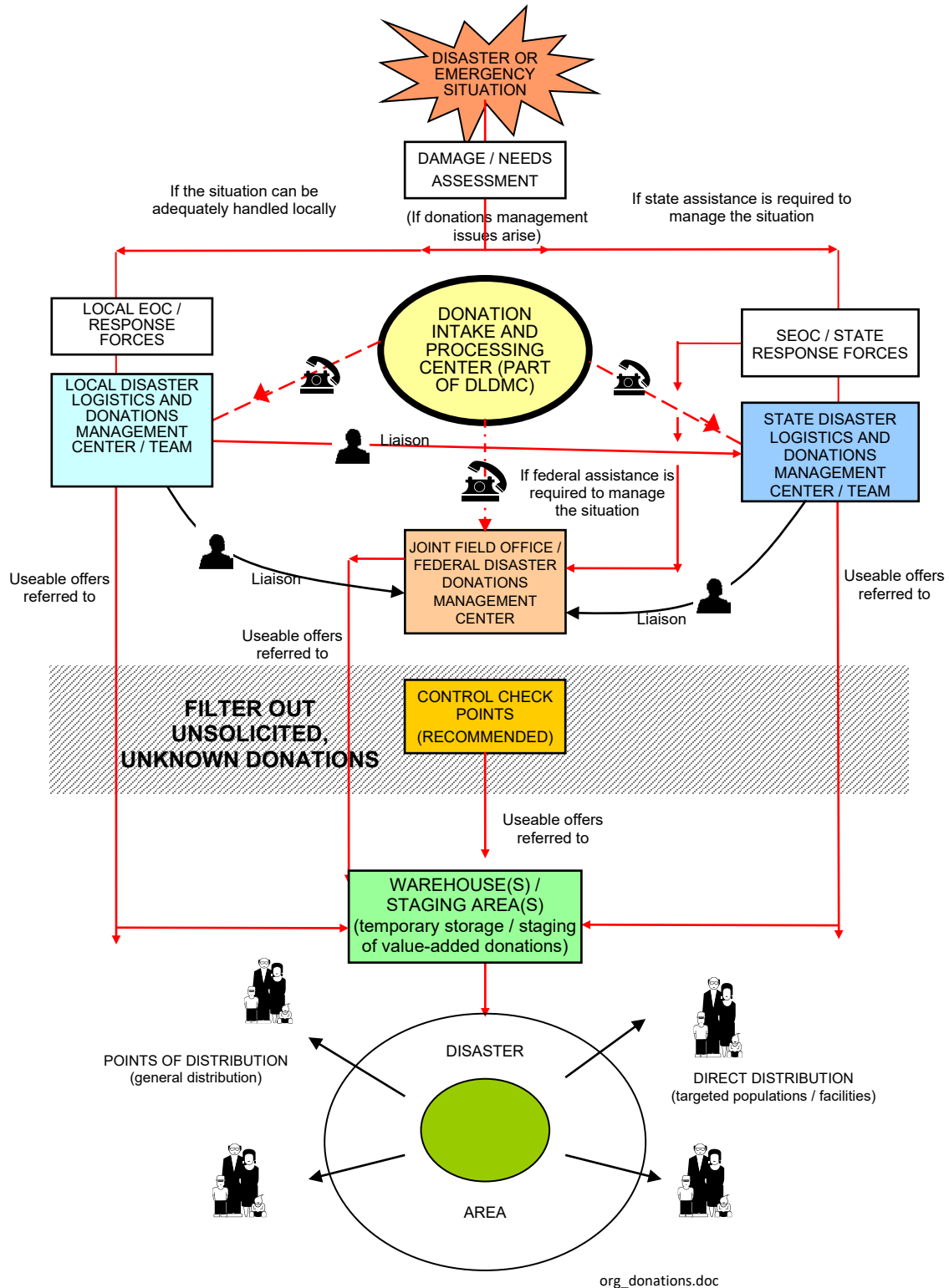


FIGURE 3: INTEGRATED DISASTER LOGISTICS / DONATIONS MANAGEMENT PROCESS FOR FEDERALLY-DECLARED INCIDENTS



AT STATE DISCRETION, COMMODITIES MAY BE DELIVERED DIRECTLY TO POINTS OF DISTRIBUTION OR OTHER DESIGNATED LOCATIONS INSTEAD OF GOING TO WAREHOUSES / STAGING AREAS.

FIGURE 4: DISASTER DONATIONS MANAGEMENT (ONLY) PROCESS FOR FEDERALLY-DECLARED INCIDENTS



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TASKS AND EXECUTION:

Roles and Responsibilities. The logistics / donations management roles and responsibilities of key ([name of jurisdiction](#)) staff are:

Emergency Management Coordinator (EMC).

- Coordinate the collection, compilation, review, analysis, and submittal of local damage assessment data to the MSP/EMHSD, to include an assessment of anticipated disaster commodity needs and the actual or anticipated influx of unsolicited disaster donations.
- Coordinate the establishment of the EOC and other emergency facilities necessary to effectively manage the incident.
- Establish communications links with the MSP/EMHSD and (if activated) the SEOC, and with other affected local communities.
- Mobilize personnel to staff EOC positions and provide direct assistance to affected areas.
- As appropriate, declare a local “State of Emergency” and request (through the MSP/EMHSD) a Governor’s disaster or emergency declaration to mobilize needed state assistance. If warranted, request federal disaster assistance through the MSP/EMHSD.
- As appropriate, activate the Disaster Logistics and Donations Management Team and Center as part of the EOC structure. (If unsolicited donations are not an issue and/or are not likely to become an issue, the disaster donations elements of the Team and Center will not be activated.) Establish communications links with counterpart state team(s), if activated, within the SEOC.
- Identify and secure approval for use of local facilities that may be needed in the disaster logistics / donations management operation, i.e., Control Check Points, Staging Areas, Warehouses, and Points of Distribution. Immediately communicate this information to the counterpart state team(s) in the SEOC, and the MSP/EMHSD District Coordinator.

Disaster Logistics Management Coordinator (DLMC).

- As required, assist the EMC and other officials in developing and revising this Disaster Logistics and Donations Management Plan.
- Assist the EMC in identifying and training appropriate staff in logistics management operations.
- Coordinate with the EMC in the establishment and operation of the DLDMT and DLDMC.
- Coordinate with local NGOs (i.e., volunteer, community-based, and faith-based) to solicit their participation in logistics management operations as required.
- Work with the DLDMT (and involved state and federal staff, if the incident is federally-declared under the Stafford Act) to:
 - Determine disaster commodity distribution priorities;
 - Establish work schedules, communication protocols, and safety procedures for involved work crews;

- Establish the incident Base and Camps, as required;
 - Establish Staging Areas for resource staging prior to deployment;
 - Establish Warehouses for temporary commodity / donation storage;
 - Establish Points of Distribution for general commodities distribution;
 - Identify and establish direct distribution networks for functional needs populations and other targeted recipients;
 - Manage the flow of paperwork involved in the logistics management aspect of the operation;
 - Supervise and coordinate work activities of logistics management personnel; and
 - Determine the final disposition of unused / unneeded commodities (including donations). (If possible, determine final disposition responsibilities before the actual commodity distribution begins.)
- In the event of an incident involving potential biological or WMD contamination, work closely with the DLDMT, involved state and federal management staff, commodity providers (i.e., FEMA/DHS, State of Michigan, EMAC, private companies, donors), and staff at the various support facilities to ensure that commodities are not contaminated by checking their place of origin and route of transport. Any suspected contamination should be reported immediately to the EOC for follow up as required.
 - Provide continuous, updated information on logistics / donations management efforts for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
 - As required, provide regular reports to applicable officials and organizations on the status of local logistics / donations management operations.

Disaster Donations Management Coordinator (DDMC).

- As required, assist the EMC and other officials in developing and revising this Disaster Logistics and Donations Management Plan.
- Assist the EMC in identifying and training appropriate staff in donations management operations.
- Coordinate with the EMC in the establishment and operation of the DLDMT and DLDMC.
- Establish, as a functional element of the DLDMC, a Donations Intake and Processing Center (DIPC) to receive, record, acknowledge, and process donations offers (solicited and unsolicited) received online and by telephone, as well as unsolicited, value-added donated goods which are brought to the disaster area through established Control Check Points. (Note: Spontaneous, unaffiliated volunteers will be referred to the Volunteer Registration Center [VRC] for registration, screening, coordination, and direction. See Volunteer Coordinator task assignments below.)
- Coordinate with local NGOs (i.e., volunteer, community-based, and faith-based) to solicit their participation in donations management operations as required.
- Work with the DLDMT (and involved state and federal staff, if the incident is federally-declared under the Stafford Act) to:

- Determine disaster donations preferences and donating instructions;
 - Establish work schedules, communication protocols, and safety procedures for involved work crews;
 - Work with the DLMC to establish Staging Areas for donations staging prior to distribution;
 - Work with the DLMC to establish Warehouses for temporary donations storage;
 - Work with the DLMC to establish Points of Distribution for donations distribution;
 - Work with the DLMC to identify and establish direct distribution networks for functional needs populations and other targeted recipients;
 - Establish a Volunteer Registration Center (VRC) to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers;
 - Manage the flow of paperwork involved in the donations management aspects of the operation;
 - Supervise and coordinate work activities of donations management personnel; and
 - Determine the final disposition of unused / unneeded donations. (If possible, determine final disposition responsibilities before the actual distribution of donated goods begins.)
- In the event of an incident involving potential biological or WMD contamination, work closely with the DLDMT, involved state and federal management staff, donors, and staff at the various support facilities to ensure that donations are not contaminated by checking their place of origin and route of transport. Any suspected contamination should be reported immediately to the EOC for follow up as required.
 - Provide continuous, updated information on logistics / donations management efforts for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
 - As required, provide regular reports to applicable officials and organizations on the status of local logistics / donations management operations.

Volunteer Coordinator (VC).

Background Notes: The role of Volunteer Coordinator, in this context, is strictly a manager of **spontaneous, unaffiliated volunteers** as well as volunteers vetted through the Michigan Volunteer Registry, Michigan Community Service Commission, or other appropriate organization, during incident response and/or recovery operations. As such, this individual is not responsible for non-incident, day-to-day recruitment, screening, selection, training and supervision of volunteers for emergency management and/or homeland security purposes. If the community wishes to develop that capability, it will likely need to establish a standing, professional position for volunteer management and coordination (e.g., "Volunteer Program Director") and assign that individual to address the full gamut of volunteer-related responsibilities. However, if the community already has established a full-time volunteer management / coordination position, that individual will likely be the best candidate for filling the role of "Volunteer Coordinator," as detailed above, for incident response and/or recovery operations.

The Volunteer Registration Center (VRC) should provide physical space for spontaneous, unaffiliated volunteers as well as properly vetted volunteers to assemble and be interviewed by screeners. The VRC may also have a virtual component (i.e., a web and/or social media site for initial registration), but it is important that the VRC provide a "place" for volunteers to report to and talk to someone about their skills, capabilities, work desires, and support needs. This space will likely be nothing more than a room in a conveniently-located community building, although it could also be a covered outdoor space (e.g., large tented area, park pavilion, dedicated section of a parking ramp) or even a designated vehicle in a parking area (although the latter would clearly be considered a last-resort option). Some communities may wish to call this facility by another name to more accurately reflect its ultimate purpose within their operational framework (e.g., Volunteer Registry Center; Volunteer Referral Center; Volunteer Recruitment Center; Volunteer Reporting Center; Volunteer Deployment Center; Volunteer Coordination Center; etc.).

- Upon direction of the DDMC and/or EMC, establish and operate a Volunteer Registration Center (VRC) to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers as well as properly vetted volunteers. (Refer to Attachment J, "Volunteer Registration Center Layout," for a diagram of this facility.)
- Monitor social media outlets and other avenues, as appropriate, to identify potential, emerging, or actual volunteer efforts intended for the incident.

- Coordinate with the Michigan 2-1-1 (United Way) system and/or Michigan Volunteer Registry (of the Michigan Department of Community Health) and/or Michigan Community Service Commission (of the Michigan Department of Human Services) regarding procedures for referrals of spontaneous, unaffiliated volunteers.
- Supervise VRC staff to ensure that the facility operates efficiently and effectively.
- Work with the EMC and/or DLMC to ensure that spontaneous, unaffiliated volunteers who are utilized in the incident response and/or recovery have adequate housing provisions and basic support services (i.e., food, water, appropriate work clothing, etc.).
- As directed by the EMC and/or DDMC, or dictated by incident conditions, work with the MIVOAD, ARC, trade associations, and other community-based organizations, as required, to identify additional volunteers and volunteer resources to aid in incident response and/or recovery efforts.

Public Information Officer (PIO). The PIO position is not logistics / donations management specific, but rather handles all aspects of media relations and press announcements related to a disaster or emergency for [\(name of jurisdiction\)](#). All public information related to disaster logistics / donations management will be released through the PIO, on behalf of the [\(title of Chief Elected Official\)](#), and in conjunction with the PIOs from other involved local, state, and federal agencies and NGOs (the Joint Information Team – JIT).

- Develop and maintain pre-scripted (in English and appropriate non-English languages) press releases, informational bulletins, handbills and door hangers, public service announcements, and web / social media postings pertaining to disaster commodities distribution and disaster donations. (Refer to Attachments A and B, “Sample Public Information Materials,” for examples.) As appropriate, these materials will address the following subjects:
 - What commodities are available (kind / type);
 - When they will be available;
 - Where they will be distributed, and by whom;
 - How long they will be available;
 - Locations and operating hours of Points of Distribution;
 - Special provisions for handicapped individuals and other functional needs populations;
 - Disaster donations preferences and donating instructions;
 - Instructions for spontaneous, unaffiliated volunteers.
- Work with the JIT and the DLMC and DDMC to develop an incident-specific public information plan for the disaster logistics / donations management operation.
- Coordinate the development and release of all information related to disaster logistics / donations management, in conjunction with the DLMC, DDMC and JIT.
- Serve as the primary local point of contact for the media on all matters pertaining to disaster logistics / donations management.
- Work with the JIT and other appropriate local agency / organization staff to post pertinent disaster logistics / donations management information on the [\(name of jurisdiction\)](#) web and social media site(s), and provide linkages to other sites as appropriate.

- Work with the DLMC, DDMC, VC, and local / regional 211 (Michigan United Way) human service telephone referral system to make available current and accurate information regarding: 1) the availability of supplemental disaster commodities; 2) current needs regarding disaster donations; 3) how and where to donate value-added goods and/or make a financial contribution; and 4) how and where to volunteer for disaster relief and recovery work, if needed.

EOC Operations Section. The EOC Operations Section ([or list an alternate EOC Section](#)) oversees the DLDMT and works with the ([list local member agencies – e.g., Department of Human Services, Area Agency on Aging, etc.](#)), and contracted services to manage the receipt and distribution of disaster commodities and donations. ([Note: customize the agency names below. These agencies will have different names in different jurisdictions, but the core functions will remain essentially the same or be very similar.](#))

Michigan Department of Human Services (MDHS) County Office:

- Assist in identifying disaster commodity needs and affected populations through the damage / needs assessment process.
- Assist in coordinating disaster donations management activities with disaster logistics management activities to efficiently maximize the use of available donated goods and minimize the need for disaster commodities from FEMA and other sources.
- Assist in identifying and mobilizing volunteers to help in the disaster commodities distribution effort. (This includes the general distribution at designated Points of Distribution, and targeted distribution through established distribution networks for functional needs populations.)
- Work with other human service agencies / organizations to continuously monitor the provision of assistance (disaster commodities) to the affected population (and particularly functional needs populations such as the elderly, homeless individuals, impoverished individuals, persons of ill health, etc.) to ensure that their life-sustaining needs are being adequately met by the response / recovery effort. If it is determined that there is a need for additional disaster commodities, provide this information immediately to the EOC (DLDMC) for appropriate follow-up.
- Provide continuous, updated information on MDHS disaster logistics and disaster donations management efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report. (Information should also be provided to the MDHS representative in the SEOC for inclusion in state-level reports as well.)

Area Agency on Aging (AAA):

- Assist in identifying the disaster commodity needs of the senior population (with particular focus on the needs of homebound frail seniors) within the affected area.

Background Note: This assessment will help determine if adequate resources can be brought to bear locally to meet the basic living requirements of seniors for the first week or two after the disaster. If adequate resources cannot be identified, then it will be necessary to augment the existing resource base with donated goods or services, state- and/or federally-provided goods and services, or goods and services provided through local purchase / procurement.

- Assist in identifying and mobilizing a cadre of senior volunteers to assist in the disaster commodities distribution effort. (This includes the general distribution at designated Points of Distribution, and targeted distribution through established distribution networks for functional needs populations.)

- Work with other human service agencies / organizations to continuously monitor the provision of assistance (disaster commodities) to the affected senior population (and particularly homebound frail seniors) to ensure that their life-sustaining needs are being adequately met by the response / recovery effort. (If it is determined that there is a need for additional disaster commodities, communicate this information to the DLDMC in the EOC for appropriate follow-up.)
- Provide continuous, updated information on AAA disaster logistics / donations management issues and efforts for inclusion in damage assessment, disaster situation / status reports, press releases, and the disaster after-action report.

Background Note: This information should also be provided to the Michigan Office of Services to the Aging (MOSA) representative in the SEOC for inclusion in state-level reports as well.

Other Human Service Organizations:

Background Note: Options include developing 1) separate organization-specific lists, or 2) one generic task list for all applicable human service organizations and referencing them by name in the section. Applicable organizations may be statewide, regional, or local in operation, and may include but are not limited to: established relief organizations such as the American Red Cross; faith-based organizations such as the Salvation Army, Catholic Social Services, Lutheran Social Services, and Mennonite Disaster Services; and local / community-based organizations such as civic / service clubs, boy and girl scouts, school clubs, and similar entities.

- Assist in identifying disaster commodity needs and affected populations through the damage / needs assessment process.
- To the extent possible, provide disaster donations (goods and/or services) from organization assets to meet identified community needs.
- Provide volunteers to staff Points of Distribution and/or to distribute commodities directly to functional needs populations through established community distribution networks.
- Continuously monitor the provision of disaster commodities to the affected population to ensure that life-sustaining needs are being adequately met by the response / recovery effort. (Disaster commodity shortfalls should be communicated to the DLDMC in the EOC for appropriate follow-up.)
- Provide continuous, updated information on organization logistics / donations management efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Health Department (or insert alternate name):

- Provide expertise and guidance on water and food safety, sanitation, and other public health issues related to the storage, transport, and distribution of water and food commodities obtained through the disaster logistics / donations management operation.

EOC Planning Section. The EOC Planning Section ([or list an alternate EOC Section](#)) is responsible for collecting, compiling, and analyzing information about the incident, maintaining equipment logs, tracking the use of personnel, and providing information to the Disaster Logistics and Disaster Donations Management Coordinators. The EOC Planning Section manages the ([insert names of specific departments / agencies under the purview of the EOC Planning Section, e.g., Engineering Department, Legal Department, and Environmental Compliance staff](#)).

Background Note: The following departments / agencies will have different names in different jurisdictions, but the core functions will remain essentially the same or be very similar. Customize the department / agency names as appropriate.

Engineering Department ([or insert alternate name](#)):

- Assist in determining the potential impacts (if any) from traffic, parking, and other concerns at proposed Point of Distribution sites.
- As required, assist in developing any cost estimates and scopes of work that might be required for public employees, equipment and facilities that are part of the disaster logistics / donations management operation. (Note: Under a federal Stafford Act declaration, some of these costs may be reimbursable under the federal Public Assistance Grant Program – Category B, Emergency Protective Measures.)
- As required, provide assistance in determining proper disposal methods for unused / unneeded disaster commodities.
- Evaluate impacts (if any) to Points of Distribution caused by disaster commodity distribution activities. Quantify those impacts as appropriate for required follow-up.

Legal Department ([or insert alternate name](#)):

- Develop and review all disaster logistics / donations management contracts and agreements.
- Secure all legal authorizations necessary for disaster logistics / donations management activities, including rights-of-entry and hold-harmless agreements.
- Ensure compliance with all federal, state, and local laws, regulations, and policies in the distribution of disaster commodities and final disposition of unused / unneeded commodities.

Environmental Compliance Staff ([or insert alternate name](#)):

- Coordinate with applicable federal, state, and local agencies to ensure compliance with environmental, historic preservation, and other applicable laws, regulations, and policies.
- Maintain adequate documentation / records of environmental transactions for historical and compliance purposes.

EOC Logistics Section. The EOC Logistics Section ([or list alternate EOC Section](#)) is responsible for establishing and maintaining any facilities designated for disaster logistics / donations management activities. This includes providing food, office supplies, communication devices, equipment, personnel, and any other necessary supplies. In addition, it also identifies any commodities that are required to sustain the EOC and EOC operations. The EOC Logistics Section ([or list alternate EOC Section](#)) provides administrative staff to coordinate these and other required functions.

EOC Finance / Administration Section. The EOC Finance / Administration Section ([or list alternate EOC Section](#)) is responsible for ensuring that funds are available for equipment, supplies, and all other expenses associated with the disaster logistics / donations management operation. The Finance / Administration Section ([or list alternate EOC Section](#)) manages the ([insert names of specific departments / agencies under the purview of the EOC Finance / Administration Section, e.g., Fiscal Administration staff](#)).

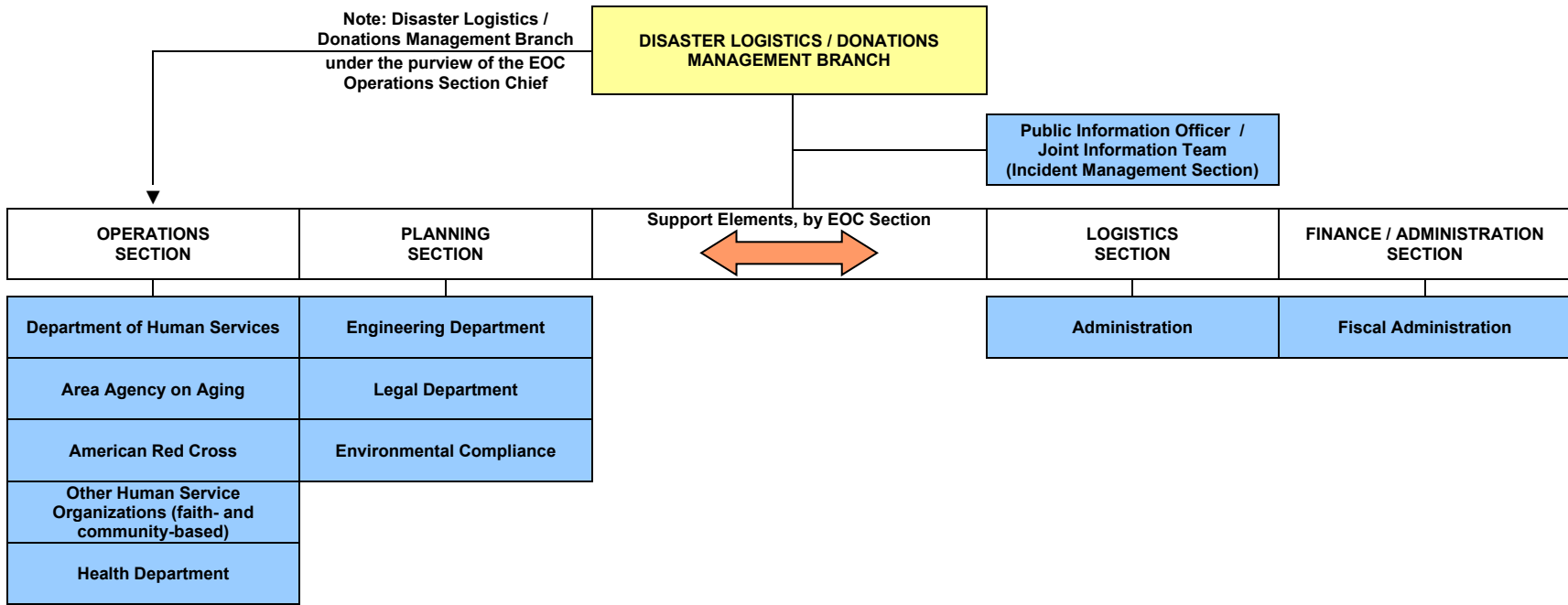
Background Note: The following departments / agencies will have different names in different jurisdictions, but the core functions will remain essentially the same or be very similar. Customize the department / agency names as appropriate.

Fiscal Administration Staff ([or insert alternate name](#)):

- Keep records of financial transactions for reimbursement of disaster logistics / donations management activities.
- Fund disaster logistics / donations management activities.
- Ensure compliance with applicable laws, regulations, and policies.

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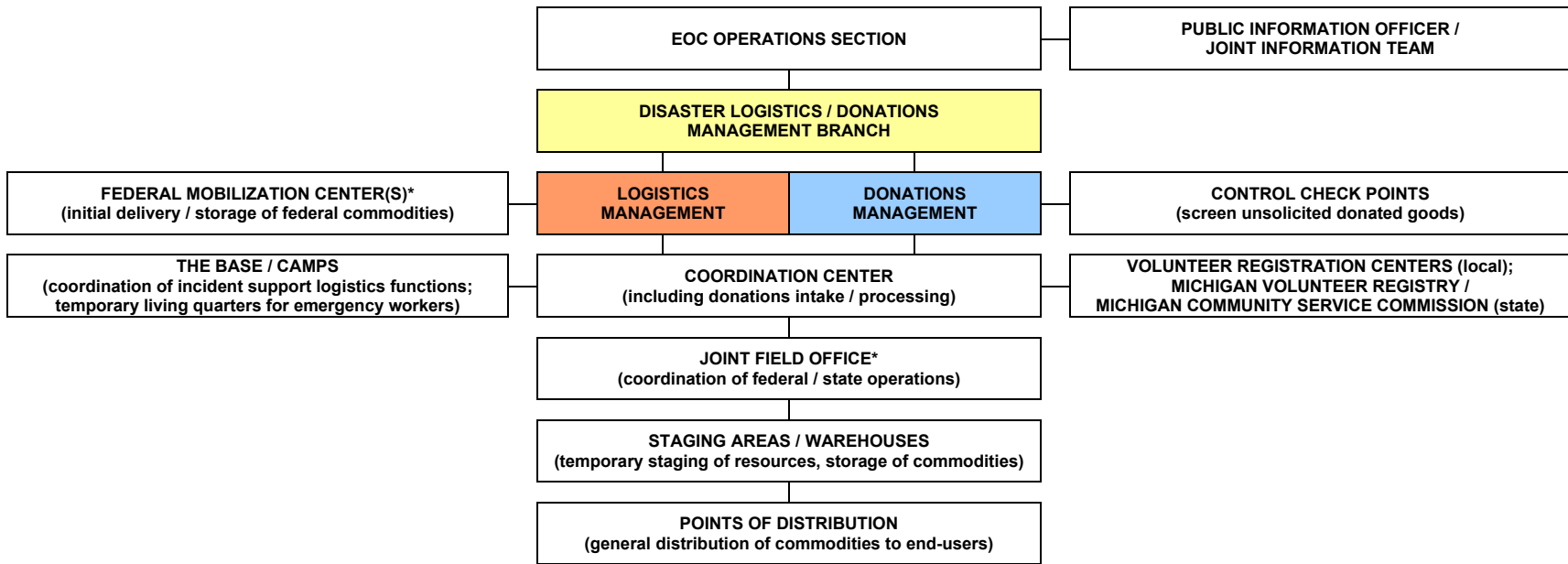
FIGURE 5: PRIMARY SUPPORT ELEMENTS TO DISASTER LOGISTICS / DONATIONS MANAGEMENT BRANCH, BY EOC SECTION



Background Note: The departments / agencies in the above organization chart will have different names in different jurisdictions, but the core functions will remain essentially the same or be very similar. Customize the department / agency names and organizational structure as appropriate.

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FIGURE 6: PRIMARY ORGANIZATIONAL ELEMENTS OF DISASTER LOGISTICS / DONATIONS MANAGEMENT BRANCH, EOC OPERATIONS SECTION



*Activated only for a federal Stafford Act declaration which involves federal assistance with logistics and/or donations management.

Background Note: This generalized organizational chart is suggestive in nature and is shown for illustrative purposes only. Each jurisdiction must customize the chart to reflect their actual organizational structure for disaster logistics / donations management.

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Nongovernmental Organization Roles and Responsibilities. Nongovernmental organizations (NGOs) play a critical part in [\(name of jurisdiction\)](#) disaster logistics / donations management operations. [\(Name of jurisdiction\)](#) does not have sufficient personnel, expertise, infrastructure, facilities, or experience to manage a large disaster logistics / donations operation without at least some involvement by NGO volunteers. To that end, [\(name of jurisdiction\)](#) has entered into agreement [\(insert more specific language as appropriate\)](#) with the following NGOs to provide a cadre of volunteers to assist with disaster logistics / donations management operations in [\(name of jurisdiction\)](#):

Background Note: Customize the following list and descriptions of NGO partners as appropriate. Include other community- and faith-based relief organizations, as well as private sector entities such as transport companies, food producers / suppliers, bottling companies, and warehouse facilities.

Michigan Voluntary Organizations Active in Disaster (MIVOAD). The MIVOAD is a nationally sanctioned coalition of private and church-based relief organizations dedicated to providing disaster relief assistance to individuals and communities in need. The MIVOAD serves as a clearinghouse for the myriad disaster relief and human service organizations that operate in Michigan and elsewhere across the country. The MIVOAD is governed by an Executive Board, elected by the membership. That Board provides the single point of contact for mobilizing all MIVOAD resources. The MIVOAD member organizations are experienced and skilled in all facets of disaster operations, and can perform a wide variety of functions.

American Red Cross (ARC). Although the ARC is a member of the MIVOAD, the ARC's Congressional Charter requiring it to provide relief assistance to disaster survivors makes it unique among voluntary disaster relief organizations. The ARC has a strategy to scale a disaster relief response through the work of chapters located throughout the state. Red Cross Regional Chapters evaluate the needs of their communities and actively build disaster response capacity. The ARC serves food at fixed sites such as disaster shelters and in neighborhoods using Emergency Response Vehicles designed for mobile feeding. Additionally, the ARC is prepared to open shelters immediately following a disaster and creates a safe and accommodating environment for parents, caregivers and individuals with disabilities or functional needs. The ARC has partnerships with organizations that have expertise in supporting and caring for children and individuals with disabilities and functional needs. The ARC provides a variety of disaster-specific relief items to help people recover and meet emergency needs. Red Cross casework is flexible and can be used to help a single family after a home fire, or rapidly scaled-up to help hundreds of families after a disaster. Red Cross deploys Independently-licensed health and mental health professionals trained to provide: 1) health assessments (including functional needs); 2) illness and injury surveillance; 3) replacement of lost medications and medical equipment; and 4) triage, mental health assessments and surveillance, crisis intervention, and psychological first aid to victims of disaster.

Michigan Citizen Corps. If required, volunteers from the Michigan Citizen Corps can be mobilized to provide supplemental labor for disaster logistics / donations management operations. Such assistance will be provided through the [\(name of jurisdiction Citizen Corps Council / Community Emergency Response Team \[CERT\]\)](#).

Specific responsibilities of these NGOs related to disaster logistics / donations management in [\(name of jurisdiction\)](#) are as follows:

- As required, assist in developing and/or revising this Disaster Logistics and Donations Management Plan as a support plan to the [\(name of jurisdiction Emergency Operations Plan / Emergency Action Guidelines\)](#), and as a counterpart to the Michigan Disaster Logistics Management Plan and Michigan Disaster Donations Management Plan.
- Assist the DLMC and DDMC and the EMC in identifying and training appropriate [\(insert name of NGO\)](#) representatives in disaster logistics / donations management operations as part of the DLDMT.
- Provide a representative to report to the DLDMC to coordinate the participation of [\(insert name of NGO\)](#) members in disaster logistics / donations management activities, and to ensure coordination with other [\(insert name of NGO\)](#) relief efforts.

- Upon request, mobilize [\(insert name of NGO\)](#) representatives to provide disaster logistics / donations management assistance to [\(name of jurisdiction\)](#) at the DLDMC, and/or at designated logistics / donations management support facilities such as Mobilization Centers, Control Check Points, Staging Areas / Warehouses, the Base / Camps, or Points of Distribution. Task assignments may include, but are not limited to: 1) identifying and making facilities ready for logistics / donations management operations; 2) providing materials / supplies for and/or assisting with mass care activities at the Base / Camps (e.g., providing food / water, bedding, sanitation services); 3) loading, unloading, and inventorying commodities; 4) transporting commodities; 5) assisting with security at facilities; 6) managing facility operations; and 7) direct distribution of commodities to designated end-users.
- Provide continuous, updated information on disaster logistics / donations management efforts of [\(insert name of NGO\)](#) members for inclusion in [\(name of jurisdiction\)](#) damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
- As required, provide regular reports to the [\(insert name of NGO\)](#) membership and other interested parties on the status of [\(insert name of NGO\)](#) participation in disaster logistics / donations management operations.

Background Notes: The MIVOAD has the following member organizations: Lutheran Social Services of Michigan; Seventh Day Adventist / Adventist Community Services (ACS); United Methodist Committee on Relief (UMCOR); Salvation Army; Mennonite Disaster Services; American Red Cross; Michigan Crisis Response Association; ACCESS; International Aid; Southern Baptist Disaster Response; Church World Service; 2-1-1; Church of the Brethren; and Michigan React.

The above responsibilities for the MIVOAD and ARC are in addition to their primary roles as provider of human services support such as mass care, sheltering, clothing, mental health services, spiritual care, child care, etc.

If issues related to animal care donations arise or are anticipated: Unsolicited disaster donations targeted for domestic animal care can occur in any disaster or emergency in which there has been media coverage focusing on the plight of domestic animals. This can also occur if, absent any media coverage, there is a public perception that there may be a problem with animal care and/or the need for supplemental animal care resources. Donations for animal care may in some cases be financial, but more likely they will be in the form of equipment, supplies, food, or volunteer services (trained or untrained). Oftentimes, these donations will exceed the ability of the affected jurisdiction and its emergency animal care team to make proper use of the resources in a timely manner.

Jurisdictions are encouraged to plan for this contingency by identifying domestic animal care organizations which may be able to provide assistance with the management of animal care donations. Depending on circumstances, the State Animal Response Team (SART) may be available to provide some assistance, but its personnel assets and capabilities are currently limited and may be stretched thin in multi-jurisdictional incidents. Another possibility is the various Humane Societies in Michigan. Although there is no single, umbrella organization which represents all Humane Societies in Michigan or across the country (each is an independent, private non-profit organization), they are often tied into the emergency management system and the level of communication and cooperation amongst these entities is generally excellent. In the event of a disaster or emergency which is likely to generate unsolicited donations targeted for domestic animal care, the Humane Societies may be able to assist affected local jurisdictions in managing the flow of donated goods and/or services and making the best use of the resources provided. The task assignments for the Humane Societies and other participating animal care organizations will generally mirror those outlined above for other involved NGOs.

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State Roles and Responsibilities.

Background Note: The Michigan Disaster Donations Management Plan and Michigan Disaster Logistics Management Plan (MSP/EMHSD Publications 107 and 108, respectively) detail the roles and responsibilities of various state departments and agencies in providing support to affected local jurisdictions in managing disaster donations and/or logistics operations. Refer to those documents for a complete listing of state department / agency roles and responsibilities. The state-level positions listed below provide direct administrative and/or technical assistance in the management of disaster commodities and/or donations. The list of responsibilities for each position is not intended to be all-inclusive but instead focuses only on key actions and activities related to disaster logistics / donations management.

MSP/EMHSD District Coordinator. The primary responsibilities of the MSP/EMHSD District Coordinator as they relate to disaster logistics / donations management activities in [\(name of jurisdiction\)](#) are:

- Assist in identifying the need of disaster commodities in [\(name of jurisdiction\)](#), and ensure this information is adequately communicated to the MSP/EMHSD and SEOC in a timely manner via the damage / needs assessment process and other appropriate means.
- Assist [\(name of jurisdiction\)](#) in establishing and staffing disaster logistics / donations management support facilities (e.g., Control Check Points, Staging Areas / Warehouses, Points of Distribution).
- Assist in establishing direct distribution networks to get needed disaster commodities to targeted functional needs populations (e.g., homebound seniors) and/or facilities (e.g., shelters, nursing homes) in the most expedient manner possible.
- Assist in resolving any problems that may occur with regard to the receipt, storage, transport, and distribution of needed disaster commodities; the receipt and processing of unsolicited disaster donations; and the registration and utilization of unaffiliated, spontaneous volunteers within [\(name of jurisdiction\)](#).
- Ensure that all relevant disaster logistics / donations management information is reported to the SEOC and [\(name of jurisdiction\)](#) EOC in a timely manner for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Facility-Specific Roles and Responsibilities. Positions at the DLDMC and the various support facilities will be filled by a combination of governmental employees and NGO employees and volunteers, who collectively comprise the DLDMT. Because the disaster logistics / donations management organization and operation are customized to meet the needs of each incident, it is difficult to assign specific personnel to specific positions at each facility. The following task assignments provide basic guidance to the individuals that staff each of the support facilities. These task assignments will be supplemented by expedient training provided by the DLDMC and/or DDMC [\(or list title of other local official\)](#), with assistance (as required) provided by the MSP/EMHSD and/or members of the State Disaster Logistics and/or Disaster Donations Management Team(s), by FEMA, or both.

Disaster Logistics and Donations Management Center Staff. The primary responsibilities of the individuals assigned to staff and manage the DLDMC in the EOC are:

- Assist EOC staff in identifying the type, kind, and quantities of disaster commodities needed, based on the results of damage / needs assessments conducted for the affected areas.
- Coordinate with the MSP/EMHSD regarding the procurement of needed commodities and their transport, unloading, and inventorying.

- Work with the EOC Incident Management Section and [\(list other applicable EOC sections\)](#) to determine the desired destinations of disaster commodities (directly from the vendor / contractor and/or once they arrive at the designated federal Mobilization Center) and communicate this information to the MSP/EMHSD and [\(name of jurisdiction\)](#) staff at the Mobilization Center or other appropriate facility. (Note: The options include transporting the commodities to: a) [\(name of jurisdiction\)](#) designated Staging Areas / Warehouses for temporary staging / storage and a phased distribution / deployment; b) [\(name of jurisdiction\)](#) Points of Distribution for immediate general distribution; or c) specific agencies or facilities for direct distribution to targeted functional needs populations. The federal government and/or its contractors will transport the commodities to the locations specified by the State of Michigan (MSP/EMHSD). [\(Name of jurisdiction\)](#), State, and NGO transportation assets will only be needed if supplemental transportation assets are required. In most cases, there will not be a need for supplemental transportation assets.)
- Work with the EOC Logistics Section to establish and equip needed logistics / donations management support facilities (i.e., Control Check Points, Staging Areas / Warehouses, Points of Distribution, and/or the Base / Camps). Communicate all relevant facility-related information to EOC staff, the MSP/EMHSD, and other applicable state and/or federal officials prior to the facility being opened.
- Record the type, kind, and quantity of commodities received and deployed in the CIMS “Points of Distribution (POD)” input form – based on information provided by staff at the federal Mobilization Center(s), Warehouses / Staging Areas (if established), and Points of Distribution. (Note: Some of this information may be entered directly into the CIMS if the support facilities and staff have CIMS access. Otherwise, it will be entered on hardcopy forms at the support facilities and the information will be submitted to the DLDMC via facsimile, e-mail, or telephone for entry and centralized inventorying / tracking via the CIMS.) Refer to Attachment U, “Points of Distribution Commodity Inventory Form,” for the hardcopy form that should be used by the support facilities if CIMS access is not available.
- Work with Point of Distribution Managers to determine the consumption rates for each Point of Distribution to ensure proper replenishment of commodities.

Background Note: The consumption rate can be determined in several ways: 1) Comparing the beginning and ending commodity inventories per day, i.e., how much the Point of Distribution started with, and how much is left over at the end of the day. (For example, a Point of Distribution that starts with 12,000 bottles of water and ends with 2,000 bottles of water has a distribution rate of 10,000 bottles of water per day.) 2) Multiplying the number of customers per day by the commodity quantities distributed per customer. (For example, 2,500 customers per day X 4 bottles of water per customer = 10,000 bottles of water distributed per day.) 3) Multiplying the number of vehicles that pass through the Point of Distribution per day by the commodity quantities distributed per vehicle (based on one vehicle representing a household of three people). (For example, 835 vehicles per day X 12 bottles of water per vehicle [enough for three people] = 10,020 bottles of water distributed per day; rounding, this example equates to 2,500 total customers and 10,000 bottles per day.) Each of these methods should yield roughly the same numbers if proper distribution, inventory control, and security procedures are followed.

- Assist the DDMC in establishing, as a functional element of the DLDMC, a Donations Intake and Processing Center (DIPC) to receive, record, acknowledge, and process donations offers (solicited and unsolicited) received online and by telephone, as well as unsolicited, value-added donated goods which are brought to the disaster area through established Control Check Points.
- Assist the Volunteer Coordinator (VC) in establishing, as a functional but separately located element of the DLDMC, a Volunteer Registration Center (VRC) to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers. (Note: Refer to the VC task assignments, as well as Attachment J, “Volunteer Registration Center Layout,” for additional detail.)
- Maximize the use of donations offers (goods and volunteer services) by ensuring that they are appropriate for the incident circumstances and in value-added form, are properly registered and inventoried, and are directed to the areas / populations most in need.

- Monitor disaster logistics management operations to ensure that commodities are delivered to their intended facilities and are distributed to those in need in a timely, organized, and efficient manner.
- Coordinate disaster logistics / donations management activities with other appropriate EOC elements to ensure a seamless, organized response and recovery effort.
- Provide continuous, updated information to the EOC Planning Section and other EOC staff regarding all aspects of the disaster logistics / donations management operation. This information may be used in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
- Coordinate with the PIO / JIT regarding media releases about the availability and distribution of needed disaster commodities, special provisions for handicapped individuals and other functional needs populations, disaster donations preferences and donating instructions, and instructions for spontaneous, unaffiliated volunteers. (Note: Refer to Attachments A and B, "Sample Public Information Materials," for sample formats that can be used.)
- Work with all applicable parties to resolve any problems or concerns that may arise related to any aspect of the disaster logistics / donations management operation.
- Work with applicable parties to determine the proper final disposition of unused or unneeded commodities.

*Donations Intake / Processing Specialists**. The primary responsibilities of the Donations Intake / Processing Specialists are:

- Using the "Donation Offer Form" (a modified and abbreviated version of the CIMS "Donation Management" input form), or the actual CIMS "Donations Management" input form itself, record incoming donation offers. If received by telephone, ensure the form is completely filled out before terminating the call with the donor. (Note: The DDMC will determine which form will be used based on CIMS access, donations volume, and other considerations.)
- Provide a complete list of charitable relief organizations to telephone callers who wish to donate cash. (Note: This information will also be included in the press releases and public service announcements issued by the PIO.)
- Discourage offers of items that are not needed, and request the donor to consider donating the items locally instead.
- Refer potentially problematic calls or messages, or calls / messages that may require special attention, to the DDMC or other designated DDDMC staff for appropriate follow-up. (These may include but are not limited to: plans to start collection drives; international donors; donors that place rigid restrictions on donations; donations that are actually fee-for-service offers; and, in the event of an incident that involves potential biological or WMD contamination, the offer of potentially contaminated goods.)
- Refer top-priority offers to the DDMC or other designated DDDMC staff for immediate processing.
- Refer callers seeking general incident information or specific information pertaining to response and recovery operations to the appropriate EOC staff for follow up as needed.

- As required, field and respond to inquiries from the local / regional 211 (Michigan United Way) human service telephone referral system regarding disaster commodities and disaster donations.

*(Note: Specialists may receive donations offers and disseminate information online or via telephone. The offer is screened and processed in the same manner, regardless of which way it is received.)

Volunteer Registration Specialists. The primary responsibilities of the Volunteer Registration Specialists, in providing assistance to the VC, are:

- As requested by the VC, assist in establishing a VRC to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers as well as properly vetted volunteers. (Refer to Attachment J, "Volunteer Registration Center Layout." for a general diagram of this facility.)
- Assist the VC in monitoring social media outlets and other avenues, as appropriate, to identify potential, emerging, or actual volunteer efforts intended for the incident.
- Coordinate with the Michigan 211 (United Way) system and/or Michigan Volunteer Registry (of the Michigan Department of Community Health) and/or Michigan Community Service Commission (of the Michigan Department of Human Services) regarding procedures for referrals of spontaneous, unaffiliated volunteers.
- Using the CIMS "Volunteers" input form or the "Disaster Volunteer Registration Form" found in Attachment L, register spontaneous, unaffiliated volunteers, as well as properly vetted volunteers, at the VRC. (Note: If possible, provisions will be made to have the "Disaster Volunteer Registration Form" available electronically, on the [\(name of jurisdiction\)](#) web site, for completion by the volunteer prior to going to the VRC.)
- Screen volunteers to determine their skill sets, and to ensure that they have adequate housing provisions and basic support services (i.e., food, water, appropriate work clothing, etc.). (Note: The "Disaster Volunteer Registration Form" has a section for skills, interests, and experiences which can be used for this purpose.)
- As required, assist the VC in conducting a basic orientation and incident overview to: 1) orient volunteers to incident conditions and ongoing incident response and/or recovery efforts, 2) advise them of expectations regarding work effort and conduct, and 3) direct them to appropriate volunteer opportunities that make the best use of their knowledge, skills and capabilities. (Note: The "Disaster Volunteer Orientation Checklist" found in Attachment N can be used for this purpose.)

Control Check Point Staff. The primary responsibilities of the individuals assigned to staff Control Check Points for disaster donations are:

- Physically inspect donations shipments to ensure that the goods are actually needed in the relief / recovery effort, and that they are in usable condition and value-added form (i.e., properly contained / packaged, labeled for use, etc.). In the event of an incident involving potential biological or WMD contamination, ensure that the goods are not contaminated by checking their place of origin and route of transport. Non value-added donations (i.e., not needed, not in usable condition or value-added form) must be diplomatically turned away. (Note: Do not allow such donors to simply drop off such items at the Control Check Point and then leave. Contact law enforcement if problems arise.)
- Record the type and quantity of donations in the CIMS "Donations Management" input form (if using the CIMS), or the "Donation Offer Form" if using hardcopy forms. (Note: If using hardcopy, provide the information to the DDMC for centralized inventorying / tracking via the CIMS. Provide a hardcopy receipt to the driver / donor to verify that the donations have been approved at the Control Check Point.)

- Direct the donation to a designated Warehouse or Staging Area for eventual distribution / deployment, or decline the offer and suggest that the donor instead donate the items locally to established charitable organizations. Provide this information to the DLDMC (Donations Intake / Processing Specialists) for inventorying and tracking purposes.
- Refer individual spontaneous, unaffiliated volunteers to the VRC for registration and screening, or to a recognized disaster relief organization active in the incident response and recovery (but only if the organization is actively looking for volunteers). Spontaneous, unaffiliated volunteers who do not wish to take either of these steps must be diplomatically turned away. Report any suspicious individuals to the VRC for appropriate follow up investigation by the VC and/or DDMC.
- Refer individual professional volunteers (e.g., credentialed emergency personnel such as physicians, nurses, emergency medical technicians, and firefighters) and Community Emergency Response Team (CERT) volunteers directly to the VRC for registration and assignment, unless Incident Command has made provisions for such volunteers to go directly to a designated Staging Area for deployment instructions. These volunteers should also be instructed to register with the Michigan Volunteer Registry, on the Michigan Department of Community Health web site (www.mivolunteerregistry.org), if they have not already done so.
- Refer spontaneous, unaffiliated organizations (i.e., ad hoc groups that are formed to provide post-incident assistance) to the VRC for registration, or directly to a recognized disaster relief organization for affiliation and training (but only if the organization is actively looking for volunteers). (Note: These groups often misrepresent themselves as established voluntary organizations; however, they may not be properly trained or self-sufficient, and they may attempt to collect funds that may or may not ultimately be used for relief purposes.) Spontaneous, unaffiliated organizations that do not wish to take either of these steps must be diplomatically turned away. Report any suspicious organizations to the VRC for appropriate follow up investigation by the VC and/or DDMC.

*Mobilization Center Liaison***.

The primary responsibilities of the individual(s) assigned to provide liaison to federal and state officials and oversee / monitor operations at the designated federal Mobilization Center(s) are:

- Coordinate with federal and state officials regarding the receipt and inventorying of disaster commodities designated for [\(name of jurisdiction\)](#), as they arrive at the Mobilization Center.
- Advocate, as appropriate, on behalf of [\(name of jurisdiction\)](#) to ensure that the logistics / donations management operation meets the needs of the affected population and the response / recovery effort.
- Inform federal and state officials of the desired destination(s) of disaster commodities. Options include: a) to designated Staging Areas / Warehouses for temporary staging / storage and a phased distribution / deployment; b) to designated Points of Distribution for immediate general distribution; or c) to specific local agencies or facilities for direct distribution to targeted functional needs populations.

Background Note: The federal government and/or its contractors will transport the commodities to the locations specified by the State and the affected local jurisdictions. State, local, and NGO transportation assets will only be needed if supplemental transportation assets are required. In most cases, there will not be a need for supplemental transportation assets.

- Working with the MSP/EMHSD, record the type, kind, and quantity of commodities received and deployed in the CIMS “Points of Distribution (POD)” input form (if using the CIMS), or the “Points of Distribution Commodity Inventory Form” if using hardcopy forms. (Note: If using hardcopy, provide the information to the DLDMC for centralized inventorying / tracking via the CIMS.)

- Provide continuous, updated information to the DLDMC on Mobilization Center activities for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
- Work with state and federal officials, federal contractors, and the DLDMC to resolve any problems or concerns that may arise related to the Mobilization Center operation and/or the transportation / delivery of disaster commodities from the Mobilization Center to [\(name of jurisdiction\)](#).
- In the event of an incident involving potential biological or WMD contamination, work with the DLDMC, involved state and federal management staff, commodity providers (i.e., FEMA/DHS, State of Michigan, EMAC, private companies, donors), and staff at other support facilities to ensure that commodities for use in [\(name of jurisdiction\)](#) are not contaminated by checking their place of origin and route of transport. Any suspected contamination should be reported immediately to the DLDMC for follow up as required.

***(Note: The position of Mobilization Center Liaison is optional, and will be filled only after appropriate consultation with the MSP/EMHSD regarding need based on incident circumstances.)*

Staging Area / Warehouse Staff. The primary responsibilities of the individuals assigned to staff Staging Areas / Warehouses are:

- Install temporary signage (as needed) at the facility indicating the locations of loading / unloading areas, parking areas, handicapped person access, restrooms, etc.
- At Staging Areas, receive, temporarily park, and deploy vehicles, equipment, and personnel that will be used in disaster response / recovery operations. (Note: Vehicles, equipment, and personnel [operators / crews / teams] will be sent to a Staging Area for deployment when needed.)
- At Warehouses, receive, unload, sort, inventory, package (as needed) temporarily store, and institute phased delivery of goods, supplies, and materials to: a) Points of Distribution for immediate general distribution to the affected population; or b) local facilities or agencies for direct distribution to targeted functional needs populations using established distribution networks. (Notes: Goods, supplies, materials, and other commodities will be sent to a Warehouse for phased delivery to Points of Distribution and targeted distribution networks. Certain commodities may require refrigeration or other special measures during storage, transport, and distribution to maintain the quality and safety of the commodities. Ensure commodities are maintained in safe and sanitary conditions at all times.)
- In the event of an incident involving potential biological or WMD contamination, work with the DLDMC, involved state and federal management staff, commodity providers (i.e., FEMA/DHS, State of Michigan, EMAC, private companies, donors), and staff at other support facilities to ensure that commodities for use in [\(name of jurisdiction\)](#) are not contaminated by checking their place of origin and route of transport. Any suspected contamination should be reported immediately to the DLDMC for follow up as required.
- Record the type, kind, and quantity of commodities received and deployed in the CIMS “Points of Distribution” input form (if using CIMS), or the “Points of Distribution Commodity Inventory Form” if using hardcopy forms. (Note: If using hardcopy, provide the information to the DLDMC for centralized inventorying / tracking via the CIMS.)
- For donated goods, if requested by the donor, provide a validated hardcopy receipt of the donation(s) received. The “Donation Offer Form” or CIMS “Donations Management” input form issued at the Control Check Point can be authenticated (signed) by the Warehouse / Staging Area staff to verify the receipt of the donation(s). A photocopy should be made of each receipt issued, and the photocopies should be provided to the DLDMC for recordkeeping purposes.

- Deploy staged assets at the direction of the DLDMC, EOC Operations Section, or EOC Incident Management Section in order to meet the operational needs of the response / recovery effort.
- Monitor site usage to prevent theft, vandalism, or other inappropriate activities.
- For multi-day operations, open and close the site in accordance with the designated business hours. Properly secure the site at night.
- Provide continuous, updated information to the DLDMC on Staging Area / Warehouse activities for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
- Work with state and federal officials, federal contractors, and the DLDMC to resolve any problems or concerns that may arise related to Staging Area / Warehouse operations and/or the transportation / delivery of disaster commodities from the Mobilization Center.
- When the operation closes, oversee the cleanup / restoration (as needed) of the site to ensure it is returned to its pre-incident condition. Report any damage or lingering impacts to the DLDMC for appropriate follow up with applicable agencies.

Background Note: Staging Areas / Warehouses are selected by the local jurisdiction and the MSP/EMHSD and managed by local and/or state government and/or NGO personnel. They will be used in those situations where the EOC determines that a phased delivery / deployment of commodities is required. They will provide necessary temporary staging / storage areas for commodities until such time as the commodities can be properly used in the response / recovery effort. In many cases, Staging Areas / Warehouses will not be used at all. Staging Areas / Warehouses could be staffed by state agency personnel, local government personnel, NGO personnel, or some combination of those. The staff's primary responsibilities at these facilities are to: 1) receive and temporarily stage / store commodities delivered by the federal government and/or federal contractors, the State, or a donor organization; 2) record / verify commodity type, kind and quantity, to the extent possible; 3) deploy / deliver commodities at the request of the DLDMC; 4) provide information to the DLDMC on Staging Area / Warehouse operations; 5) problem-solve onsite, to the extent possible; and 6) restore the facility to its pre-incident condition once staging / storage operations have concluded. Federal officials are NOT responsible for management of or security at these facilities; rather, those are local, state or NGO functions.

Base / Camp Staff. The primary responsibilities of the individuals assigned to staff the Base / Camps are:

- Install temporary signage (as needed) at the site(s) indicating the locations of parking areas, registration areas, handicapped person access, dining areas, restrooms, sleeping areas, showers / sanitation services, etc.
- As appropriate, provide and equip areas at the Base / Camp for vehicle parking, equipment storage, registration, meal preparation, dining, sleeping, sanitation, recreation / relaxation, food / water storage, animal care, and other functions required for the incident circumstances. (Note: Required materials, supplies, and equipment may come from a variety of sources, including federal, state and local agencies, NGOs, and private donations. The MSP/EMHSD / SEOC will work with involved agencies and organizations, as required, to stock, staff, and manage the Base / Camps.)
- Ensure Base / Camp operations meet all applicable codes, regulations, and standards related to public health, safety, and sanitation. Report any problems to the DLDMC for investigation and resolution.
- Register personnel staying at the Base / Camp, using the CIMS "Volunteers" input form or the alternate "Disaster Volunteer Registration Form" found in Attachment L (if the CIMS is not available). (If using the alternate form, promptly provide the information to the DLDMC for centralized personnel tracking via the CIMS.) Spontaneous, unaffiliated volunteers must first be processed at the VRC.

- Track the number of persons served at the Base / Camps and the type, kind, and quantities of supplies and materials used to support Base / Camp operations. Report this information to the DLDMC for centralized inventorying / tracking via the CIMS. (Note: With appropriate amendment, i.e., electronically revising or otherwise clearly noting that the information is for the Base or a Camp, the “Points of Distribution Commodity Inventory Form” and “Points of Distribution Emergency Worker Activity Report” found in Attachment U will be used for this reporting.)
- Deploy personnel / resources from the Base / Camp to the facilities / locations at which they are needed, at the direction of the DLDMC, EOC Incident Management Section, or EOC Operations Section in order to meet the operational needs of the response / recovery effort.
- Work with the DLDMC, local agencies, and NGOs to request, transport, receive, and store needed materials, equipment, and supplies to support Base / Camp operations.
- Monitor site usage to prevent theft, vandalism, or other inappropriate activities. Properly secure the site at night.
- Provide continuous, updated information to the DLDMC on Base / Camp operations for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
- Work with the DLDMC to resolve any problems or concerns that may arise related to Base / Camp operations and/or the transportation of personnel / resources to their intended work locations.
- When Base / Camp operations close, oversee the cleanup / restoration (as needed) of the site(s) to ensure it is [\(they are\)](#) returned to pre-incident condition. Report any damage or lingering impacts to the DLDMC for appropriate follow up with applicable agencies.

Background Notes: The affected local jurisdiction will normally select, establish and manage the Base and any required Camps, although there may be situations in which supplemental state assistance will be required. Camps will be used in those situations where the DLDMC determines that the Base does not have sufficient room and/or capabilities to accommodate the resources required for the logistics / donations management operation. Camps may also be established when: 1) sufficient hotel / motel rooms or other suitable accommodations for deployed resources are not available in the general incident area, 2) large numbers of resources have been activated to participate in incident response / recovery efforts (e.g., EMAC resources), and 3) the incident area is particularly large or widely dispersed. Camps are temporary locations at which food, water, sleeping areas, and sanitation services are provided to deployed resources. Possible facilities for use as the Base / Camps include county fairgrounds, state / local parks and recreation areas, local campgrounds, military bases, college campuses, school grounds (if tents are used), community centers or community recreation centers, etc.. Ideally, using the facility as a Base / Camp will not greatly interfere with its normal, day-to-day use.

Staffing of the Base / Camps will be handled through local and state agencies and NGOs. In most cases, NGOs will be relied upon to assist in meeting the material and supply needs of the Base / Camp operations. This includes the provision of food and water, bedding, and basic sanitation services. Under a Stafford Act declaration, the federal government may be able to provide technical and logistical assistance regarding the establishment and operation of the Base / Camps. However, federal officials are NOT responsible for management of or security at the Base / Camps; rather, those are local, state or NGO functions. All federal assistance is obtained and coordinated through the MSP/EMHSD in the SEOC.

Point of Distribution Staff. The primary responsibilities of the various individuals assigned to staff local Points of Distribution are:

Point of Distribution Manager

- Establish and operate the Point of Distribution, ensuring it runs safely and efficiently. Refer to Attachment Q, "Points of Distribution – Planning and Operational Considerations," for details.
- Serve as primary Safety Officer, ensuring that Point of Distribution operations are conducted in a safe manner for the staff and customers. This includes ensuring that equipment used onsite has been inspected, maintained, and is used in a safe manner.
- Provide continuous, updated information to the DLDMC regarding inventory levels, number of commodities distributed, number of customers, problems encountered, etc. This information will be used in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report. It will also be used by the DLDMC to make commodity replenishment decisions.
- Account for all personnel, equipment, and supplies at the Point of Distribution.

Support Team Leader

- Supervise and coordinate all support operations, including traffic control, community relations, security, and site restoration. (The Support Team Leader reports directly to the Point of Distribution Manager.)
- Install temporary signage (as needed) at the site indicating the locations of loading / unloading areas, distribution areas, parking areas, handicapped person access, restrooms, etc.

Traffic Controller(s)

- Coordinate supply truck and equipment movement onsite.
- Coordinate customer parking and movement onsite. (This includes vehicle breakdowns, which may require movement out of active vehicle lanes and parking areas to a location which will allow the vehicle to be towed without blocking the flow of traffic and/or vehicle parking.)
- Oversee the safety of loading staff on the vehicle line.

Community Relations Staff

- Serve as the central point of contact for media and public relations onsite.
- Work with Point of Distribution staff and others, as appropriate, to resolve any problems or concerns that may arise related to customers and Point of Distribution operations. (This may include but is not necessarily limited to: issues pertaining to customer dissatisfaction and/or comfort; issues pertaining to handicapped individual access; and community concerns related to operating hours, crowds, noise, traffic, parking, etc.)

Site Security Officer

- Monitor facility usage to prevent theft, vandalism, or other inappropriate activities.
- Work with Community Relations staff to safely and diplomatically deal with angered or agitated customers.
- For multi-day operations, open and close the facility in accordance with the designated business hours. Properly secure the facility at night.
- Coordinate with local (and/or state, if applicable) law enforcement for assistance.

Loading Team Leader

- Supervise and coordinate all loading, unloading, and sustainment operations. (The Loading Team Leader reports directly to the Point of Distribution Manager.)
- Work with state and federal officials, federal contractors, and the DLDMC to resolve any problems or concerns that may arise related to Point of Distribution operations and/or the transportation / delivery of disaster commodities from the Mobilization Centers or Staging Areas / Warehouses.
- Coordinate Point of Distribution staff sustainment and care, including but not necessarily limited to restrooms, rest areas, feeding, trash removal, and shift schedules.
- Record the type, kind, and quantity of commodities received and distributed in the CIMS "Points of Distribution (POD)" input form (if using CIMS), or the "Points of Distribution Commodity Inventory Form" if using hardcopy forms. (Note: If using hardcopy, provide the information to the Point of Distribution Manager for submittal to the DLDMC for centralized inventorying / tracking via the CIMS.)

Check-In Specialist(s)

- Maintain a running count of vehicles that pass through the Point of Distribution, and provide this information to the Loading Team Leader at pre-determined intervals (e.g., hourly, every four hours, daily).

Loading Staff

- Receive, sort, inventory and package (as needed) disaster commodities received from the Mobilization Center or Staging Areas / Warehouses.
- Ensure commodities are maintained in safe and sanitary conditions at all times. (Certain commodities may require refrigeration or other special measures during storage, transport, and distribution to maintain the quality and safety of the commodities.)
- Distribute the allotted amount of commodities to customers.

Equipment Operators (Note: Equipment Operators must be qualified to operate the equipment they are assigned.)

- Move commodities and/or pallets to and from delivery vehicles and the loading line (Fork Life Operator and Pallet Jack Operator).
- Monitor equipment usage and performance and notify the Loading Team Leader of any equipment-related problems that arise.

Site Restoration Staff

- When the facility closes down distribution operations, clean up / reorganize the facility to return it to pre-incident condition. Report any damage or lingering impacts to the DLDMC for appropriate follow up with applicable agencies.

Background Notes: Points of Distribution are selected by the local jurisdiction and the MSP/EMHSD and managed by local and/or NGO staff. Normally, state agency staff will not be involved to a great extent in the actual distribution of commodities to those in need. The MSP/EMHSD will maintain oversight of local Points of Distribution, but the affected local jurisdiction is ultimately responsible for management of the facility. The staff's primary responsibilities at these facilities are to: 1) receive commodities delivered by the federal government and/or federal contractors, or state / local / NGO transportation assets; 2) record / verify commodity type, kind and quantity, to the extent possible; 3) ready the facility for use by the public; 4) distribute commodities to those in need, in pre-determined quantities; 5) provide information to the DLDMC on Point of Distribution operations; 6) problem-solve onsite, to the extent possible; and 7) restore the facility to its pre-incident condition once commodity distribution has concluded. State and federal officials are NOT responsible for management of or security at these facilities; rather, those are local and/or NGO functions. However, upon local request, the State can provide supplemental security assistance to aid local law enforcement in securing commodities and facilities and maintaining order.

Transportation Staff. The primary responsibilities of the local agency representatives assigned to transport commodities to Points of Distribution and/or directly to designated local agencies or facilities are:

- Load and unload commodities from delivery trucks using carts, dollies, and other standard hand devices. Place the commodities at the loading dock in a secure, sheltered position but do not use a forklift or other mechanical device to move the loads, separate packages, or otherwise assist in breaking down or readying commodities for distribution to individuals. (That responsibility rests with the Point of Distribution staff.)
- Report any difficulties or problems encountered (in the transportation or loading / unloading processes) to the DLDMC for investigation and follow-up resolution.
- Ensure the types, kinds, and quantities of commodities being transported are accurate. Report any discrepancies immediately to the DLDMC for investigation and follow-up resolution.

Joint Field Office Liaison. The primary responsibilities of the ([name of jurisdiction](#)) individual(s) assigned to oversee and monitor federal, state, and NGO logistics / donations management support operations at the Joint Field Office are:

- Coordinate with federal and state officials and NGO representatives regarding the resource and operational assistance needs of ([name of jurisdiction](#)) with regard to logistics and/or donations management.
- Advocate, as appropriate, on behalf of ([name of jurisdiction](#)) to ensure that federal, state, and NGO assistance is timely and meets the needs of the affected population and the response / recovery effort.

- Attend daily coordination meetings and briefings with federal, state, and NGO partners at the JFO to convey information regarding the status of logistics / donations management operations in [\(name of jurisdiction\)](#), and to receive information regarding federal, state, and NGO support activities. Provide electronic and/or hardcopy of all meeting materials to the DLDMC at the conclusion of each meeting / briefing.
- Monitor logistics / donations management entries in the CIMS, enter new information where appropriate regarding JFO operations, and convey critical information to JFO partners as deemed appropriate.
- Provide continuous, updated information to the DLDMC on JFO operations and federal, state, and NGO support activities for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
- Work with JFO partners and the DLDMC to resolve any problems or concerns that may arise related to the logistics / donations management operation and/or the provision of federal, state, and NGO support.
- In the event of an incident involving potential biological or WMD contamination, work with the DLDMC, JFO partners, and staff at other support facilities to arrange for and coordinate federal and state contamination control assistance. Report on the status and needs of the contamination control efforts at JFO meetings / briefings, and in the CIMS.

ATTACHMENTS:

- A. Sample Public Information Materials – Commodities Distribution
- B. Sample Public Information Materials – Donations Preferences
- C. Disaster Logistics and Donations Management Team – Membership Roster / Contact List
- D. Disaster Logistics and Donations Management Team – Key State Support Elements Contact List
- E. Disaster Commodity Needs – By Hazard
- F. Disaster Commodities List, by Type / Kind – National Incident Management System (NIMS) Typing
- G. Logistics / Donations Management Phases – Planning and Operational Considerations
- H. Donations Intake and Processing Center – Planning and Operational Considerations
- I. Donation Offer Form (CIMS and Alternate Format)
- J. Volunteer Registration Center Layout
- K. Volunteer Registration Center Supplies
- L. Disaster Volunteer Registration Form (CIMS and Alternate Format)
- M. Disaster Volunteer Interview Record
- N. Disaster Volunteer Orientation Checklist
- O. Sample Right-of-Entry Permit / Hold Harmless Agreement
- P. Logistics and Donations Management Record Keeping
- Q. Points of Distribution – Planning and Operational Considerations
- R. Points of Distribution Hazard Assessment Form
- S. Points of Distribution Set-Up Checklist
- T. Points of Distribution Equipment / Supply Inventory Form

ATTACHMENTS (cont.):

U. Points of Distribution Commodity Inventory Form (CIMS and Alternate Format)

V. Points of Distribution Emergency Worker Activity Report

W. Pre-Identified Logistics / Donations Management Facilities

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A. SAMPLE PUBLIC INFORMATION MATERIALS – COMMODITIES DISTRIBUTION

SAMPLE PRESS RELEASE #1

(Short Format)

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:

Name / Title of Local (or State, as applicable) Disaster Logistics Management Coordinator

Telephone Number / Facsimile Number / E-Mail Address

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

Disaster Commodities Distribution to Begin

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

Points of Distribution Locations:

- [\(Location / Address / Hours of Operation / Commodities Available\)](#)
- [\(Location / Address / Hours of Operation / Commodities Available\)](#)
- [\(Location / Address / Hours of Operation / Commodities Available\)](#)
- [\(Location / Address / Hours of Operation / Commodities Available\)](#)

Etc.

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

SAMPLE PRESS RELEASE #2
(Long Format – Commodities Listed Individually)

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:

Name / Title of Local (or State, as applicable) Disaster Logistics Management Coordinator

Telephone Number / Facsimile Number / E-Mail Address

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

Disaster Commodities Distribution to Begin

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

Points of Distribution Locations:

- [\(Location / Address / Hours of Operation\)](#)
 - [\(Location / Address / Hours of Operation\)](#)
 - [\(Location / Address / Hours of Operation\)](#)
- Etc.

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

- **Food** – distributed in [\(what quantities / units?\)](#), which is generally enough to feed a family of four for [\(how many days?\)](#). Food supplies include: [\(list types of food that will be available\)](#).
- **Drinking Water / Ice** – distributed in [\(what quantities / units? – e.g., individual bottles, gallon bottles, bring your own container\)](#). Each adult resident may have up to [\(what quantity?\)](#) of drinking water per [\(what time period? – e.g., per day? per week?\)](#). Ice (for drinks) will be available in [\(what quantities? – e.g., five pound bags\)](#); however, residents must bring their own cooler to store and transport the ice.
- **Medicines / Medical Supplies** – such as aspirin or other pain relievers, cold medications, basic first aid materials, etc. are available in [\(what quantities / units?\)](#) to adult residents.

SAMPLE PRESS RELEASE #2 (continued)
(Long Format – Commodities Listed Individually)

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

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

SAMPLE PUBLIC SERVICE ANNOUNCEMENT #1

(Name of jurisdiction) Office of Emergency Management
OR
Michigan Department of State Police, Emergency Management and Homeland Security Division
(Address)

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

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

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

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

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

SAMPLE PUBLIC SERVICE ANNOUNCEMENT #2

(Name of jurisdiction) Office of Emergency Management
OR
Michigan Department of State Police, Emergency Management and Homeland Security Division
(Address)

FOR USE UNTIL (DATE) DISASTER COMMODITIES DISTRIBUTION 45-60 SECONDS

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

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

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

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

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

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

SAMPLE WEB SITE ANNOUNCEMENT AND/OR HANDBILL / DOOR HANGER #1: NOTICE OF DISASTER COMMODITIES DISTRIBUTION

(NAME OF JURISDICTION)



DISASTER COMMODITIES DISTRIBUTION

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

Points of Distribution Locations:

- [\(Location / Address / Hours of Operation / Commodities Available\)](#)
- [\(Location / Address / Hours of Operation / Commodities Available\)](#)
- [\(Location / Address / Hours of Operation / Commodities Available\)](#)

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

SAMPLE WEB SITE ANNOUNCEMENT AND/OR HANDBILL / DOOR HANGER #2: NOTICE OF DISASTER COMMODITIES DISTRIBUTION

(NAME OF JURISDICTION)



DISASTER COMMODITIES DISTRIBUTION

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

Points of Distribution Locations:

- [\(Location / Address / Hours of Operation\)](#)
- [\(Location / Address / Hours of Operation\)](#)
- [\(Location / Address / Hours of Operation\)](#)

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

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

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

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B. SAMPLE PUBLIC INFORMATION MATERIALS – DONATIONS PREFERENCES

SAMPLE PRESS RELEASE #1

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:

Name / Title of Local (or State, as applicable) Disaster Donations Management Coordinator

Telephone Number / Facsimile Number / E-Mail Address

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

Disaster Relief Donations Must be Coordinated to Meet Public Needs

There continues to be a great outpouring of individuals, businesses, and service organizations throughout Michigan and the rest of the country that are collecting and donating goods and services to assist disaster survivors in [\(affected area\)](#) due to the recent [\(describe disaster conditions\)](#).

Currently, food and clothing supplies are sufficient. **The most useful form of assistance is donations of money to meet disaster-related expenses.** Check and credit card donations can be made to any of the well-established, charitable organizations that are assisting in the disaster relief effort (see list below). Monetary donations allow charitable organizations the flexibility to purchase items that are needed most, and unlike material donations, cash donations entail little or no transportation, storage, or distribution costs.

Prior to sending any relief items into the state or the affected local communities, donors should contact involved local or national relief organizations (telephone numbers are listed below). Groups wishing to donate should contact the volunteer agency to establish the need and to make the necessary arrangements. Shipments that have not been accepted by a voluntary agency, a specified location, and a contact person may not be unloaded. **PLEASE DO NOT SEND DONATIONS OF GOODS OR SERVICES WITHOUT FIRST MAKING THE PROPER ARRANGEMENTS. DOING SO ONLY MAKES MATTERS WORSE, NOT BETTER!**

The [\(name of jurisdiction\)](#) Disaster Logistics and Donations Management Center can be reached by calling [\(number\)](#), or by visiting online at [\(web address\)](#). The Disaster Logistics and Donations Management Center will determine the extent of the need and coordinate with a responsible agency to receive and distribute donated items. Failure to do this will result in personnel, time, space, and money being wasted to process the uncoordinated items and will further detract from the resources being available to provide direct support to persons in need.

(Insert list of charitable organizations assisting in the disaster relief effort along with appropriate contact information.)

SAMPLE PRESS RELEASE #2

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:

Name / Title of Local (or State, as applicable) Disaster Donations Management Coordinator

Telephone Number / Facsimile Number / E-Mail Address

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

Disaster Survivors Need Your Financial Help

Relief efforts are underway in response to [\(describe disaster conditions\)](#) in [\(affected area\)](#). Disaster survivors need your assistance. [\(Names of organizations\)](#) are already beginning work in [\(affected area\)](#) to help affected individuals and families in rebuilding and recovering from this devastating disaster. **Cash contributions are urgently needed to support the relief efforts.**

Cash contributions are needed more than donations of goods or materials at this time. Collecting, sorting, inventorying, packaging, and shipping donated goods and materials is highly labor intensive and expensive. Trained volunteers and local / state responders are busy providing urgently needed services to those most in need. As a result, there may not be personnel available to process unsolicited donations. **YOUR COOPERATION IN NOT SENDING UNSOLICITED DONATIONS OF GOODS AND SERVICES IS APPRECIATED!**

Cash contributions enable relief agencies to purchase bulk supplies of items most urgently needed. This is the most efficient way of meeting the needs of the disaster survivors in a timely manner. In addition, agencies can usually purchase the needed supplies from area merchants, thus helping them begin recovery as well.

Your check or money order may be sent to:

[\(Name of Organization / Address\)](#)

For credit card donations, please call or visit online:

[\(Telephone Number / Web Site Address\)](#)

SAMPLE PRESS RELEASE #3

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:

Name / Title of Local (or State, as applicable) Disaster Donations Management Coordinator

Telephone Number / Facsimile Number / E-Mail Address

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

Cash Donations for Disaster Survivors Best Way to Help

Persons interested in helping the survivors of [\(describe disaster conditions\)](#) in [\(affected area\)](#) can best support the relief effort by making a cash donation instead of sending donated goods and services, according to [\(the MSP/EMHSD? local jurisdiction? Local and/or State Disaster Donations Management Coordinator?\)](#).

"Cash donations to voluntary disaster relief organizations enables them to purchase exactly what is most needed by the survivors and helps the local economy recover from the disaster as well," said [\(name and title of official representative\)](#).

[\(Name of official representative\)](#) explained that donated items require voluntary agencies to spend money and considerable time for sorting, inventorying, warehousing, and distribution. Additionally, there is no state or federal transportation for donated goods unless they fill an identified critical need.

There are a number of voluntary agencies receiving cash donations for [\(name of disaster\)](#) relief:

American Red Cross

1-800-RED CROSS (1-800-733-2767)

www.redcross.org

Text REDCROSS to 90999

Salvation Army

1-888-803-8858

http://www.salvationarmyusa.org/usn/www_usn_2.nsf

United Methodist Committee on Relief

1-800-554-8583

<http://www.umcor.org>

Adventist Community Services

1-517-316-1500

<http://www.miadr.org>

For further information on donations coordination issues in [\(affected area\)](#), please call or visit online:

Michigan Disaster Donations Intake and Processing Center (as applicable)

1-800-??????? (list hours hotline is staffed) or [\(web address for information\)](#)

(Affected Area) Donations Intake and Processing Center

1-800-??????? (list hours hotline is staffed) or [\(web address for information\)](#)

SAMPLE PUBLIC SERVICE ANNOUNCEMENTS

PUBLIC SERVICE ANNOUNCEMENT #1

([Name of jurisdiction](#)) Office of Emergency Management

OR

Michigan Department of State Police, Emergency Management and Homeland Division

([Address](#))

FOR USE UNTIL ([DATE](#))

DISASTER DONATIONS

15 SECONDS

Due to the recent ([describe disaster conditions](#)), the ([name of jurisdiction and/or State of Michigan](#)) is coordinating a disaster relief effort in ([affected area](#)). At this time, the most pressing need is **cash donations** to enable participating disaster relief organizations to purchase bulk supplies of items most urgently needed. If you would like to make a cash contribution to help with disaster relief, please call ([number](#)) or visit online at ([web address for donating](#)). Thank you.

PUBLIC SERVICE ANNOUNCEMENT #2

([Name of jurisdiction](#)) Office of Emergency Management

OR

Michigan Department of State Police, Emergency Management and Homeland Security Division

([Address](#))

FOR USE UNTIL ([DATE](#))

DISASTER DONATIONS

30 SECONDS

In response to the ([describe disaster conditions](#)) relief efforts, there have been questions as to what items and services are needed. The ([name of jurisdiction and/or State of Michigan](#)) encourages people to give **cash donations** to one of the voluntary organizations involved in the relief operation.

The ([name of jurisdiction and/or State of Michigan](#)) is helping to coordinate donations of money, goods, and services with agencies that are able to receive, store, and distribute donated items.

For more information on what and where to donate, contact the ([name of jurisdiction or State of Michigan, as applicable](#)) Disaster Logistics and Donations Management Center at ([number](#)), or online at ([web address for information](#)). Thank you.

C. DISASTER LOGISTICS AND DONATIONS MANAGEMENT TEAM – MEMBERSHIP ROSTER / CONTACT LIST

Name	Agency*	Role*	Phone #	Facsimile #	E-Mail Address
		Disaster Logistics Management Coordinator	(office); (cell); (pager)		
		Disaster Logistics Management Coordinator (Alternate)	(office); (cell); (pager)		
		Individual Assistance Coordinator	(office); (cell); (pager)		
		Individual Assistance Coordinator (Alternate)	(office); (cell); (pager)		
		Public Assistance Coordinator	(office); (cell); (pager)		
		Public Assistance Coordinator (Alternate)	(office); (cell); (pager)		
		Public Information Officer	(office); (cell); (pager)		
		Public Information Officer (Alternate)	(office); (cell); (pager)		
		Emergency Management Coordinator	(office); (cell); (pager)		
		Emergency Management Coordinator (Alternate)	(office); (cell); (pager)		
		Disaster Donations Management Coordinator	(office); (cell); (pager)		
		Disaster Donations Management Coordinator (Alternate)	(office); (cell); (pager)		
	Department of Human Services	(specify)	(office); (cell); (pager)		
	Health Department	(specify)	(office); (cell); (pager)		
	Engineering Department	(specify)	(office); (cell); (pager)		
	Legal Department	(specify)	(office); (cell); (pager)		
	Environmental Compliance Staff	(specify)	(office); (cell); (pager)		
	Fiscal Administration Staff	(specify)	(office); (cell); (pager)		
	Other Local Department (specify)	(specify)	(office); (cell); (pager)		
	Area Agency on Aging (AAA)	Needs assessment; labor resources (AAAs); special needs; advisor on senior issues; coordinator of senior resources	(office); (cell); (pager)		

[\(*Note: Customize the agency / organization names and disaster logistics / donations management roles to reflect the local team structure.\)](#)

C. DISASTER LOGISTICS AND DONATIONS MANAGEMENT TEAM – MEMBERSHIP ROSTER / CONTACT LIST (cont.)

Name	Agency*	Role*	Phone #	Facsimile #	E-Mail Address
	Citizen Corps / CERT	Provide volunteers to support logistics / donations management operations	(office); (cell); (pager)		
Win Williams	Michigan Voluntary Organizations Active in Disaster	Provide volunteers to support logistics / donations management operations	(office); 1-888-803-8858 (cell); 1-800-923-2666 (pager)	1-810-714-1907	Carwin40@sbcglobal.net
Dave Gutierrez	American Red Cross – Michigan	Coordinator of ARC resources	(office); 1-989-701-9053 (cell); (pager)	1-989-345-5291	David.gutierrez@redcross.org
	Humane Society (local chapter)	Advise on domestic animal issues; coordinator of Humane Societies resources	(office); (cell); (pager)		
	Other Nongovernmental Organization (specify)	Provide volunteers to support logistics / donations management operations	(office); (cell); (pager)		
	Other Nongovernmental Organization (specify)	Provide volunteers to support logistics / donations management operations	(office); (cell); (pager)		

(*Note: Customize the agency / organization names and disaster logistics / donations management roles to reflect the local team structure.)

D. DISASTER LOGISTICS AND DONATIONS MANAGEMENT TEAM – KEY STATE SUPPORT ELEMENTS CONTACT LIST

Name	Agency	Role	Phone #	Facsimile #	E-Mail Address
	MSP/EMHSD	District Coordinator	(office); (cell); (pager)		
	MSP/EMHSD	State Disaster Logistics Management Coordinator	(office); (cell); (pager)		
	MSP/EMHSD	State Disaster Donations Management Coordinator	(office); (cell); (pager)		
	MSP/EMHSD	State Individual Assistance Officer	(office); (cell); (pager)		
	MSP/EMHSD	State Public Assistance Officer	(office); (cell); (pager)		
	MSP/EMHSD	Public Information Officer	(office); (cell); (pager)		
	Other (specify)		(office); (cell); (pager)		
	Other (specify)		(office); (cell); (pager)		

(*Note: Customize the agency / organization names and disaster logistics / donations management (including donations) roles to reflect the local team structure.)

E. DISASTER COMMODITY NEEDS – BY HAZARD

The quantity, kind, and type of disaster commodities required is a function of the type of disaster; its location; its magnitude, duration, and intensity; and the size, characteristics, and needs of the affected population. Because of all of these variables, it is difficult to pre-determine exactly what will be needed, where, when, how much, and for how long. However, based on disaster experience, it is possible to generalize about the major kinds / types of disaster commodities that might be required for various types of disasters. This information is essential for disaster logistics management planning. The following is a list of the disasters in [\(name of jurisdiction\)](#) that are most likely to generate a need for disaster commodities, and the primary kinds / types of commodities that are likely to be required to sustain the affected population through the incident response and early recovery period:

Major Disaster Commodity Needs in [\(name of jurisdiction\)](#)*

Commodity Disaster	Food	Drinking Water / Ice	Medicines / Medical Supplies	Baby Formula / Food and Diapers	Tarps / Plastic Sheeting	Dry Ice	Cleaning Supplies	Cots / Bedding / Blankets	Personal Care Kits / Towels	Additional Clothing†	Flashlights / Batteries
Tornado / Severe Storm	■	■	■	■	■	■	■	■	■	■	■
Flood	■	■	■	■	■	■	■	■	■	■	■
Terrorist Attack**	■	■	■	■	■			■	■	■	
Major Electrical Power Outage*** or Other Energy Emergency	■	■	■	■		■		■	■	■	■
Extended Hazardous Material Incident	■	■	■	■				■	■	■	
Nuclear Military Attack	■	■	■	■	■	■	■	■	■	■	■
Extended Nuclear Power Plant Accident	■	■	■	■				■	■	■	■
Epidemic / Pandemic or Other Extended Public Health Emergency	■	■	■	■		■		■	■	■	■

*Refer to tables titled “Commodity Considerations for Primary Michigan Disasters” on the following pages for descriptions of disaster impacts, commodities generally required, and special considerations.

**A major attack that results in any or all of the following: significant injuries / loss of life; significant physical damage; significant evacuations and/or in-place sheltering; extended mass care / sheltering operations; significant economic impacts; extended disruption to the just-in-time supply chain; serious / extended disruptions to critical facilities / services; other significant impacts that require supplemental commodities to meet the life-support needs of the affected population.

***The outage may be caused by: an accidental infrastructure failure; a natural event such as an ice storm or severe thunderstorm; deliberate sabotage; or a combination of these events.

†Including clothing for the public following required decontamination activities.

Disaster Intensity Scales. Disaster Intensity Scales have been developed for various types of disasters that relate the intensity of an event to the anticipated type and magnitude of damage and impact. In general, the greater the intensity of the event the greater the likelihood that supplemental disaster commodities will be required to support population protective measures (mass evacuation or in-place sheltering) and the response / recovery effort. The Fujita Scale (for tornadoes) and the flood and ice storm probability of return periods serve as the best tools to predict large scale natural disasters that may require supplemental disaster commodities. Nuclear power plant accidents and hazardous material incidents also have some measure of intensity which can aid in disaster logistics management planning. By pre-determining the kinds / types of supplemental commodities that are likely to be required for various types of disasters, it may be possible to expedite the request for and delivery of those commodities – making for a more proactive response / recovery effort.

Disaster Intensity Scales for Selected Disasters in [\(name of jurisdiction\)](#)

Disaster	Scale	Commodity Indicator (General)
Tornado	<p align="center"><u>Fujita Scale:</u></p> F6 – Inconceivable tornado (319-379 mph) F5 – Incredible tornado (261-318 mph) F4 – Devastating tornado (207-260 mph) F3 – Severe tornado (158-206 mph) F2 – Significant tornado (113-157 mph) F1 – Moderate tornado (73-112 mph) F0 – Gale tornado (40-72 mph)	The higher the Fujita Scale rating, the more damage / impacts likely to be caused. (For example, an F5 tornado will generally cause more damage and impacts than an F0 tornado. The size and nature of the tornado path will also determine the potential amount and type of commodities that might be required.)
Flood	<p align="center"><u>Probability of return (in a given year):</u></p> 500-year flood – .2% chance of occurrence 200-year flood – .5% chance of occurrence 100-year flood – 1% chance of occurrence 50-year flood – 2% chance of occurrence 10-year flood – 10% chance of occurrence	The lower the flood probability, the more damage / impacts likely to be caused. (For example, a 500-year flood is likely to cause more damage / impacts than a 100-year flood because it is larger in scope / magnitude and generally much more severe in its damaging capability. Therefore, the potential need for disaster commodities is likely to be greater.)
Ice Storm (Causes Power Outages)	<p align="center"><u>Probability of return (in a given year):</u></p> 500-year storm – .2% chance of occurrence 200-year storm – .5% chance of occurrence 100-year storm – 1% chance of occurrence 50-year storm – 2% chance of occurrence 10-year storm – 10% chance of occurrence	The lower the storm probability, the more damage / impacts likely to be caused. (For example, a 500-year storm is likely to cause more damage / impacts than a 100-year storm because it is larger in scope / magnitude and generally much more severe in its damaging capability. Therefore, the potential need for disaster commodities is likely to be greater because more extended power outages are likely to occur due to the ice storm damage.)
Nuclear Power Plant Accident	<p align="center"><u>Nuclear Accident Emergency Action Level Classification System (NUREG-0654/FEMA-REP-1):</u></p> <p>General Emergency – events that involve actual or imminent substantial core degradation or melting with potential for loss of containment integrity. Releases can be reasonably expected to exceed EPZ Protective Action Guideline exposure levels off-site for more than the immediate site area.</p> <p>Site Area Emergency – events that involve actual or likely major failures of plant functions needed for protection of the public. Any releases not expected to exceed EPZ Protective Action Guideline exposure levels except near site boundary.</p> <p>Alert – events that involve actual or potential substantial degradation of the level of safety of the plant. Any releases expected to be limited to small fractions of the EPZ Protective Action Guideline exposure levels.</p> <p>Unusual Event – events that indicate a potential degradation of the level of safety of the plant. No releases of radioactive material requiring off-site response or monitoring are expected unless further degradation of safety systems occurs.</p>	The higher the incident classification, the more extensive the impacts that are likely to be caused. Only a General Emergency that causes a long-term evacuation is likely to generate the need for supplemental disaster commodities. Anything less than a General Emergency is not likely to require significant disaster commodities.
Hazardous Material Incident	<p align="center"><u>National Oil and Hazardous Substances Pollution Contingency Plan (NCP) Spill Classifications:</u></p> <p>Major Release – a release of any quantity that poses a substantial threat to public health, welfare, or the environment or results in significant public concern.</p> <p>Medium Release – a release not meeting the criteria for classification as a major or minor release.</p> <p>Minor Release – a quantity of release that poses minimal threat to public health, welfare, or the environment.</p>	The higher the release classification, the more extensive the impacts that are likely to be caused. Generally, only a Major Release is likely to generate a need for supplemental disaster commodities – and then only if a significant long-term evacuation is required to protect the affected population. Anything less than a Major Release is not likely to require supplemental disaster commodities.

Sources: Federal Emergency Management Agency (FEMA); National Climate Prediction Center (NOAA); Michigan Hazard Analysis; Michigan Emergency Management Plan.

Commodity Considerations. The following chart identifies the commodity considerations associated with the primary disasters in [\(name of jurisdiction\)](#) that are likely to generate the need for disaster commodities. As indicated in the “Disaster Intensity Scales for Selected Disasters in [\(name of jurisdiction\)](#)” chart above, the intensity of a disaster (in most cases) has a direct impact on the type, kind, quantity, and expected duration of need of disaster commodities. The purpose of this chart is to describe the typical impacts of these disasters, identify their potential commodity requirements, and highlight any special considerations that may have to be factored into the decision making process during the response / recovery phases.

Commodity Considerations for Primary Disasters in [\(name of jurisdiction\)](#)

Tornado / Severe Storm	
Typical Impacts:	Damage from tornadoes is caused by high-velocity rotating winds. The severity of the damage depends on the intensity of the tornado and the length of time the funnel is on the ground. Damage is generally confined to a narrow path extending up to half a mile wide and from a hundred yards to several miles long. Tornadoes typically damage and destroy structures and personal property, down trees and power lines, disrupt electrical power, damage agricultural crops, and cause injuries and deaths. Damage / impacts from severe storms is similar to that of tornadoes, but is generally more widely spread and in most cases less severe.
Commodities Generally Needed:	To support mass care operations: Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. To repair / restore damaged structures: Tarps / Plastic Sheeting (for temporary roof / window / wall repairs); Cleaning Supplies. If power is out: Dry Ice; Flashlights / Batteries.
Considerations:	The type, kind, and quantity of disaster commodities needed (in most cases) is directly tied to the damage and impacts inflicted by either type of storm. Tornadoes and severe storms generally do not result in significant long-term mass care operations. In most cases, disaster commodities would only be required in the most widespread and/or severe events that have resulted in significant property damage and the need for temporary mass care operations.
Flood	
Typical Impacts:	Damage from riverine flooding is generally limited to the area inside the identified floodplain for the intensity of flood that occurs. For example, a 500-year flood generally will damage anything unprotected within the 500-year floodplain. A 100-year flood will cause damage within the 100-year floodplain, and so forth. Great Lakes shoreline floodplains also factor in potential damage caused by storm surges and wave action, which can be substantial. Urban flooding impacts are harder to predict because they typically involve a failure of some aspect of the storm drainage infrastructure system – either through physical damage, exceeded capacity, or both. Basement and street flooding are the primary impacts of urban flooding.
Commodities Generally Needed:	To support mass care operations: Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. To repair / restore damaged structures and/or prevent damage: Tarps / Plastic Sheeting (for temporary sandbag walls); Cleaning Supplies. If power is out: Dry Ice; Flashlights / Batteries.
Considerations:	In general, the more intense the flood (e.g., 500-year event vs. 100-year event), the greater the damage / impacts and likelihood that supplemental disaster commodities will be required to meet the life-sustaining needs of the affected population. The affected area will also dictate, to a large degree, whether or not supplemental disaster commodities will be required. Densely populated / developed urban areas are likely to require significantly more commodities than sparsely populated / developed rural areas because the affected population and number of damaged structures will be much greater. In addition, the number of functional needs individuals is also likely to be greater in urban areas than in rural areas. Flooding may result in significant contamination of structures and the property contained within those structures. This will require cleanup and restoration efforts which may necessitate the procurement of large quantities of cleaning supplies.
Terrorist Attack	
Typical Impacts:	Terrorist attacks fall into two categories: those that cause considerable physical destruction and injury / loss of human life (i.e., bombings, nuclear detonation), and those that primarily cause injury or loss of human life but little physical destruction (i.e., bioterrorism, chemical attack). In the event of a terrorist bombing attack, widespread and/or severe physical damage would occur to a limited impact area. The level of physical destruction that can be expected would be similar to that found in a tornado or particularly severe storm. The impacts likely would include damaged and destroyed structures and personal property, injuries, and loss of human life. Supplemental commodity needs would be limited unless the attack resulted in a large-scale evacuation. A nuclear detonation terrorist attack would result in considerably more damage and impact. Such an attack would be unprecedented in U.S. history and would likely require a substantial and possibly long-term infusion of supplemental disaster commodities for the affected area. Impacts would include considerable physical damage to structures and personal property, numerous injuries and deaths, radioactive fallout with required personal protection and decontamination measures, and extensive (and perhaps long-term) disruptions to and negative impacts on essential systems and services within the affected area. Extensive in-place sheltering or mass evacuation measures would be required. A wide range of supplemental disaster commodities would be required in the aftermath of a terrorist nuclear detonation attack. Terrorist attacks such as bioterrorism or chemical attacks may cause little physical damage to structures, but would likely result in considerable injuries, loss of human life, and significant (and possibly long-term) disruptions to and negative impacts on essential systems and services within the affected area. In addition, these types of attacks would require extensive public protective measures such as in-place sheltering or mass evacuations. As a result, supply chains are likely to be disrupted – some for possibly extended periods – and resource needs will be considerable. An infusion of supplemental disaster commodities would likely be required to provide for the life-sustaining needs of the affected population and to support the response / recovery effort.
Commodities Generally Needed:	To support mass care operations: Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. To repair / restore damaged structures: Tarps / Plastic Sheeting (for temporary roof / window / wall repairs); Cleaning Supplies.

Commodity Considerations for Primary Disasters in [\(name of jurisdiction\)](#)

Terrorist Attack (cont.)

Considerations:	Commodity needs would be determined by the nature and size of the attack and the characteristics of the affected area. Attacks affecting densely populated urban areas would likely require more supplemental disaster commodities than would attacks affecting mostly rural, lightly populated areas. Attacks involving radiological, biological, or chemical agents would require extensive population protection measures (in-place sheltering or mass evacuations) and would likely cause significant disruptions to supply chains. Commodity needs for those types of attacks would likely be considerable and possibly long-term.
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Major Power Outage / Energy Emergency

Typical Impacts:	<p>Major power outages may be caused by an accidental infrastructure failure, by a natural event such as an ice storm or severe thunderstorm, by deliberate sabotage, or a combination of these events. Power outages typically do not cause physical damage (to any great extent) but may cause significant disruptions to essential systems and services – including resource supply chains. Depending on the incident circumstances and time of year, major power outages may result in extensive mass care operations for the duration of the outage. Supplemental disaster commodities may be required for a short period of time until power is restored and essential services resume.</p> <p>Ice storms and severe thunderstorms typically cause power outages because utility poles and wires may be severely damaged and/or downed. If cold weather continues after an ice storm, utility restoration may be slowed which may require longer mass care operations. In those situations, the need for supplemental commodities may be greater.</p> <p>A major energy emergency (i.e., for gasoline, natural gas, fuel oil, or propane) may be caused by a number of factors, including: 1) natural disasters such as severe storms, tornadoes, floods, or earthquakes that cause physical destruction to energy production or distribution facilities; 2) sabotage of facilities / processes; 3) human errors, accidents, and equipment failure; 4) curtailment of oil supplies which causes a sharp, sudden escalation in energy prices; and 5) a sudden surge in energy demand caused by a national security emergency involving mobilization of U.S. defense forces. Any of these events, singularly or in combination, may cause a serious, prolonged energy emergency that may necessitate extended mass care operations.</p>
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Commodities Generally Needed:	To support mass care operations: Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. In winter months, there may also be a significant need for portable indoor heaters. If power is out: Dry Ice; Flashlights / Batteries.
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Considerations:	Commodity needs would be determined by the nature, extent, and expected duration of the outage / emergency, the characteristics of the affected area, and the time of year. Outages / emergencies affecting densely populated urban areas would likely require more supplemental disaster commodities than would outages / emergencies affecting mostly rural, lightly populated areas. Outages / emergencies that are longer-term in nature would require more commodities than would shorter-duration outages / emergencies because of the need for mass care operations. Outages / emergencies that occur during times of extreme temperatures (cold or hot) would require more of certain commodities than would outages / emergencies that occur during times of more moderate temperatures.
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Extended Hazardous Material Incident

Typical Impacts:	Hazardous materials are any solid, liquid, or gas that can cause harm to humans and other living organisms due to it being radioactive, flammable, explosive, toxic, corrosive, a biohazard, an oxidizer, an asphyxiant, or capable of causing severe allergic reactions. Although safety precautions are generally taken during the transport, storage, use, and disposal of hazardous materials, incidents occur with some regularity. Incidents can occur at a fixed site such as a manufacturing plant, or they can occur during transport on highways, rail, air or water. Depending on the type and amount of hazardous material that is released, impacts may include injuries, loss of life, property damage at the site and in surrounding areas, environmental contamination, and possibly a temporary curtailment or cessation of essential systems and services. Hazardous material incidents often necessitate evacuations or in-place sheltering of the affected population. Large-scale incidents that reach the "Major Release" level may cause extended evacuations or in-place sheltering operations until the situation can be stabilized and cleanup / recovery operations are substantially completed.
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Commodities Generally Needed:	To support mass care operations: Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing.
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Considerations:	Most hazardous material incidents will not require the provision of supplemental disaster commodities. In general, only those incidents that reach the "Major Release" level are likely to require extensive public protective actions (in-place sheltering or mass evacuation) and/or tax existing response / recovery systems. A Major Release may require the provision of supplemental disaster commodities if an extended mass evacuation and sheltering operation occurs.
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Nuclear Military Attack

Typical Impacts:	A nuclear military attack would likely result in unimaginable devastation for targeted areas. Even a nuclear weapon with a small yield is significantly more powerful than the largest conventional explosives, and a single weapon is capable of destroying or seriously disabling an entire city or area. In addition to the initial blast and heat wave caused by a nuclear explosion, the radioactive fallout that follows would contaminate everything it comes in contact with. Virtually everything and everyone within the direct weapons effects area that is not substantially sheltered / protected would be destroyed. The initial blast would then be followed by a radioactive fallout plume that would cause widespread and long-term environmental contamination. Contaminated areas would have to undergo extensive decontamination before they could be occupied or used again. Virtually all essential systems and services within the affected area would be seriously disrupted (at best) or destroyed.
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Commodities Generally Needed:	To support mass care operations: Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. To repair / restore damaged structures: Tarps / Plastic Sheeting (for temporary roof / window / wall repairs); Cleaning Supplies. If power is out: Dry Ice; Flashlights / Batteries.
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Commodity Considerations for Primary Disasters in [\(name of jurisdiction\)](#)

Nuclear Military Attack (cont.)

Considerations:	A nuclear military attack would generate an unprecedented need for supplemental disaster commodities to support the surviving population and the response / recovery effort. If other areas of the country were also affected (almost a certainty), the need for commodities would in all likelihood exceed the collective capability of the federal government and the private sector to provide them.
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Extended Nuclear Power Plant Accident

Typical Impacts:	A nuclear accident could result in the release of potentially dangerous levels of radioactive materials into the environment that could affect the health and safety of the public living near the nuclear power plant. The degree and area of environmental contamination could vary greatly depending on the type and amount of radioactivity and the weather conditions. Potential impacts may include injuries or loss of life to those not properly protected, environmental contamination, and a temporary curtailment or cessation of essential systems and services. A nuclear accident may require a mass evacuation or in-place sheltering of the affected population. Large-scale accidents that reach the "General Emergency" level may cause extended evacuations or in-place sheltering operations.
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Commodities Generally Needed:	To support mass care operations: Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. To repair / restore contaminated structures: Cleaning Supplies (to remove radioactive materials). If power is out (due to reactor shutdown and inability to replace lost generating capacity): Dry Ice; Flashlights / Batteries.
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Considerations:	Only a "General Emergency" classification is likely to prompt extended public protective actions (in-place sheltering or mass evacuation) and/or tax existing response / recovery systems. A General Emergency will likely require the provision of supplemental disaster commodities if an extended mass evacuation and sheltering operation occurs.
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Epidemic / Pandemic or Other Extended Public Health Emergency

Typical Impacts:	Public health emergencies can take many forms – disease epidemics / pandemics, large-scale incidents of food or water contamination, extended periods without adequate water and sewer services, harmful exposure to chemical / radiological / biological agents, and large-scale infestations of disease-carrying insects or rodents – to name just a few. Public health emergencies can occur as primary events by themselves, or they may be secondary events to another disaster or emergency such as a flood, tornado, or hazardous material incident. The common characteristic of most public health emergencies is that they adversely impact, or have the potential to adversely impact, large numbers of people. Public health emergencies can be worldwide (a pandemic), national, statewide, regional, or localized in scope and magnitude. Potential impacts may include injuries and/or loss of life, environmental contamination, and a temporary curtailment or cessation of essential systems and services – including resource supply chains.
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Animal diseases can also have serious impacts on the human population. In the event of an outbreak of "mad cow," foot-and-mouth disease, or other wide-spread animal infectious disease, disposal of animal carcasses may be required to prevent disease spread and to protect human health. In particularly severe and/or widespread incidents, the number of carcasses may be in the thousands or possibly even hundreds of thousands.

Commodities Generally Needed:	To support mass care operations: Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. If power is out (due to forced curtailment / cessation of power generation): Dry Ice; Flashlights / Batteries.
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Considerations:	Disease epidemics / pandemics would be particularly problematic, as they may force a temporary curtailment or cessation of essential systems and services – including resource supply chains. In some instances, segments of the population may have to be quarantined in their homes or at other facilities, which would place additional strains on resource supply chains. Depending on the nature, scope, magnitude, and anticipated duration of the health emergency, it is likely that at least some supplemental disaster commodities would be required until traditional resource supply chains could be restored to their normal capacity. Health / medical commodities would almost certainly be required to provide for the care of the ill population. In addition, mass casualties may require an infusion of supplemental health / medical commodities to help meet temporary body storage and processing needs. It is likely that most of the health / medical commodities required could be obtained through established programs such as the National Disaster Medical System (NDMS), the Strategic National Stockpile (SNS) Program, and the Metropolitan Medical Response System (MMRS). These programs have their own established activation protocols and systems and are coordinated through the appropriate state steward agency within the SEOC.
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Typical Impacts Sources: Michigan Hazard Analysis; MSP/EMHSD Disaster Files; Department of Homeland Security – National Planning Scenarios.

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F. DISASTER COMMODITIES LIST, BY TYPE / KIND – NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) TYPING

The National Incident Management System (NIMS) establishes a comprehensive, integrated national mutual aid and resource management system that provides the basis to type, order, and track all (federal, state, and local) response assets. Over 120 different kinds of resources are included within the NIMS. The NIMS' use of standard definitions and terminology provides the standardization required to ensure a seamless, consistent nationwide approach to resource typing. This allows emergency management personnel to identify, locate, request, order, and track outside resources quickly and effectively.

Within the NIMS, the typed resource assets are organized by:

- **Category** – the function for which the resource is most useful (e.g., firefighting, law enforcement, health and medical, etc.).
- **Kind** – the broad class of characterization, such as teams, personnel, equipment, and supplies; metrics have been developed for each kind and are measurements of capability or capacity.
- **Type** – the measure of minimum capabilities to perform its function (e.g., Type I implies a higher capability than Type II).

Whenever possible, ([name of jurisdiction](#)) will use the resource definitions found in the NIMS when requesting or otherwise transacting supplemental disaster commodities through FEMA/DHS, from other states through the EMAC, from other Michigan jurisdictions through the MEMAC, or from private sector entities (business / industry and private relief organizations). FEMA Publications 507 (“Glossary of Terms and Definitions”) and 508 (“Typed Resource Definitions”), or the most current available guidance if different from Publications 507 and 508, will be used to establish resource definitions, types and categories. When a particular resource asset (commodity) is not listed in the NIMS, the most common name for the item will be used (e.g., tarps, plastic sheeting, sandbags, food, drinking water, etc.).

The most current federal NIMS guidance will be accessed, when required, from the National Integration Center web site at www.fema.gov/nims.

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G. LOGISTICS / DONATIONS MANAGEMENT PHASES – PLANNING AND OPERATIONAL CONSIDERATIONS

Management Phase	Primary Planning and Operational Considerations
<p style="text-align: center;">NORMAL OPERATIONS (prior to a disaster that creates the need for supplemental commodities)</p>	<ul style="list-style-type: none"> • Designate a DLMC. • Establish and train a DLDMT. • Designate and equip a DLDMC. • Develop / review / update (as appropriate) a Disaster Logistics and Donations Management Plan as a support plan or appendix / annex to the applicable emergency operations plan (state, local, regional), to include the following critical areas: <ol style="list-style-type: none"> a) List of members (with contact information) and task assignments for the Disaster Logistics and Donations Management Team; b) List of transportation, facility, equipment, and personnel resources that may be needed for disaster logistics / donations management operations; c) Sample right-of-entry / hold harmless agreements (indemnifying all levels of government against potential claims from conducting work on private property); d) Sample public information releases; e) Establishment of an incident assessment process to identify and define commodity needs; f) Identification of critical areas, facilities, and populations for priority commodities distribution; g) Establishment of a process for general commodities distribution; h) Identification of Control Check Points, Staging Areas / Warehouses, Points of Distribution, and the Base / Camps; i) Compliance with appropriate regulatory requirements (local, state, and federal – e.g., ADA); j) Documentation requirements for logistics / donations management activities (for cost reimbursement, legal protection, regulatory requirements, historical records, plan updates, etc.). At a minimum, document the following: <ul style="list-style-type: none"> - Labor, equipment, rental fees, and material costs - Mutual aid agreement costs - Use of volunteer resources, including labor - Administrative costs - Disposal costs (if any, for unused / unneeded commodities or donations) - Types, kinds, and quantities of commodities received and distributed <p>Note: The (name of implementing agency) is the central coordinating agency for logistics / donations management functions in (name of jurisdiction), in accordance with the (name of jurisdiction Emergency Operations Plan / Emergency Action Guidelines). In that role, it will help facilitate the development of logistics / donations management capability in (name of jurisdiction) through plan and procedure development, interpretation of planning and program guidance, training, plan exercising, information sharing, provision of technical assistance to identified support agencies, and other appropriate activities.</p>
<p style="text-align: center;">INCREASED READINESS (a potential disaster is approaching / imminent that may require supplemental commodities and/or result in unsolicited donations of goods and/or services)</p>	<ul style="list-style-type: none"> • Alert the DLDMT and others involved in the operation. • Place the DLDMC and identified support facilities (i.e., Control Check Points, Staging Areas / Warehouses, Points of Distribution, and the Base / Camps – as applicable) on standby for possible activation. Identify alternative facilities if pre-designated facilities are likely to be significantly impacted by the disaster. • Review (and update as required) applicable aspects of the logistics / donations management plan, including contact information and right-of-entry / hold harmless agreements. • Provide expedient training (as required) for the DLDMT and other involved personnel. • Contact needed resources to determine general availability. • Review commodity distribution options for the anticipated affected areas and for functional needs populations. <p>(Note: Many disasters are likely to occur without warning. In those cases, the Increased Readiness considerations would have to be addressed during the Response Phase, along with the other established considerations listed below.)</p>

(See next page for Response and Recovery Phases.)

G. LOGISTICS / DONATIONS MANAGEMENT PHASES – PLANNING AND OPERATIONAL CONSIDERATIONS (cont.)

Management Phase	Primary Planning and Operational Considerations
RESPONSE (commodities needs assessment; commodities procurement, transport, delivery, and initial distribution; donations processing)	<ul style="list-style-type: none"> Assess the need for supplemental commodities through the established incident assessment process. Based upon need, request supplemental commodities through FEMA, the EMAC / MEMAC, state assistance through the MSP/EMHSD, mutual aid, direct donations requests, private sector procurement, or other appropriate avenues. Activate the DLDMT and DLDMC. Activate identified logistics / donations management support facilities (i.e., Control Check Points, Staging Areas / Warehouses, Points of Distribution, the Base / Camps) as required. Work with the MSP/EMHSD and FEMA to activate the designated federal Mobilization Center(s) if federal commodities are being provided. Activate the appropriate elements of the logistics / donations management plan. Establish commodity distribution priorities, based on incident circumstances. Activate other needed resources (transport, equipment, personnel) for the operation. Initiate commodity receipt, transport, and distribution activities in accordance with established priorities. Initiate donations processing activities in accordance with established priorities. Initiate a vigorous public information campaign to control or influence disaster donations, if unsolicited, non-value-added donations have or may become an issue impeding the response / recovery effort. Issue public information releases regarding commodities availability and distribution, and donations, as appropriate. Request supplemental logistics / donations management assistance as required (i.e., mutual aid, state assistance through the MSP/EMHSD, federal Stafford Act or other direct assistance, NGO / private sector assistance, etc.). Track / document (in the EOC CIMS, if possible) all major decisions and actions regarding the logistics / donations management operation. Track / document (in the EOC CIMS, if possible) all costs incurred in the logistics / donations management operation (e.g., labor hours, equipment hours, materials used, equipment rented, contracts activated or awarded, facility usage, etc.).
RECOVERY (general commodities distribution; operation closeout)	<ul style="list-style-type: none"> Distribute commodities directly to targeted facilities / populations through established distribution networks, and generally through Points of Distribution. Continuously issue public information releases to ensure that all affected populations are aware of commodities availability and distribution. Continue with a vigorous public information campaign to control or influence disaster donations, if unsolicited, non-value-added donations have become an issue impeding the recovery effort. Continuously monitor distribution operations to ensure that: 1) commodities are being properly distributed; 2) all populations are being reached in a timely manner; 3) appropriate safety and sanitation measures are being followed; and 4) Points of Distribution are secure and being controlled properly. Work with commodity providers / donors to determine appropriate disposal methods for unneeded / unused commodities and donations. Close / restore support facilities at the conclusion of the disaster logistics / donations management operation.

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H. DONATIONS INTAKE AND PROCESSING CENTER – PLANNING AND OPERATIONAL CONSIDERATIONS

Background Notes: Disaster donation offers may be received via telephone or online. The Donations Intake and Processing Center (DIPC) – a functional element of the Disaster Logistics and Donations Management Center (DLDMC) – must be equipped to handle both types of transactions. At a very minimum, the DIPC must have one dedicated phone line and one computer terminal. Large-scale / catastrophic disasters will likely require a multi-line phone bank and multiple computers to receive, record, and process donation offers. Ideally, each phone operator will have a computer terminal to record the donation offer directly into the CIMS using the “Donations Management” input form as a format. That may not always be possible, however, due to space constraints, lack of connectivity, and lack of readily-available computer equipment. Therefore, it is likely that some donation offers received by telephone will simply be recorded on hardcopy on the “Donation Offer Form” (an abbreviated and modified version of the CIMS Donations Management input form) for later entry into the CIMS.

A five-step process will be followed with regard to establishment of the DIPC. Unless delegated, responsibility for implementation of these five steps rests with the DDMC:

- Step 1: Publicize donation preferences
- Step 2: Establish / equip the DIPC
- Step 3: Receive and record donation offers
- Step 4: Process donation offers
- Step 5: Dismantle / close-out the DIPC

STEP 1: PUBLICIZE DONATION PREFERENCES

The PIO is responsible for issuing press releases and coordinating the posting of donation preference information on the jurisdiction’s web and social media sites. The DDMC, PIO, appropriate members of the DLDMT, and the [\(insert title of chief elected official and/or other local officials\)](#) will jointly determine the donation preferences for the incident based on the actual / anticipated needs of the affected population. For most incidents, cash contributions to established disaster relief organizations will be the preferred donation. However, if incident circumstances dictate that other types of donations are needed, that information will be publicized early, often, and widely. The goal of the public information campaign will be to stem an influx of unsolicited, unneeded items and/or spontaneous, unaffiliated volunteers. Although it is unlikely that the campaign will stop all unwanted / unneeded donations (of goods and/or services), it is likely to help. The sample public information templates found in Attachment B will be used to develop the appropriate materials.

STEP 2: ESTABLISH / EQUIP THE DIPC

The following factors will be considered:

Space / Location: Ideally, the DIPC will physically be part of the DLDMC. If space and/or logistical reasons will not allow for that, then the DIPC will be located adjacent to or in close proximity to the DLDMC. For operational effectiveness, it is important that the DIPC be located within or close to the DLDMC, and be within reasonable proximity to the EOC. The DIPC will have two dedicated areas – one for phone and online operations and one for the DLDMT to review and process offers. The anticipated size of the operation will determine how much square footage is required. (The nature, scope, magnitude, and anticipated duration of the incident will dictate, to a large extent, the size of the operation. In addition, competing response and/or recovery functions, such as a disaster debris management or mass sheltering operation, will necessarily compete for square footage with the DIPC. In most cases, the DLDMC and DIPC will be located [\(where? In a corner of the EOC or in an adjacent or nearby office or conference room? Indicate likely location\)](#). Adjustments and compromises will likely have to be made once the full scope of response and recovery operations is known. In some cases, it may be possible to locate the DLDMC and DIPC at another facility with direct phone links to the EOC. This is not considered an ideal set-up, however.

Background Note: The DIPC layout will be dictated by the physical constraints of the facility ultimately used, and the equipment needs. As there are many acceptable ways to organize the DIPC, a "standard" layout has not been developed. However, the simple box diagrams found at the end of this Attachment provide examples of general room arrangements which might work well in many situations. These diagrams should be considered when establishing the layout of the DIPC.

Hours of Operation: Hours will be based on need. Ideally, the phone bank should be open from early morning until late evening during the first several days of the disaster. Voice mail will be used for after-hours operation. Online offers will also be encouraged for after-hours contact, with appropriate follow up provided by DIPC staff the following business day.

Equipment: Equipment requirements will be based on need. The number of telephone lines will be determined by the disaster circumstances and staff, equipment, and space availability. FEMA recommends up to 50 telephone lines and computers for a large / catastrophic disaster (see checklist below); however, most incidents will require considerably less phone lines and computers. Telephone system features will include, as appropriate, call-waiting, answering capability, and a rotating system for taking calls.

Background Notes: The FEMA donations management training module provides the following checklist of space and equipment requirements for a donations management phone bank operation for a large-scale / catastrophic disaster. This checklist serves as a guide when arranging for facilities, equipment, and personnel. (Note: Actual needs / requirements for the jurisdiction's operations will be determined by the disaster conditions and other factors.)

Phone Bank Inventory Checklist – FEMA Recommendations

- 3,000 square feet of office space
- 50 phones and phone lines
- 50 operator headsets
- 60 chairs
- 25 6-foot tables
- 1 4X8-foot display board
- 1 copy machine with paper
- 1 facsimile machine with paper
- 1 laser printer with paper
- 2 computer workstations (with LAN capability)
- 1 phone operator per unit
- 1 supervisor per 4-8 operators
- 1 coordinator
- Data entry (computer / online) operators
- A supply of state highway maps

Personnel / Training: Training will be provided to all DIPC staff (computer and telephone operators) for each disaster – even if the staff has prior experience in DIPC operations. As required, provisions will be made for bilingual staff (online and telephone operators) to accommodate offers from non-English speaking donors. Training will be provided by the DDMC unless delegated. Possible sources of supplemental personnel for DIPC operations include but are not limited to: state agencies and FEMA (via the MSP/EMHSD); [\(name of jurisdiction\)](#) employees; volunteers from NGOs, the Citizen Corps, community- and/or faith-based organizations, and private industry; and temporary employees from an employment service.

Key Messages: Key messages regarding urgent needs or concerns (e.g., need more bottled water and plastic tarps) will be handwritten on flipcharts and/or displayed electronically in view of computer and telephone operators so that these key messages will be conveyed to potential donors, and in a consistent manner.

STEP 3: RECEIVE AND RECORD DONATION OFFERS

The DIPC will begin taking telephone and online donation offers as soon as possible after being established and equipped. Every effort will be made to discourage unsolicited donations. Essentially, if the good and/or service is not identified as a needed commodity (i.e., value-added donation), the potential donor will be requested to donate to a local human service organization and/or to consider making a cash donation to one of the organizations identified in the donation preferences public information releases. Donations Intake / Processing Specialists will enter donor information on value-added donations directly into the CIMS (using the "Donations Management" input form, if using a computer terminal that is connected to the CIMS), or on a "Donation Offer Form" (hardcopy or electronic). All information recorded on hardcopy forms will ultimately be entered into the CIMS. The Donations Intake / Processing Specialists task assignment list will guide phone bank and computer entry operations.

STEP 4: PROCESS DONATION OFFERS

The general steps involved in processing donation offers include:

- Sorting goods from services.
- Directing volunteers (donated labor and/or services) to report to and register at the VRC.
- Prioritizing offers based on immediate and longer-term need.
- Routing top-priority offers to the appropriate DLDMT staff for immediate processing.
- Donation processing includes but is not limited to: notifying the appropriate EOC staff (who can use or direct / coordinate the use of the donation) of its availability; working with donors to coordinate packaging, transport, and delivery of donations; generating a receipt for donors, if requested; and recording the final disposition of the donation in the CIMS.
- Calling or sending a reply email to donors to decline offers (submitted via email or phone message) which are not needed.
- Processing offers with 48 to 72 hours, if possible.

STEP 5: DISMANTLE / CLOSE-OUT THE DIPC

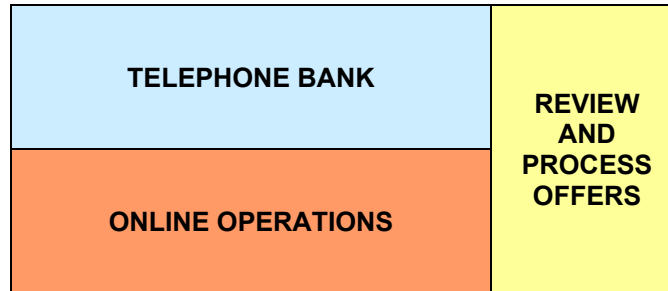
When it becomes clear that the DIPC is no longer necessary, the DLDMT will gradually reduce the hours of phone bank and computer operations and assess the readiness of local agencies and organizations to handle any remaining donation offers which might occur. By the close of the DIPC, the status of all donation offers made to that date should be clear.

Closure of the DIPC involves the following steps:

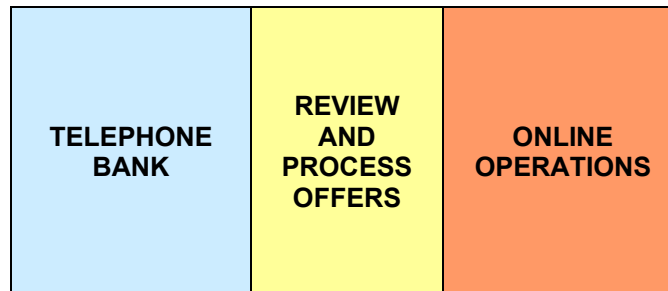
- Distributing a news release notifying the public that the DIPC will close, and when. This release should provide referrals to local agencies and organizations in the event that individuals and companies may still wish to donate goods and/or services.
- Ensuring that all accepted donors have received thank-you notices for donating. The donation receipt (if requested) will be included unless it was previously received by the donor. (This step will be done through the DIPC in most cases; in other cases, the local agencies or organizations that actually used the donations may handle this.)
- Making arrangements for maintenance of records in the CIMS and/or in hardcopy files. In most cases, the records related to DIPC operations will be kept by the EMC as part of the overall incident file.
- Making arrangements to disconnect the computer and telephone lines, return equipment (if borrowed) to its owner, and restore the facility to its pre-incident condition.

POTENTIAL DPIC LAYOUTS

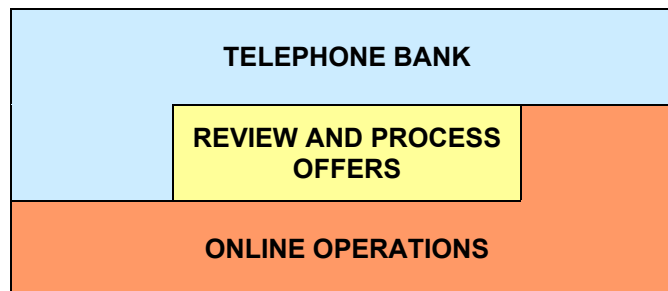
Option 1: Combined Telephone Bank and Online Operations



Option 2: Separate Telephone Bank and Online Operations in “Split” Layout




Option 3: Combined Telephone Bank and Online Operations in “Surround” Layout



[\(Insert diagram and photos here of pre-established DPIC facility, if available, in lieu of these sample diagrams\)](#)

I. DONATION OFFER FORM (CIMS)
 (use "Zoom" feature as required to view form)



Donations Management

Incident: Daily Operations

Create PDF
Return to List

Donation Information

Donated Resource(s): Test

Donation Recorded by: Brianna Currin

Donation or Loan: (Please Select)

Estimated Value: 50

Value Basis: (Please Select)

Donor Intent: (Please Select)

Transportation of Donation: (Please Select)

Donation Description:

Category:

Sub-Category:

Condition: (Please Select)

Storage Requirements: (Please Select)

Initial Quantity: 300 Box

Notes:

Status: (Please Select)

Warehouse: Not Received

Transactions

Date	Transaction	Issued	Details
10/12/2012	Disperse to Maple Avenue Senior Center	250	View
Total Amount Available: 50 Box			

Donor Contact Information

Primary Contact Name:

Contact Title:

Company:

Address/Location:

Primary Phone

Alternate Phone:

Email:

Fax:

Website:

Secondary Contact Name:

Contact Title:

Primary Phone

Secondary Phone:

Email:

I. DONATION OFFER FORM (Alternate Format – not using CIMS)

DATE / TIME:

STAFF PERSON NAME:

DONATION MADE BY:

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

DONATION OFFER:

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

*Description / Restrictions: Describe the donation offer (e.g., women's size 10 summer clothes, one bedroom apartment, etc.) and list any restrictions placed on the offer (e.g., only available for 30 days, for use by families only, etc.).

**Pick-Up Required? See pick-up address above.

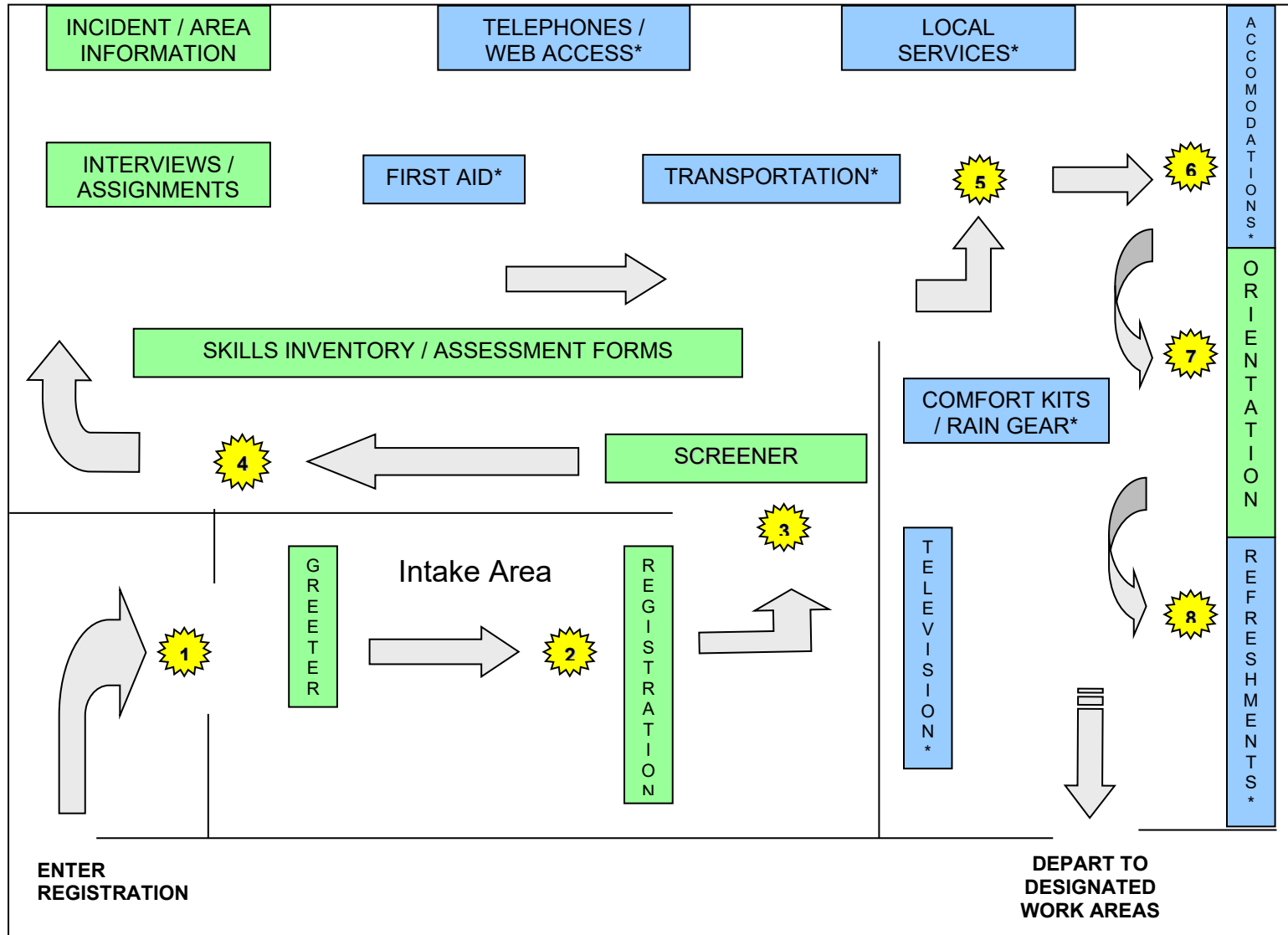
***Unit of Measure: i.e., bottles; boxes; cases; each; gallons; pallets; units. Use only one of these units of measure for each donated item.

+Describe housing type: i.e., PNP (church, shelter, or similar); apartment; hotel / motel room; private residence; institution / group home; school dormitory; barracks (military or similar); tent or similar temporary structure

Background Notes: This form can be used by phone bank and computer operators at the DLDMC to rapidly but accurately record basic donation offer information. The jurisdiction may wish to use the CIMS "Donations Management" input form in lieu of this modified version of that form.

J. VOLUNTEER REGISTRATION CENTER LAYOUT

(Insert diagram of actual Volunteer Registration Center layout)



*Support services (blue stations) are merely suggested and may be provided only as required. Incident circumstances and operational needs will determine whether or not support service stations will be set up for the benefit of volunteers, who, ideally, should be as self-sufficient as possible.

K. VOLUNTEER REGISTRATION CENTER SUPPLIES

The Volunteer Coordinator has built a “Go Kit” for the VRC which includes office supplies, forms, lists, maps, and special equipment to support the following functions within the VRC:

Background Note: Each jurisdiction must customize the table below to more clearly specify item quantities and/or to better identify materials. For example, specifying local form identification numbers (if applicable), specifying item sizes and requirements (e.g., table sizes, computer hardware and software requirements), specifying the desired quantities of forms and supplies, etc. This table, as presented, merely represents a generalized listing of potential support supplies for the various VRC functions listed. To have value, it must be customized to fit the anticipated needs and available resources of the jurisdiction. (Information source, in part: “Managing Spontaneous Volunteers in Times of Disaster,” NVOAD)

VRC Function	Required Support Supplies
Greeter / Registration / Screening	<ul style="list-style-type: none"> • Tables • Chairs • Disaster Volunteer Registration Forms • General instruction sheet (for display and/or handout) • Number cards (for maintaining order of processing, as applicable)
Skills Inventory / Assessment	<ul style="list-style-type: none"> • Tables • Chairs • Disaster Volunteer Registration Forms • Pens / pencils
Interviews	<ul style="list-style-type: none"> • Tables • Chairs • Telephones (land-line or cellular) • Computer(s) and printer(s) – optional • Writing notepads and pens / pencils
Incident / Area Orientation	<ul style="list-style-type: none"> • Hardcopy map(s) and/or incident status report(s) and/or computer(s) for information display
Volunteer Identification	<ul style="list-style-type: none"> • Badge or card blanks for imprinting, with plastic cases and lanyards or fastener system • Credentialing system, if available / as applicable
Safety Training	<ul style="list-style-type: none"> • Safety supplies (e.g., hard hats, reflective vests, protective clothing, basic first aid supplies, etc.) for safety demonstrations
Volunteer Orientation	<ul style="list-style-type: none"> • Table • Chairs • Disaster Volunteer Orientation Checklist • Chalk board / dry erase board (or similar)
Telephone Bank	<ul style="list-style-type: none"> • Tables • Chairs • Telephones (land-line or cellular) • Computer(s) and printer(s) – optional • Donation Offer Forms • Writing notepads and pens / pencils • Desktop baskets for papers

(Table continued on next page.)

K. VOLUNTEER REGISTRATION CENTER SUPPLIES (cont.)


VRC Function	Required Support Supplies
<p>Online Operations</p> <p>(Two functions – 1) processing online volunteer inquiries; and 2) populating volunteer information in the CIMS.)</p>	<ul style="list-style-type: none"> • Tables • Chairs • Computer(s) and printer(s) • Disaster Volunteer Registration Form (online, for forwarding via e-mail) • Writing notepads and pens / pencils • Desktop baskets for papers
<p>Facilities Management / Maintenance</p>	<ul style="list-style-type: none"> • Cleaning supplies appropriate for facility (e.g., vacuum for carpeted floors, broom / dustpan and mop / bucket for hard floors, general purpose cleaner solution, waste / recycling receptacles, glass cleaner, clean rags, etc.) • Restroom supplies (e.g., hand soap, disposable wash towels, toilet paper, deodorizer, etc.) • Temporary signage for VRC functions (i.e., paper, cardboard, or plastic construct) • Chairs for volunteers (while waiting) • Photocopy and facsimile machines (as applicable)
<p>Public Information</p>	<ul style="list-style-type: none"> • Television and portable radio (for event / weather monitoring) – optional • Hardcopies of public information releases regarding volunteers and other incident needs • Hardcopy printouts of incident-related news articles (for wall posting) • Volunteer information pamphlet (if pre-developed locally)
<p>Runners</p>	<ul style="list-style-type: none"> • Packs / bags (for carrying materials, as applicable)
<p>Support Services*</p>	<ul style="list-style-type: none"> • Local service / facility information materials – hardcopy • Disposable rain ponchos and/or work gloves • Refreshments (i.e., food, drinks, ice, disposable cups and utensils, etc.) • First aid supplies • Telephone(s) (land-line and/or cellular) and/or computer(s) for volunteer use at the VRC

Background Note: *Support Services are not required, but may be desirable to ensure that: 1) volunteers are better able to focus on their assignments rather than arranging for basic necessities; 2) the safety and general well-being of volunteers is adequately addressed; and 3) volunteers will not need to use response and recovery resources intended for disaster survivors. Each jurisdiction must pre-determine the level to which it will provide support services for emergent / unaffiliated volunteers participating in response and/or recovery operations.

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L. DISASTER VOLUNTEER REGISTRATION FORM (CIMS)

(use "Zoom" feature as required to view form)



Volunteers

Incident: Daily Operations

[Create PDF](#) [Return to List](#)

Volunteer Information

First Name: Sam
Last Name: Smith
Primary Phone: 514-666-7894
Cell Phone:
Email 1: SmithS@Yahoo.org
Email 2:

Address:
Lat/Long: /

Volunteer Position:
Training:
Volunteer Reception
Center:

Availability

	Available	From	To
Sunday:	Yes	0800	- 2400
Monday:	No	-	-
Tuesday:	No	-	-
Wednesday:	No	-	-
Thursday:	No	-	-
Friday:	No	-	-
Saturday:	Yes	0800	- 2400

Current Status

Status: Out

Time Tracker

Recorded By	Date	Program Area	Hours Worked
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L. DISASTER VOLUNTEER REGISTRATION FORM (Alternate Format – not using CIMS)

Background Note: This form can be used to register spontaneous (emergent), unaffiliated volunteers for disaster work. It can be used in hardcopy or electronic format. If completed electronically, the form should be printed and signed by the volunteer to authorize reference and background checks, as appropriate.

PERSONAL INFORMATION			
Name			
Address			
City / State / Zip Code			
Home Phone (with AC)			
Work Phone (with AC)			
Cell Phone (with AC)			
E-mail Address			
Emergency Contact (name / relationship to volunteer)			
Emergency Contact Phone (with AC)			
SKILLS AND INTERESTS			
Education (degree / institution / dates attended)			
License(s) Held			
Language(s) Spoken Fluently			
Hobbies, Skills, and Interests			
Access to Emergency Resources? (Y / N) (if Y, list / describe)			
Occupation / Current Employer (also list employer's address, phone, e-mail address)			
EXPERIENCE (paid and volunteer, beginning with most recent)			
Position	Organization / Contact Information	Dates	Primary Duties

(Form continued on next page.)

L. DISASTER VOLUNTEER REGISTRATION FORM (Alternate – not using CIMS, Page 2)

VOLUNTEERING PREFERENCES			
Volunteer Work Interests (list specific types of work)			
Availability (days / hours)			
Access to Vehicle for Volunteer Work? (Y / N)			
How Did You Hear About This Organization?			
What Prompted You to Volunteer? (list primary reason [s])			
REFERENCES (non-relatives)			
Name	Relationship	Telephone (w. AC)	E-Mail Address

Verification and Consent for Reference and Background Check

I verify that the above information is accurate to the best of my knowledge. I give [\(name of jurisdiction\)](#) permission to inquire into my educational background, references, licenses, police records, and employment and/or volunteer history. I also give permission to the holder of any such information to release it to [\(name of jurisdiction\)](#). I hold [\(name of jurisdiction\)](#) harmless of any liability, criminal or civil, that may arise as a result of the release of this information about me. I also hold harmless any individual or organization that provides information to [\(name of jurisdiction\)](#). I understand that [\(name of jurisdiction\)](#) will use this information only as part of its verification of my volunteer application.

Name (please print)

Social Security Number

Signature

Date

(Form Content Source: FEMA IS-244 Training Course – Developing and Managing Volunteer Resources)

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M. DISASTER VOLUNTEER INTERVIEW RECORD

Background Note: This form can be used to aid in conducting interviews of potential disaster volunteers. The list of interview questions can be customized to fit local needs and conditions, as required.

STEP 1: INTERVIEW	
Name of Volunteer	
Name of Interviewer	
Interview Date	
REVIEW OF APPLICATION FORM	
Clarification of missing / unclear information on application (note additions / revisions ►)	
QUESTIONS	
Why do you want to volunteer? What do you hope to achieve?	
What type of work do you most enjoy? Least enjoy? Do you have a particular interest?	
Do you work best alone or with others? Why?	
What kind of supervision do you prefer?	
Availability (days / hours)? Do you have access to a vehicle for volunteer work? (Y / N)	
What questions do you have?	
MATCH WITH VOLUNTEER POSITIONS	
Discuss potential volunteer positions and check match of interest, qualifications, and availability (note best possibilities ►)	
Are there any physical limitations which may affect volunteer placement? (Y / N) (if Y, describe ►)	

(Form continued on next page.)

M. DISASTER VOLUNTEER INTERVIEW RECORD (Page 2)

STEP 2: INTERVIEWER ASSESSMENT AND RECOMMENDATIONS (post-interview)	
Appearance	
Disposition / Interpersonal Skills	
Reaction to Questions	
Physical Restrictions	
RECOMMENDED ACTION (complete only one)	
Place (indicate disaster position ►)	
Investigate Further (list reasons ►)	
Refer to (indicate organization / agency ►)	
Decline (list reasons not suitable ►)	
NOTIFICATION / PLACEMENT SPECIFICS	
Volunteer Notified of Decision (list method and date notified ►)	
Work Location / Start Date and Time	
Comments (complete as applicable ►)	

(Form Content Source: FEMA IS-244 Training Course – Developing and Managing Volunteers)

N. DISASTER VOLUNTEER ORIENTATION* CHECKLIST

Background Notes: This form can be used to aid in conducting disaster volunteer orientations, prior to deployment, at the VRC. This of topics can be customized to fit local needs and conditions, as required.

*An Orientation is **not** position-specific training. It is merely an overview of the situation, the expectations for volunteers while on the job, anticipated incident conditions, and other general situational factors. Volunteers will receive position-specific training from the agency / organization they are assigned to for disaster work. The Orientation will be conducted at the VRC, prior to deployment. It may be conducted in a group setting, or individually, as dictated by conditions at the time.

X	CHECKLIST OF ACTIVITIES / CONSIDERATIONS
	Assign mentor / supervisor to each volunteer, and ensure volunteer knows where and when to report for duty.
	Review jurisdiction map and information, aerial photos and maps / diagrams of incident scene (as applicable), and incident-related information collected to date.
	Hand out support items, as applicable (e.g., maps, comfort care kits, disposable rain poncho and/or gloves, etc.).
	Review expectations regarding personal conduct during volunteer work (e.g., punctuality, attention to duty, safe work practices, dealing with disaster survivors and/or the media, responsible use of social media, responsible photographic practices, confidentiality regarding disaster survivors, etc.).
	Review administrative details related to volunteer assignment (e.g., starting / ending times, phones, parking, restrooms, breaks and lunch, check in/out procedures, emergency procedures for severe weather and other hazards, etc.).
	Provide summary of incident goals and objectives – short-term and long-term – and how volunteer will be contributing to accomplishment of those goals and objectives.
	Review disaster organizational chart (if available) to show where volunteer fits into overall response and/or recovery structure.
	Review general safety policies, procedures and practices, indicating to volunteer that additional (position-specific) safety training will be provided prior to commencing work.
	As applicable, provide overview of volunteer's work in relation to federal disaster relief program implementation (i.e., volunteer's work may aid in receiving assistance; for example, volunteer's efforts in collecting and piling up debris may result in increased federal or state funding for debris clearance and removal).
	Review other subjects as applicable.

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

Permit No. _____

(Property Address / Description)

(County Name)

(City, Village or Township Name)

(Name[s] of Owner[s])

(Date)

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

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

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

Witness

Owner(s)

Telephone Number

E-mail Address

Mailing Address

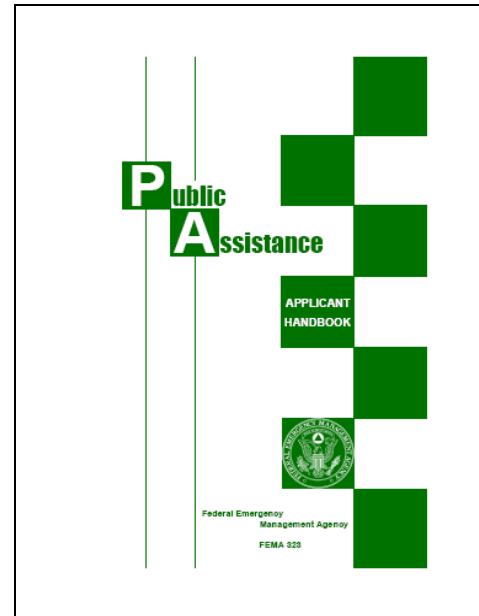
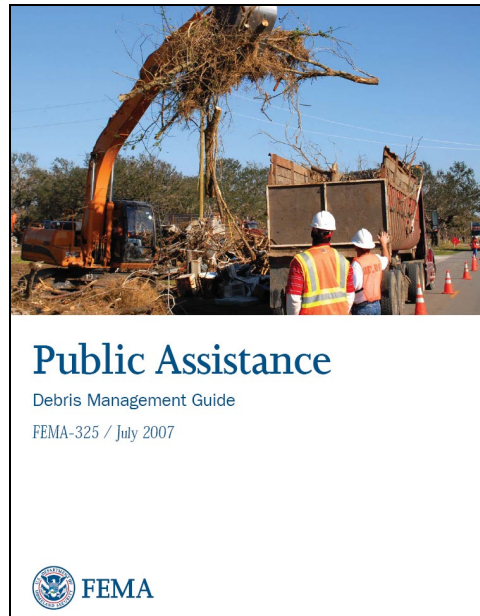
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P. LOGISTICS AND DONATIONS MANAGEMENT RECORD KEEPING

The DLDMT will use the following forms / formats to document logistics management (and applicable donations management) costs and other aspects of the logistics and donations management operation:

Background Notes: These forms / formats are recommended in FEMA Publications 325, "Public Assistance Debris Management Guide" and 323, "Public Assistance Applicant Handbook," for use in incidents that involve activation of the PAGP. (The forms in FEMA Publication 325 are also applicable to a logistics management operation.) For brevity purposes, not all of the forms / formats are shown in this Attachment, and those that are have been reduced in size. The most recent version of the electronic forms – which may vary slightly from the ones depicted as examples in this plan – will be downloaded for use, as required, from the FEMA website (www.fema.gov/government/grant/pa/forms.shtm or <http://docnet.fema.gov>), or they will be obtained from the MSP/EMHSD. The forms are also available in the CIMS under "Reference Info" and then "FEMA Forms."

Form Number	Form Title	Record Keeping Purpose
FF90-123	Force Account Labor Summary Record	Used to record force account personnel costs.
FF90-124	Materials Summary Record	Used to record supplies / materials taken out of stock or purchased.
FF90-125	Rented Equipment Summary Record	Used to record the costs of rented or leased equipment.
FF90-126	Contract Work Summary Record	Used to record the costs of work done by contract.
FF90-127	Force Account Equipment Summary Record	Used to record force account equipment use costs.
FF90-128	Applicant's Benefits Calculation Worksheet	Used to record employee fringe benefits.
FF90-91D	Project Worksheet – Photo Sheet	Used for photographs and descriptions related to a PAGP project.
(insert form number)	(insert name of additional local / state form used)	(insert description of form)
(insert form number)	(insert name of additional local / state form used)	(insert description of form)



DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY FORCE ACCOUNT EQUIPMENT SUMMARY RECORD		PAGE ____ OF ____ DISASTER	O.M.B. No. 1660-0017 Expires October 31, 2008											
APPLICANT	PROJECT NO.	DISASTER												
LOCATION/SITE	CATEGORY	PERIOD COVERING												
DESCRIPTION OF WORK PERFORMED														
TYPE OF EQUIPMENT <small>INDICATE SIZE CAPACITY, HOURSPER HOUR, MAKE AND MODEL AS APPROPRIATE</small>	EQUIPMENT CODE NUMBER	OPERATOR'S NAME	DATES AND HOURS USED EACH DAY								COSTS			
			DATE	HOURS	HOURS	HOURS	HOURS	HOURS	HOURS	HOURS	HOURS	HOURS	TOTAL HOURS	EQUIPMENT RATE
GRAND TOTALS														
I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.														
CERTIFIED												DATE		

FEMA Form 90-127, FEB 06

PREVIOUS EDITION OBSOLETE

DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY APPLICANT'S BENEFITS CALCULATION WORKSHEET		PAGE ____ OF ____	O.M.B. No. 1660-0017 Expires October 31, 2008
APPLICANT		PA ID NO.	
DISASTER	PROJECT NO.		
FRINGE BENEFITS (by %)	REGULAR TIME	OVERTIME	
HOLIDAYS			
VACATION LEAVE			
SICK LEAVE			
SOCIAL SECURITY			
MEDICARE			
UNEMPLOYMENT			
WORKER'S COMP.			
RETIREMENT			
HEALTH BENEFITS			
LIFE INS. BENEFITS			
OTHER			
TOTAL in % of annual salary			
COMMENTS			
I CERTIFY THAT THE INFORMATION ABOVE WAS TRANSCRIBED FROM PAYROLL RECORDS OR OTHER DOCUMENTS WHICH ARE AVAILABLE			
CERTIFIED BY		TITLE	DATE

FEMA Form 90-128, FEB 06

PREVIOUS EDITION OBSOLETE

Q. POINTS OF DISTRIBUTION* – PLANNING AND OPERATIONAL CONSIDERATIONS

*(a.k.a., Distribution Center)

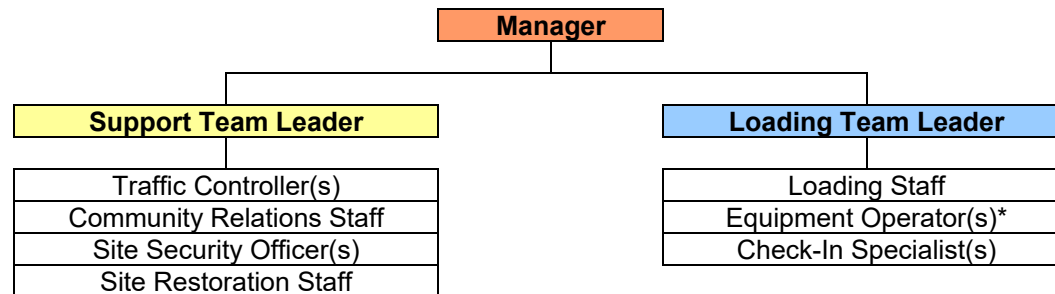
Background. Points of Distribution are local facilities operated by the [\(name of jurisdiction\)](#), churches and other faith-based organizations, and community-based and voluntary organizations, to provide goods (commodities) directly to disaster survivors. Points of Distribution will be located at a site the public recognizes and can easily locate, and will generally have controlled access and security provisions, restrooms, adequate lighting and parking, and access for handicapped individuals. Points of Distribution can be set up indoors (i.e., inside a building) or outdoors (i.e., in a parking lot or other large, open paved or gravel space). Generally, Points of Distribution will be set up to accommodate vehicle traffic (drive-thru), pedestrian traffic (walk-thru), and mass transit traffic (bus). Each person or vehicle will receive a set amount of supplies. (The recommended amount for each person / vehicle to receive is enough for a three-person household. The actual amount of supplies provided, however, will depend on the type of transportation used, the population density of the affected area, and anticipated need. The DLMC will make this determination after considering all relevant factors.) [\(Name of jurisdiction\)](#) has primary authority for the activation, operation, and demobilization of Points of Distribution.

Locations. [\(Name of jurisdiction\)](#) has pre-identified Point of Distribution locations (refer to Attachment W, “Pre-Identified Logistics / Donations Management Facilities – Points of Distribution”). These sites have been selected based on a needs analysis, population densities, and the anticipated methods of commodity distribution. Points of Distribution will be activated by the DLMC based on operational needs, incident conditions, and the capabilities of each individual site / facility. Although any organization is free to open a facility to distribute goods to those in need, the only “official” Points of Distribution for [\(name of jurisdiction\)](#) are those activated by the DLMC. [\(Name of jurisdiction\)](#) will only publicize the locations of Points of Distribution it has activated and sanctioned.

Background Notes: Non-official Points of Distribution (e.g., set up in parking lots of active enterprises, along active roadways, in parks, etc.) should generally be discouraged because they may have health, safety, and access concerns that officially-sanctioned Points of Distribution would not have. These facilities may also cause traffic, parking, crowd control and security concerns if not carefully located, planned, and operated. In addition, non-official Points of Distribution may result in: 1) workers not being covered for worker’s compensation or liability if an injury occurs during the distribution of commodities; 2) the PODs not being able to adequately communicate with the EOC and other emergency support and coordination facilities; 3) the PODs not having adequate commodities to hand out or resources for operating; and 4) the creation of false expectations on the part of the public regarding the continued availability of certain commodities, or lack of commodities, in the community.

Organizational Structure. The Point of Distribution organizational structure consists of a Point of Distribution Manager, responsible for the overall set-up and management of the facility, a Loading Team, and a Support Team:

POINT OF DISTRIBUTION ORGANIZATIONAL STRUCTURE



*Equipment may include fork lifts, pallet jacks, trucks, etc., as appropriate.
Source: FEMA IS-26: Guide to Points of Distribution, modified for this plan

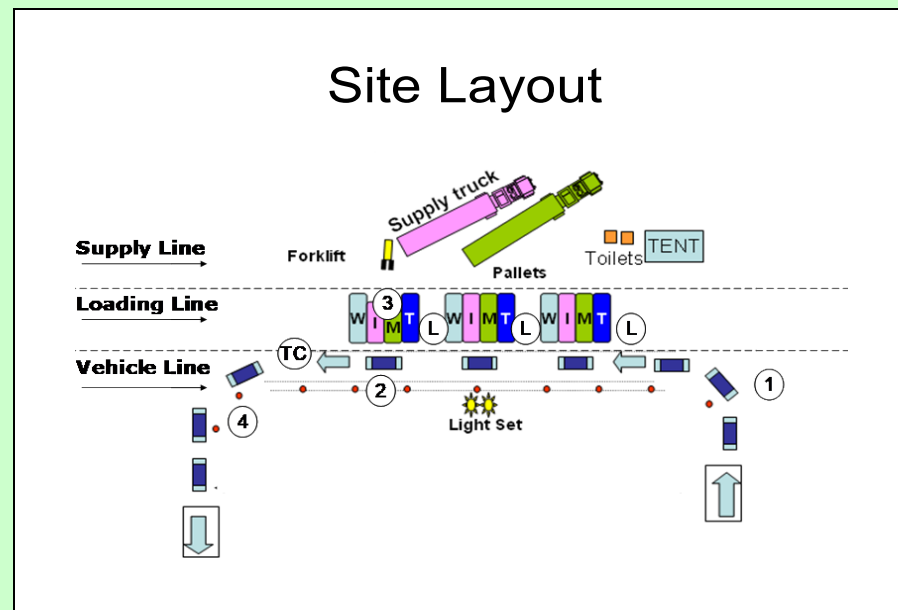
Specific task assignments for these various positions can be found in the “Facility-Specific Roles and Responsibilities” under “Point of Distribution Staff” in the main body of the plan.

Layout. Point of Distribution layouts generally conform with recommendations made by FEMA and the U.S. Army Corps of Engineers, as presented in MSP/EMHSD Publication 107a (“Disaster Logistics and Donations Management Planning Handbook”). Refer to Attachment W, “Pre-Identified Logistics / Donations Management Facilities – Points of Distribution,” for a current list of designated Points of Distribution along with site diagrams and photographs.

Background Notes and Site Layout Guidance: When developing the Point of Distribution site layout, there are several considerations to keep in mind: 1. What type of Point of Distribution will it be? Will it accommodate vehicles only (no walk-ups), both vehicles and pedestrians, pedestrians only (no vehicles), and mass transit use? (There are different set up requirements suggested for each.) 2. Are there entrance and exit concerns? Is there more than one entrance / exit point? 3. What is the traffic flow around the site? Will residents have to cross a busy street? Will having a Point of Distribution at this location halt the surrounding traffic and cause a traffic jam? Will this site impede emergency response vehicles? 4. Are there turns within the site or at the entrance / exit points that require extra maneuvering? Can large semi- trucks get in and out without assistance? 5. Prior to setting up and activating a Point of Distribution, make sure there are no hazards threatening the site or staff. (For example, is the Point of Distribution in a location that may flood? Is there debris on the site that could injure someone? Did the disaster create new hazards which must be considered? Is there a structure that could fall on the Point of Distribution? Is there a fire burning nearby that could affect the site?)

Each Point of Distribution site is divided into three areas: 1. The **SUPPLY LINE** is where supply trucks, usually tractor-trailers, have room to unload. This area also includes staff care facilities including restroom facilities and a rest tent. Having an informational bulletin board in the rest tent is a good way to keep the staff updated on conditions, concerns and issues. 2. The **LOADING LINE** is where supplies are kept waiting on stacked pallets to be distributed to the public. This is also where loaders wait while vehicles are moving through the Vehicle Line. 3. The **VEHICLE LINE** is where the public drives through to get supplies. Entry into the vehicle line occurs only when all vehicles have come to a complete stop and the Traffic Controller has instructed the staff to “LOAD.”

Points of Distribution provide the same quantity of supplies to each vehicle. In the sample site layout and traffic flow diagram below, notations are made regarding the locations of water (W), ice (I), shelf stable meals (M), and tarps (T).

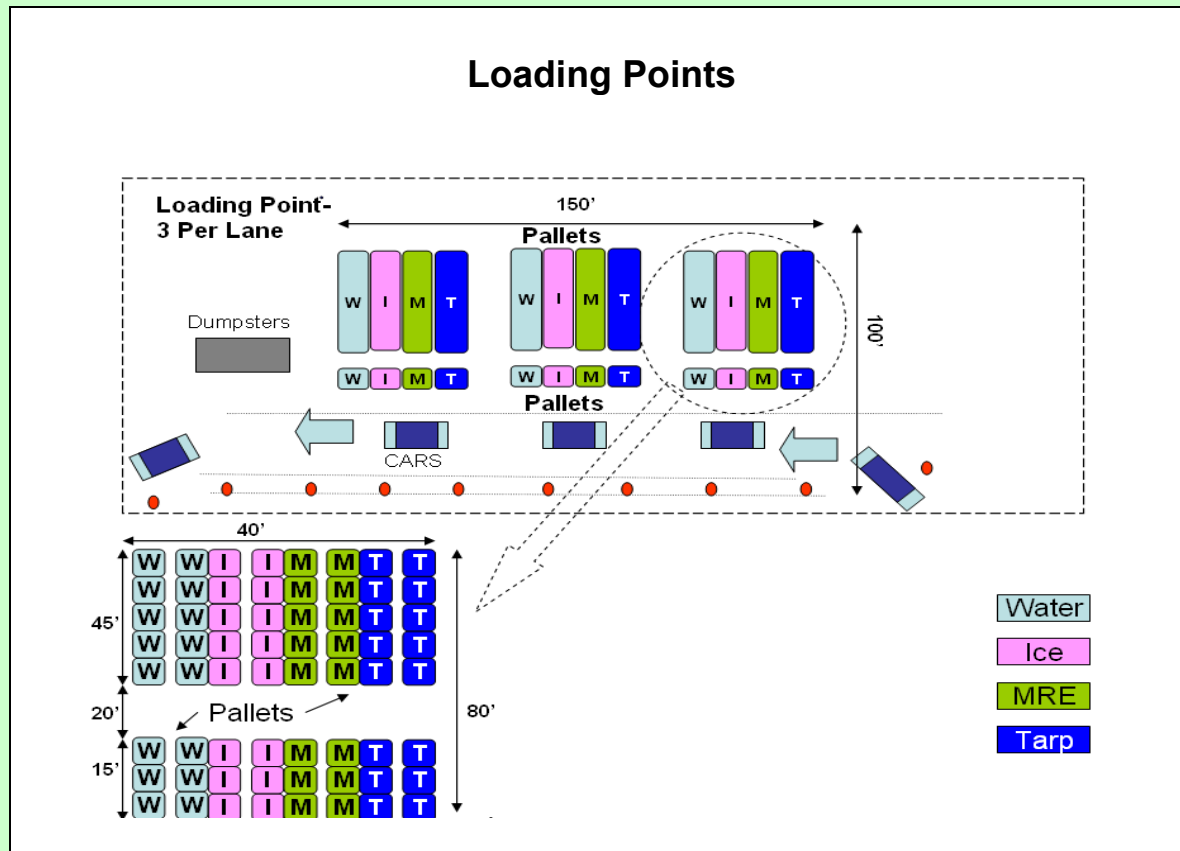


Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Background Notes and Site Layout Guidance (cont.): When setting up a Point of Distribution, the recommended minimum space for each area is: 1) **VEHICLE LINE** – 20 feet wide; 2) **LOADING POINT** – 80 feet by 40 feet each; 3) **SUPPLY LINE** – 50 feet wide.

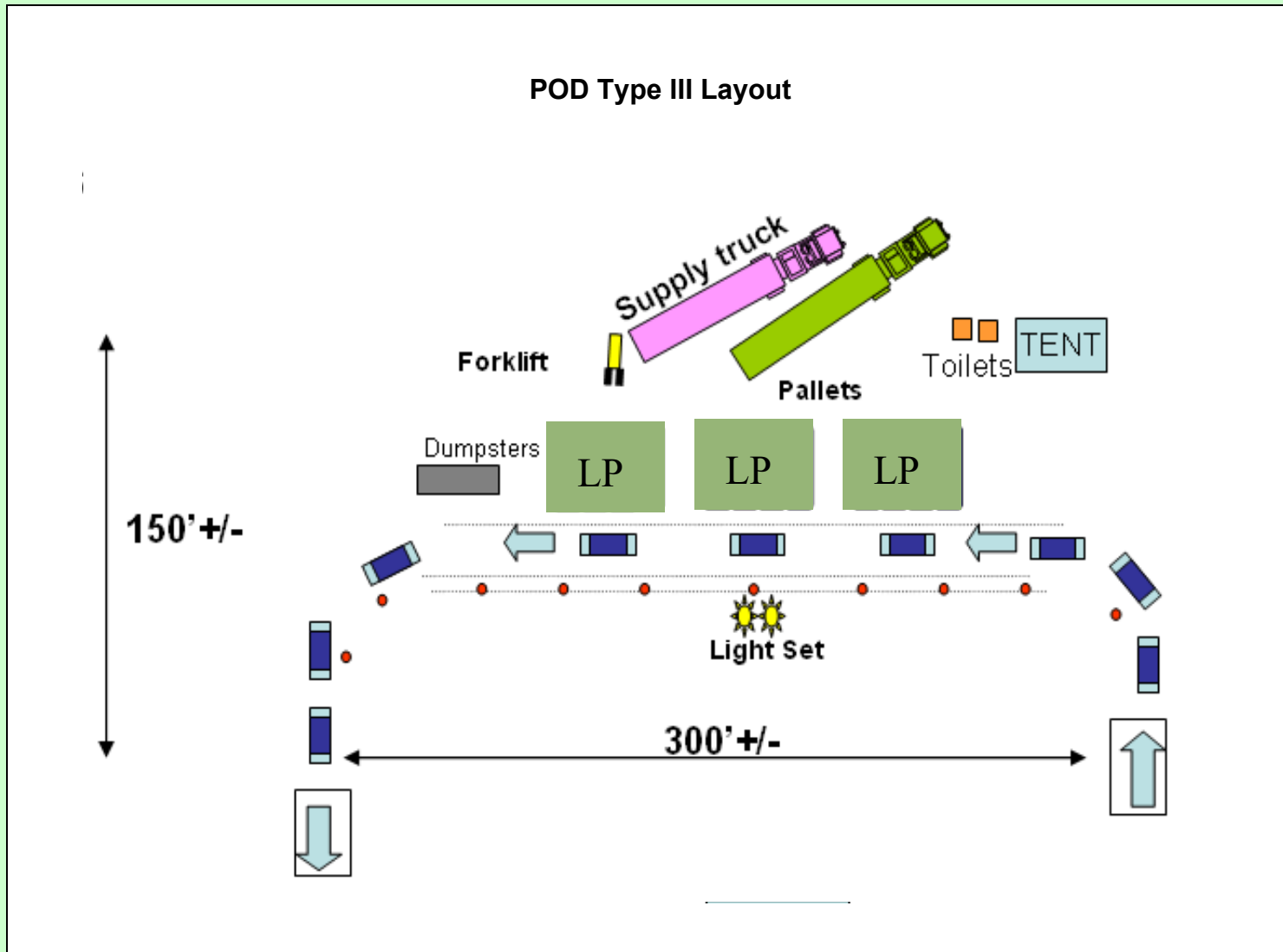
Traffic cones should be used to guide customers through the Point of Distribution site. The standards for placing traffic cones are different for pedestrian and vehicle Points of Distribution. For vehicles, cones should create a lane that is 12 feet wide, and not be placed more than 20 feet apart. For pedestrians, cones should create a lane that is five feet wide, and not be placed more than 10 feet apart. Signage for a Point of Distribution is the same for vehicles and pedestrians. A "Point of Distribution Ahead" sign will provide directions to inbound customers in locating the entrance to the site. If desired, there can be multiple signs placed away from the Point of Distribution to give the estimated distance to the site. An "Enter" sign should be placed to direct customers to enter at the correct point of the vehicle lane. Each loading point should be marked so that customers know to stop for materials to be loaded. An "Exit / Do Not Enter" sign should mark the vehicle lane exit. It is also important to clearly mark the opposite side of the sign with "DO NOT ENTER." Other signs that can be used at the Point of Distribution include but are not limited to: "This Site Staffed By;" "One Way;" and "Turn Here."

A proper layout of the loading points can ensure a smooth and efficient flow of goods through the Point of Distribution. Each loading point should be 80 feet by 40 feet. These dimensions are a guide to be adjusted according to the size and quantity of commodities being distributed. In the diagram above, notations are made regarding the locations of water (W), ice (I), shelf stable meals (M), and tarps (T). If the Point of Distribution is only providing water and food, the loading point can be smaller. Pallets of commodities must be separated at each loading point. This allows for a more efficient loading and re-supply of materials. If pallets of commodities are mixed, loaders will have to spend additional time sorting.



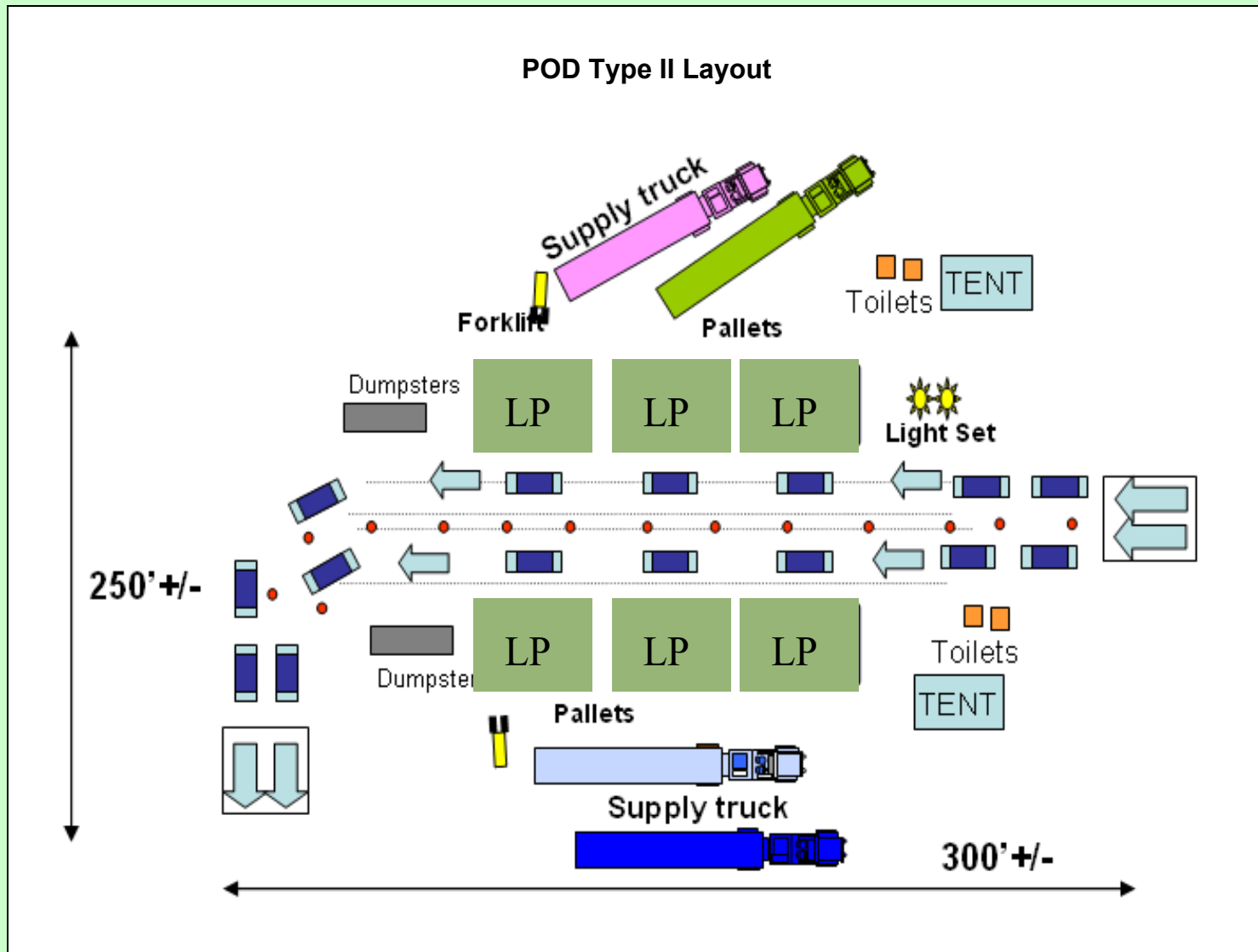
Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Background Notes and Site Layout Guidance (cont.): The U. S. Army Corps of Engineers has developed a typing standard for Points of Distribution (a.k.a., PODs). The smallest is a Type III, which can serve 5,000 people a day based on one vehicle representing a household of three people. A Type III POD is 150 feet by 300 feet and requires a staff of 19 per day and four per night. A Type III POD has three loading points and only one vehicle lane.



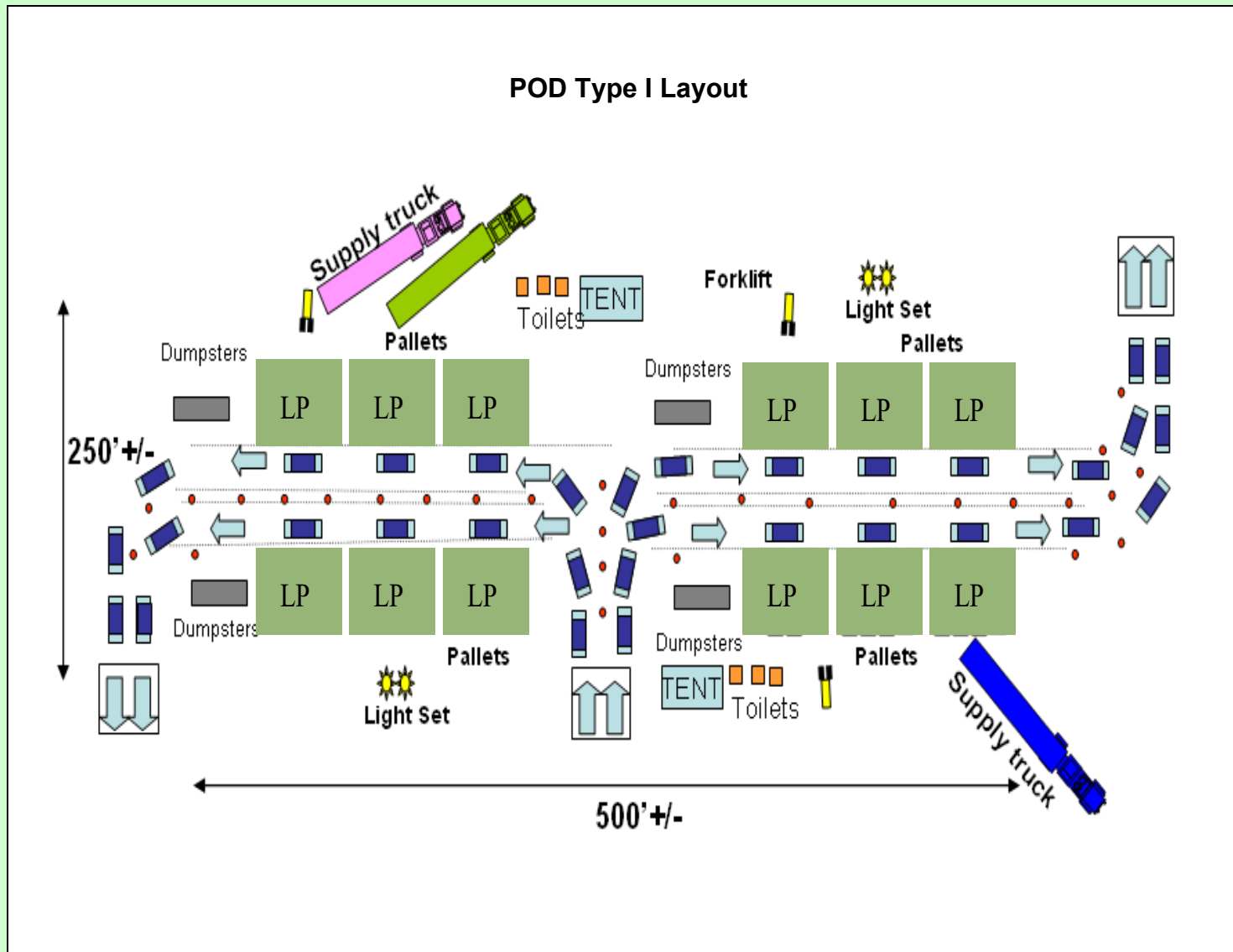
Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Background Notes and Site Layout Guidance (cont.): A Type II POD is twice the size of a Type III and serves 10,000 people a day based on one vehicle representing a household of three people. A Type II POD is 250 feet by 300 feet and requires a staff of 34 per day and six per night. A Type II POD has six loading points and two vehicle lanes.



Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Background Notes and Site Layout Guidance (cont.): The largest POD, a Type I, serves 20,000 people a day based on one vehicle representing a household of three people. A Type I POD is 250 feet by 500 feet and requires a staff of 78 per day and 10 per night. Type I PODs are only used in large metropolitan areas. A Type I POD has twelve loading points and four vehicle lanes.



Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Activation. The decision to activate a disaster logistics management operation rests with the EOC Incident Commander. If the damage / needs assessment process reveals that disaster commodities are required in [\(name of jurisdiction\)](#), the EOC Incident Commander will make the decision to activate the DLDMT and DLDMC as part of the EOC structure. Activation of Points of Distribution will occur simultaneously with activation of other support facilities such as Control Check Points, Staging Areas and Warehouses, and the Base / Camps as appropriate. The DLMC will oversee and coordinate the establishment of all disaster logistics management facilities.

The DLMC will contact the Point of Distribution Manager via telephone, email, radio, or other available means and provide, at a minimum, the following information regarding Point of Distribution establishment:

- Point of Distribution address and facility name
- Point of Distribution size / type (i.e., Type I, II, or III)
- Time and date the Point of Distribution will open
- Operating days and hours
- Type and quantities of commodities that will be distributed to each vehicle or person (i.e., food, water, supplies, etc.)
- Estimated date and time of first supply shipment
- Specifics regarding support staff (e.g., positions to be staffed, needed time of arrival, etc.)

Once the Point of Distribution Manager has been notified, he/she will notify the Point of Distribution support staff in accordance with the instructions provided by the DLMC. This notification will be accomplished by [\(insert method to be used, e.g., telephone call, text message, email, pager, messenger, some combination of these or other methods\)](#). The Point of Distribution Manager will inform support staff when and where to report, and what to bring in terms of supporting materials (e.g., foul weather gear, extra clothing, etc.).

Site Hazard Assessment. Upon arriving at the Point of Distribution site, the Point of Distribution Manager will conduct a hazard assessment to determine the suitability of using the site given current and projected incident conditions and hazards. The “Points of Distribution Hazard Assessment Form” on page 127 will be used for this purpose. Based on the results of this assessment, and other relevant factors, the Point of Distribution Manager will decide if the site is safe for operations. If the site is deemed unsafe, the Point of Distribution Manager will contact the DLMC and report the findings of the hazard assessment. The DLMC will consult with the EOC Incident Commander and other EOC staff to determine if an alternate site should be selected, or if another Point of Distribution could be expanded in size to accommodate the additional customers. This decision will be made as quickly as possible to allow for the greatest operational efficiency, and to meet the immediate needs of affected customers.

Site Set-Up. If the site is deemed safe, the Point of Distribution Manager and support staff will begin to set up the Point of Distribution using the “Points of Distribution Set-up Checklist” found on page 128 as a guide to assist in the set-up process. Set-Up Kits will be requested as required for facility size. (Note: Set-Up Kits are designed for a Type III facility; Type II facilities require two Kits; Type I facilities require four Kits.)

Expedient Staff Training. The Point of Distribution Manager will assign positions based on who is available and who is trained for specific positions. All staff – experienced, new / volunteer – will be provided just-in-time training (by the Point of Distribution Manager or a designee) to ensure that all positions are carried out safely and efficiently. The order for filling staff positions generally will be: 1) Team Leaders (Support and Loading); 2) Traffic Controller(s); 3) Equipment Operators (Pallet Jack and Forklift); 4) Loader(s); 5) Check-In Specialist(s); 6) Community Relations staff; 7) Security Officer(s); and 8) Site Restoration staff.

Preparation for Opening. The Point of Distribution Manager will ensure that at least one pallet jack is onsite and operational before the first commodity shipment is received. This will allow for the immediate movement of pallets, as required. Loading points and vehicle lanes will be established in accordance with site size (i.e., Type I, II, or III) and U.S. Army Corps of Engineers recommended site layouts. The site will not be opened up to the public until the site layout is complete and adequate shipments of commodities have been received to serve the anticipated need for the first few hours of operation. Authorization to open will come from the DLMC. Signage will be placed no more than 30 minutes before opening to help reduce traffic in the area and set a reasonable expectation with the public. When the site opens, confirmation will be provided to the DLMC and PIO for dissemination to the public.

Points of Distribution Operations.

Hours of Operation. The Point of Distribution will generally be open to customers 12 hours per day, between the hours of 7 AM and 7 PM. This time frame reduces the amount of time the Point of Distribution is open in low-light conditions. If incident conditions or operational needs require a change in operating hours, this information will be widely disseminated to the public by the PIO using the public information materials found in Attachment A.

Commodity Amounts. Each customer (walk-up or drive-through) will receive a set amount of commodities for a household of three – no more and no less. This will include:

- One gallon of water, per person, per day (four liters)
- Eight pounds of ice, per person, per day (one bag)
- Two emergency food rations, per person, per day (in the form of MREs or traditional packaged food products)
- One plastic tarp (size and type to be determined by incident conditions and needs, and general availability)

Adhering to this standard allotment will help ensure that commodity supplies do not run out early, before all in need receive their base allotment and reliable resupply can be assured. It will also help expedite the distribution process, ensuring that the maximum number of customers can be served during the 12-hour operational period.

Additional commodities may be provided if available and needed, based on incident conditions and recovery needs.

Distribution Process. Depending on needs and circumstances, commodities may have to be distributed to persons arriving in personal vehicles, walking-up to the site, or arriving via mass transit (i.e., bus). Points of Distribution will generally be set up to accommodate the mode(s) of arrival most likely for the customer base being served. In most cases, that will require that accommodations be made for all three modes of arrival. The primary safety concern will be to limit the interaction between pedestrians (i.e., those walking-up or arriving via mass transit) and drive-through vehicular traffic. This will be addressed during the site set-up by designating non-vehicular pedestrian entry and exit points, and proper marking of Vehicle Lines, Loading Lines, and other vehicle-only areas.

Vehicle Loading Procedures. The following procedure will be followed in loading commodities into drive-up vehicles:

- Vehicles will enter the Point of Distribution via the Vehicle Line.
- The Traffic Controller will stand at the front of the Vehicle Line where all vehicles in the lane can see him/her.
- When the front vehicle is adjacent to the front Loading Point, the Traffic Controller will signal the vehicle to stop. Each vehicle behind the first vehicle will also stop.
- Once all vehicles come to a stop, the Traffic Controller will blow one whistle blast and shout “LOAD.” The “LOAD” command will be echoed by the Loaders.
- The Loaders will then load the designated amount of commodities from the Loading Line into the trunk of the vehicle.
- Once the Loaders complete loading commodities into the vehicle, they will step back to the Loading Line and shout “CLEAR.”

- When the Traffic Controller hears “CLEAR,” he/she will visually verify that the Loaders (and any other individuals) have cleared the Vehicle Line and, using hand signals, will instruct the vehicles to depart the Point of Distribution and blow a single whistle blast.
- The same process will repeat for each succeeding set of vehicles entering the Vehicle Line.

Walk-Up Customer Procedures. Customers without vehicles (i.e., walk-ups and those using mass transit) must be accommodated. These customers will be instructed, in the public information materials, to bring a box or sturdy bag in which to carry their commodities. A limited supply of boxes and plastic bags will be kept at the Point of Distribution for those walk-up customers that arrive without having something in which to carry their commodities; however, the Point of Distribution staff is under no obligation to provide boxes or bags if supplies run out.

A separate pedestrian Loading Line will be established, away from the Vehicle Line(s), to accommodate walk-up customers. The same procedures will be followed with regard to the loading of commodities. The Loaders will provide the commodities to the customer, and will assist in loading them into a box or bag as appropriate. The customer is responsible for carrying the commodities away from the Loading Line. In those rare instances where the customer is physically unable to carry the commodities by themselves, the Point of Distribution Manager will attempt to arrange for assistance from volunteers, if such resources are available and timely. If required, the Point of Distribution Manager will contact the DLDMC to arrange for assistance from the VRC and/or appropriate human service agencies in the EOC. Point of Distribution staff will **NOT** be re-assigned to assist customers in carrying their commodities back to their home or mass transit stop, because doing so would adversely impact Point of Distribution operations.

Resupply of Commodities. The DLDMC will work with the Points of Distribution, Warehouses, and Staging Areas to coordinate resupply of commodities during the 12 hours the Points of Distribution are closed (generally between the hours of 7 PM to 7 AM). Resupply quantities will be determined based on projected needs as identified in the incident needs assessment and/or through actual commodity consumption rates for each Point of Distribution. Point of Distribution night crews will handle resupply and clean-up functions only; they will not participate in commodities distribution. Forklifts and Pallet Jacks will be used for the unloading and movement of commodities. Unloading of trucks by hand will only be done in the event of equipment inoperability. Commodities will be organized for distribution on a first-in, first-out basis (i.e., the earliest arriving commodities will be distributed first). The night crews will unload supply trucks in the Supply Line, reload Loading Lines with commodities, remove empty pallets from the Supply Line, and generally clean-up and organize the site in preparation for the next day’s distribution operations.

Commodity Receipt and Accountability. As supply shipments arrive at the Point of Distribution via truck, the Point of Distribution Manager will use the trucker’s Bill of Lading or federal Mission Assignment Form to account for the supplies being delivered. If there is a discrepancy, the Point of Distribution Manager will contact the point of origination (Warehouse, Staging Area, or vendor) to discuss the difference. If resolution of the discrepancy cannot be reached, the Point of Distribution Manager will make note of the discrepancy, and actions taken to resolve it, on the Bill of Lading or Mission Assignment Form before signing for the shipment. The Point of Distribution Manager will not accept shipments without signing for them, and documenting in writing efforts made to resolve identified discrepancies.

Comfort Care for Staff. The Point of Distribution Manager will work with the Loading Team Leader to determine breaks for staff, including meal breaks. Due to the physical nature of the work, as a general rule staff will get a ten minute break every hour and a twenty minute meal break. Food will be provided by [\(identify agency or organization, if provided for staff\)](#). If incident conditions and/or operational circumstances will not allow for the delivery of hot food, staff will be provided meals-ready-to-eat (MREs) or will be allowed to seek food on their own from nearby restaurants. Restrooms will be available onsite for staff to use as required. A break room or tent will also be available onsite.

Spontaneous, Unaffiliated Volunteers. Any individuals or groups that show up at the Point of Distribution, wishing to volunteer, will be referred to the Volunteer Registration Center for appropriate screening, registration, orientation and training. Any volunteers required for Point of Distribution operations will be obtained through the VRC and/or EOC only; spontaneous, unaffiliated volunteers who have not been vetted through the VRC and/or EOC will not be utilized.

Media / VIP Tours. Requests by the media and/or “VIPs” (i.e., high-ranking public or private officials) for tours, interviews or photo-ops will be handled by Community Relations staff, working directly with the PIO. All questions and inquiries from the media will be directed to the PIO to ensure consistency of message, and to prevent unnecessary disruption of Point of Distribution operations. The media will not be allowed to interfere with or impede ongoing distribution activities, such as stopping traffic to conduct customer interviews or attempting to interview staff while they are doing their job. If information is requested regarding onsite operations or activities, the Point of Distribution Manager will work with Community Relations staff to ensure the information is provided in the most expedient manner possible.

Time, Resource, and Staff Accountability. The Point of Distribution Manager is ultimately responsible for accounting for all personnel, equipment, supplies, and commodities at the Point of Distribution. Accuracy in this effort is crucial to ensure proper time accounting, cost reimbursement and resupply of commodities, and to ensure that equipment and supplies are returned to their proper point of origin, in good condition, once operations wind down. The tracking forms on pages 129-132 (i.e., “Equipment / Supply Inventory Form,” “Commodity Inventory Form,” and “Emergency Worker Activity Report”) will be used for these purposes.

In addition, daily reporting of staffing (to the DLDMC/EOC) will help in tracking Point of Distribution activities and staffing needs. The Emergency Worker Activity Report will be used to track assigned personnel, unassigned personnel, and properly registered (vetted) spontaneous volunteers, by day shift and night shift (as applicable). Unassigned personnel may be assigned to another Point of Distribution, at the discretion of the DLDMC/EOC. Conversely, requests for additional personnel will be submitted to the DLDMC/EOC for consideration within available resources.

Safety Procedures. All personnel at the Point of Distribution are responsible for conducting their activities in a safe manner and following good safety practices. All personnel will inspect their work area daily and be aware of changing hazards. The Point of Distribution Manager is the primary Safety Officer and is responsible for the safety of all staff and customers at the site. The Point of Distribution Manager will train (or arrange for the training of) staff on proper safety practices, including the safe operation of all equipment, and ensure that safety measures are enforced. The Point of Distribution Manager will also complete the Hazard Assessment Form prior to the Point of Distribution site being approved for use, and set-up. If accidents occur, the Point of Distribution Manager will conduct an appropriate investigation with other onsite staff and develop preventive measures based on the outcome of the investigation. The [\(insert name and form number, as applicable, for standard worker accident form used by the jurisdiction\)](#) will be used to record accident information and findings. This form will be submitted to the DLDMC/EOC for possible claim processing and recordkeeping by [\(name of local agency or office, e.g., Legal Department\)](#).

Closure of Point of Distribution. The decision to close the Point of Distribution will be made by the DLDMC and will be based on a number of factors, including but not limited to, the status of infrastructure repair and the overall recovery effort (the return to normality), the need for continued disaster commodities distribution, and the ability to sustain continued operations at that particular site. If basic commodities are readily available from stores and other private vendors in the community, then strong consideration will be given to closing the Point of Distribution. The DLDMC will decide if all Points of Distribution will be closed, or just some of them. The Point of Distribution Manager will coordinate closure activities with the Support Team Leader and Site Restoration Staff.

Manage Site Access. Once the date and time for Point of Distribution closure has been publicized by the PIO via news release, web posting, and other appropriate means, the Point of Distribution Manager will work with the Support Team Leader to ensure that the vehicle and pedestrian lanes are blocked to further traffic. This will be accomplished with traffic cones and/or a vehicle across the entrance, with appropriate signage stating “Point of Distribution now closed.” The DLDMC will provide instructions on where to send any remaining customers, and this information will be included on the closure signage if room allows.

Clear, Account for, and Load Commodities. The Point of Distribution Manager will work with the Loading Team Leader, Loading Staff, and Equipment Operators to clear the loading line of any remaining commodities, consolidate them onto pallets in the supply line, and load them back onto trucks for removal from the site. All commodities will be inventoried prior to loading on the truck. The Commodity Inventory Form will be used for this purpose. A copy of this form will be provided to the truck driver as a Bill of Lading. As appropriate, loose commodities will be strapped or plastic-wrapped to their pallets before loading them. Once the commodities have been loaded, the Site Restoration Staff can begin the final cleaning of the supply line.

Account for Equipment and Supplies. Once all commodities have been loaded and removed from the site, the loading equipment and supplies used at the site will be consolidated behind the supply line and inventoried / inspected by the Point of Distribution Manager, Support Team Leader, and Loading Team Leader. The Equipment / Supply Inventory Form will be used for this purpose. In addition, the equipment and supplies will be photographed to provide visual documentation of their condition upon return to their owner. If equipment or supplies are missing, a check will be made with workers to see who had the equipment or supplies last to determine their possible location. If the item(s) cannot be located, the Point of Distribution Manager will generate a written statement regarding the missing item(s) and the attempts to locate them. Once everything has been accounted for, the Equipment / Supply Inventory Form and any written statements regarding missing items will be provided to the DLDMC for inclusion in the permanent disaster file, and any required follow-up activities. The DLDMC will contact the equipment / supply owner to schedule a pick-up.

Set-Up Kit Cleaning and Replenishment. The Point of Distribution Manager will work with the Support Team Leader to collect, inspect, clean and inventory all items of the Point of Distribution Set-Up Kit(s) for repacking. The "Points of Distribution Set-Up Checklist" will be used for this purpose. Damaged, missing, or otherwise unusable items will be noted on the form, and reported to the DLDMC for replacement / replenishment prior to kit repacking. Damaged items will also be photographed to provide visual documentation of their condition. The kit(s) will be restored, resupplied, and repacked as close to original condition as possible to ensure readiness for the next incident. The Points of Distribution Set-Up Checklist and any photographic documentation will be provided to the DLDMC for inclusion in the permanent disaster file, and any required follow-up activities. The DLDMC will arrange for the pick-up and storage of the Set-Up Kits.

Physical Restoration. Once the left-over commodities and the equipment, supplies and set-up kits have been cleared from the site, the Point of Distribution Manager will work with the Site Restoration Staff to clean and restore the site to its pre-use condition. Damage and/or lingering impacts will be reported to the DLDMC for appropriate follow up with applicable agencies. Damaged or impacted areas of the site will also be photographed to provide visual documentation of their condition. The photographs will be provided to the DLDMC for inclusion in the permanent disaster file, and for possible claim processing related to the damage or impacts.

Final Operational Reporting. The DLDMC will generate a final status report for the facility and its operations, based on the information provided in the facility's daily reports. The Point of Distribution Manager will review the draft of this report to ensure its accuracy and completeness, and provide the DLDMC with a written summary of the site closeout steps taken and any significant problems encountered during the operation, for inclusion in the final report. This final report will provide some of the documentation needed to recoup a portion of the operational costs related to the commodity distribution effort under a federal Stafford Act declaration or a Governor's declaration. It will also serve as the final historical account of the operation for inclusion in the permanent disaster file.

After-Action Review. Prior to official site closure, the Point of Distribution Manager will gather all staff who worked at the facility for an after-action review. The after-action review will focus on what worked well and what didn't work well, and how operations might be improved in the future. The Point of Distribution Manager will facilitate the process and the staff will provide input. Examples of outstanding work will also be recognized. The Point of Distribution Manager will summarize the after-action findings, concerns, and recommendations and provide this information in written narrative to the DLDMC for inclusion in the jurisdiction's final after-action report, as appropriate. With the completion of this final step, the Point of Distribution will be considered officially closed.

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R. POINTS OF DISTRIBUTION HAZARD ASSESSMENT FORM

Location:	Inspected by:		
Date:	Time:		
Training:	Yes	No	Comments
Is each person assigned to a job within their capability?			
Did each person receive a safety brief and general operational overview?			
Is training on PPE and equipment provided?			
Environment:	Yes	No	Comments
Are resources available to deal with very hot or very cold conditions? (e.g., drinking water, heated tent, shade)			
Does staff know the symptoms of heat cramps, heat stroke, and hypothermia?			
Is the level of light adequate for safe and comfortable performance of work?			
Housekeeping:	Yes	No	Comments
Is the work area clear of debris and tripping hazards?			
Are materials properly stacked and spaced?			
Are work areas clear of fluid spills or leakage?			
Are aisles and passageways clear of obstructions?			
Are walkways clear of holes, loose debris, protruding nails, and loose boards?			
Is the break area kept clean and sanitary?			
Are the dumpsters being serviced properly?			
Are the restrooms (portable or fixed) clean, sanitary and restocked?			
Personal Protective Equipment:	Yes	No	Comments
Is required equipment provided and maintained?			
Does equipment meet requirements?			
Are warning signs prominently displayed in all hazard areas?			
Material Handling and Storage:	Yes	No	Comments
Is there safe clearance for all equipment through aisles and doors?			
Is stored material stable and secure?			
Are storage areas free from tipping hazards?			
Are only trained operators allowed to operate lifting and moving equipment?			
Do personnel know proper lifting techniques?			
Vehicle Traffic:	Yes	No	Comments
Are cones placed to direct traffic?			
Is the vehicle line kept free of pedestrians when vehicles are moving?			
Are pedestrian and vehicular traffic separated?			
ADDITIONAL COMMENTS OR CONCERNS:			

U. POINTS OF DISTRIBUTION COMMODITY INVENTORY FORM (CIMS)

(use "Zoom" feature as required to view form)

Points of Distribution (POD)

Incident: Daily Operations

[Create PDF](#)
[Return to List](#)

Site Details

Status: Open
 Type: Type II - 10,000 ppl/day
 Hours of Operation: 0:00 to 24:00
 Name: [Map](#) Battle Creek Armory
 Address: 100 West Avenue, Battle Creek, MI
 Lat/Long: 42.266336 J -85.182783
 EM Program: City of Battle Creek
 Region: 5

POD Commodity Status

Water	Last Update
Qty. Ordered: 10	10/11/2012 12:17:16
Total Qty. Received: 6	10/11/2012 12:17:16
Qty. On Hand: 5	10/11/2012 12:17:16
Total Qty. Distributed: 1	
Comments:	
Ice	Last Update
Qty. Ordered: 15	10/11/2012 12:17:16
Total Qty. Received: 4	10/11/2012 12:17:16
Qty. On Hand: 2	10/11/2012 12:17:16
Total Qty. Distributed: 2	10/11/2012 12:17:16
Comments:	
Shelf Stable Meals	Last Update
Qty. Ordered: 1000	10/11/2012 12:17:16
Total Qty. Received: 800	10/11/2012 12:17:16
Qty. On Hand: 600	10/11/2012 12:17:16
Total Qty. Distributed: 200	10/11/2012 12:17:16
Comments:	
Tarps	Last Update
Qty. Ordered: 900	10/11/2012 12:17:16
Total Qty. Received: 800	10/11/2012 12:17:16
Qty. On Hand: 400	10/11/2012 12:17:16
Total Qty. Distributed: 400	10/11/2012 12:17:16
Comments:	
Other	Last Update
Qty. Ordered: 2	10/11/2012 12:17:16
Total Qty. Received: 1	10/11/2012 12:17:16
Qty. On Hand: 1	10/11/2012 12:17:16
Total Qty. Distributed: 1	10/11/2012 12:17:16
Comments: Generators	

W. PRE-IDENTIFIED LOGISTICS / DONATIONS MANAGEMENT FACILITIES

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

CONTROL CHECK POINTS (for disaster donations):

Selection Considerations: Control Check Points are officially designated locations where trucks and other transport vehicles containing unsolicited donated goods can be inspected and directed to an appropriate volunteer agency or other location for processing, storage, and distribution. Unaffiliated volunteers from outside the disaster area wishing to provide services can also be interviewed at these locations, or they may be referred to a central Volunteer Registration Center (VRC). Items or services needed immediately, as well as those that may be needed in the long-term, can be directed to those locations in which they are needed. Unneeded or unwanted items or volunteers can be turned back at these points, although it is expected that some unneeded / unwanted items and volunteers will make their way through to the disaster area. Examples of possible Control Check Point locations include weigh stations, roadside parks, truck stops, state parks and recreation areas, county fairgrounds, highway rest areas, armories, and other governmental facilities (located in close proximity to major transportation routes) that have large parking areas for vehicle inspections. (Note: Private facilities such as large shopping center parking lots can also be used, but only with the expressed written permission of the owner. Such permission should be carefully documented to avoid potential future problems with regard to legal claims, etc.) Each Control Check Point should be staffed with at least two individuals, although more staff may be needed to handle anticipated large volumes of donations.

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

Facility Diagrams and Photographs:

STAGING AREAS:

Selection Considerations: Staging Areas can be any available, large outdoor area (ideally 1-25 acres in size, with fencing or other security provisions) with sufficient area to temporarily park vehicles, equipment, personnel and goods that are ready for deployment to the affected area to aid in disaster response and recovery operations. (Vehicles and equipment might include dump trucks, front-end loaders, bulldozers, buses, cargo trucks, etc.) Staging Areas should have adequate parking spaces for a large number of workers at any time, and (ideally) covered space (e.g., permanent building, tent) to shelter workers and goods from the weather and provide a measure of security. Staging Areas should also have provisions in place for temporarily lodging, feeding, and caring for volunteer workers (that are ready for deployment) and for addressing their basic sanitation concerns (i.e., port-a-johns, portable showers, and hand washing facilities). Either a permanent building, tent space on the grounds, or a combination of both may meet the temporary lodging requirements. (An alternative is to provide shuttle service for workers to and from local motels and hotels, or a nearby Base / Camp set up to provide for the lodging, food, water, and sanitation needs of personnel.) Possible locations for use as Staging Areas include vacant commercial lots, governmental and/or NGO warehouse facilities, armories, county fairgrounds, highway / public works maintenance garages, airports, parks and recreation areas, or possibly shopping center parking lots (providing there is expressed written permission from the owner).

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

Facility Diagrams and Photographs (optional):

BASE / CAMPS:

Selection Considerations: The incident Base is the location where primary incident support logistics functions are coordinated and administered and equipment / personnel support operations are conducted. This includes equipment maintenance repair, reorder and procurement activities, as well as other support services such as supply, medical, food / water, overnight lodging, sanitation, and communications. Local jurisdictions will normally establish and operate the incident Base. The Base will be designed to support operations at multiple incident sites (if possible). Support may be requested from the State (via the MSP/EMHSD) if local resources are not sufficient to operate the Base. This may include a request for the State to assist in establishing and operating Camps as a way of supplementing the capabilities and/or capacity of the Base.

Camps may be established if additional support locations are required due to incident size (geographically) or complexity. Camps are temporary locations within the general incident area which are equipped and staffed to provide food, water, sleeping areas, and sanitation services for workers who are not currently on call for deployment. Camps may be used in those situations where overnight / multi-day accommodations are required for volunteers, equipment operators, and other deployed resources under the disaster logistics / donations management operation that cannot be adequately (or efficiently) handled at the incident Base. Camps may be utilized in lieu of local hotel / motel or other accommodations. Camps are particularly suited for certain situations, such as when: 1) there is a shortage of nearby hotel / motel rooms or other suitable accommodations for deployed resources; 2) large numbers of resources have been deployed from outside the incident area (e.g., EMAC resources); and 3) the incident area is particularly large or widely-dispersed. Possible facilities for use as the Base / Camps include county fairgrounds, state / local parks and recreation areas, local campgrounds, military bases, college campuses, school grounds (if tents are used), community centers or community recreation centers, etc. Ideally, using the facility as a Base / Camp will not greatly interfere with its normal, day-to-day use.

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

Facility Diagrams and Photographs:

MAP OF LOGISTICS / DONATIONS MANAGEMENT FACILITY LOCATIONS

[\(Insert map\[s\] here for all pre-identified logistics / donations management facilities\)](#)

AERIAL PHOTOGRAPHS OF LOGISTICS / DONATIONS MANAGEMENT FACILITY LOCATIONS

[\(Insert aerial photographs here for all pre-identified disaster logistics / donations management facilities\)](#)