

**STILLWATER COMMUNITY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN
DONATIONS MANAGEMENT APPENDIX**

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DONATIONS MANAGEMENT APPENDIX STILLWATER CEMP

I. Donations Management Task Force

The Donations Management Task Force leader shall be named early in an event. The Donations Management Task Force leader must be a trusted agent with close ties with the news media. The Donations Management Task Force leader will be required to work independently but is responsible to the Chief Elected Official. Donations management shall also include management of volunteer staffing resources.

A Task Force is defined as a group of stakeholders from different agencies, organizations or from the private sector who perform a singular and specific function. A Task Force is a full time structure and as a group participates in preparedness planning, response and recovery activities.

II. Member Agencies

- Local organizations as determined by the CEO, EOC manager and the human services Task Force leader.
- *New York State Voluntary Agencies Active in Disaster (NYSVOAD)*
- *American Red Cross (ARC)*
- *Seventh Day Adventists*
- *Local organizations capable of managing donations and volunteer resources*

III. Introduction

A. Purpose

This appendix defines the organization, provides operational guidance, responsibilities, and procedures to manage donated resources during an emergency or disaster affecting the Stillwater Community.

B. Background

This appendix to the Stillwater Comprehensive Emergency Management Plan (CEMP) provides guidance for establishing and managing donations acquired and distributed as well as the management of volunteer resources during a disaster/emergency within the Stillwater Community regardless of the nature.

This document is a guide and cannot provide specific instructions for all possible disaster-related situations that may arise. However, it provides sufficient information and guidance that, when combined with local knowledge, experience, and ingenuity, can be relied on to provide a sound framework for managing donations and volunteer resources.

IV. Scope

This appendix to the Stillwater Community CEMP applies to donations management and the management of volunteer resources during the response and initial recovery phases of a disaster in the Stillwater community. In addition, it may be activated to provide operational guidance in the event the emergency management organization is activated to provide mutual aid to other communities affected by an incident. It provides general guidance for emergency managers, community and organizational decision-makers that are required to secure and manage donated resources and volunteer help in a disaster/emergency.

Recognizing that each disaster is unique and that not every response will prompt large amounts of donated assets, the donations management organizations must be both flexible and expandable.

This plan addresses the planning considerations for managing donations and volunteer resources. It does not provide detailed organizational direction that is tactical in nature and unique to each individual responding agency or organization.

V. Authority

New York State Executive Law, Article 2-B, authorizes the development of the local Comprehensive Emergency Management Plans (CEMP). The CEMP provides general strategic guidance for emergency response and short-term recovery operations. The CEMP includes several key annexes, including an Annex for managing donations and volunteer assistance.

VI. Situation

There has been a disaster or emergency whereby the Stillwater EOC has been activated and staffed. As a result of the incident the residents have suffered a loss of possessions and/or there are a number of volunteer resources who have made themselves available to assist other residents. At the earliest possible opportunity the emergency response organizations must gain control over donations of both commodities and human assistance because the management of donations will quickly spiral out of control. Chief elected officials, local organizations, religious groups, school organizations should all work to collect funds to support disaster victims. Funds should be channeled into a bank account to be drawn out as the Human Services Task Force determine what unmet needs the victims have. Funding should be meticulously accounted for and documented until all funds are exhausted.

VII. General

For the purposes of this appendix, the term donations and donations management refers to the capacity to provide victims of disasters with as much support as possible by effectively channeling offers and goods from the public. Cooperation among the

involved government agencies and volunteer organizations is necessary to accomplish this goal.

Donations management involves technical, political and social issues. It is critical to have carefully developed plans in place before disaster strikes, to assure donors that their efforts are appreciated and to guarantee that their donations are being directed as efficiently as possible to serve local disaster victims.

Disaster response and short-term recovery activities begin and end at the local government level. The local government is responsible for coordinating and managing all response and short-term recovery activities and services, and will use all available local resources in doing so.

VIII. Planning Assumptions

Government has a general responsibility for ensuring the welfare of its citizens and will develop the capability to provide appropriate human services during emergency situations.

Local residents are generous and want to do something to help disaster victims; that “desire to help” can overwhelm the ability of local governments and volunteer organizations to respond effectively to disaster.

The donations management strategy must be a flexible one: State and local governments are ultimately responsible for the success of the donations management system---including coordinating with the volunteer community---and can implement those parts of the donations management plan that meet their specific needs, taking into account the location, scale and type of disaster.

The management of donations requires a united and cooperative effort in the preparedness and disaster response phases by State, County and local governments, volunteer agencies, community-based organizations, the business sector and the donor community.

Volunteer agencies will coordinate with local chapters and groups to maintain an inventory of available resources, personnel and their experience and skills.

Federal and volunteer activities must always support the efforts of State and local governments, and existing volunteer donations management networks or systems are a critical link to an effective program and should be explored and used to the extent practicable;

Cash donations are preferable to in-kind or material donations, including volunteer services;

Canvassing the business community for donated goods must balance the immediate need for those resources and the long-term desire to purchase goods and services locally in order to maintain the post-disaster strength of the local economy; and

Serviceable donated goods will never be wasted; once the immediate and long-term needs have been met or accounted for, surplus materials will be stored for future use or donated to volunteer or service groups elsewhere.

IX. Planning Factors

The goal is to provide assistance for the activities of local government when disaster strikes including managing the flow of solicited and unsolicited donations---volunteers, goods, services and cash---to the disaster scene.

The local Donations Management Task Force must work in partnership with the county, to insure a smooth transition of the mobilization of State support as required and demobilization of the State and turn over of responsibility back to the county and local government.

The Task Force members will assess the continuing needs of the agencies and organizations involved in the recovery effort, survey the current and soon-to-be-needed flow of goods, services and cash to determine if the operation's scale is appropriate, and work with the Public Information Officer as necessary to communicate those needs;

The County Emergency Management Office will be responsible for coordinating the acquisition of resources from other sources during a disaster response not covered by the local plan.

The Donations Task Force will work with Local Government Leaders to establish procedures for accepting cash and should be a preparedness activity.

The Donations Task Force will determine on a case-by-case basis whether cash will be accepted or if those making donations will be encouraged to contact the relief organization or charity of their choice; (cash donations are preferred, but may require special procedures if managed by a local government entity and may not be prudent for all events).

The Donations Task Force in close collaboration with the EOC Logistics Section and local government leaders will establish a policy for distributing those goods remaining after the relief effort ends and disposing of those that have no utility to the community or any other community or organization.

X. Concept of Operations

The concept of operations is consistent with the activation of the Local CEMP whereas the donations management group will work under the direction of the Operations Section but will receive operational support from the Logistics Section. The donations

management Task Force will take operational direction from the Operations Chief and will work within the framework of the human services organization.

XI. Notification and Activation of the Donations Management Task Force

A. Notification

Stillwater's Donations Management Appendix relies on communication with local volunteer individuals, corporate donors and organizations.

B. Activation

Depending on the nature and severity of the expected, imminent, or suddenly occurring emergency or disaster situation, activation of Stillwater's CEMP may occur at any of the following times:

Pre-disaster (or Pre-event) – in preparation for response to an impending natural, manmade, or technological disaster. This will be in cases when it is generally anticipated that local resources will be exhausted immediately, (e.g., upon the arrival of a large storm).

A situation exists where a large number of local residents have been affected and have lost dwelling units and personal effects.

Where there has been an overwhelming outpouring of donations in response to an event affecting local residents or residents of an adjacent jurisdiction.

XII. Response Organization

A. The National Incident Management System (NIMS) will be used in the administration of this appendix. Under ICS, the Donations Management Task Force, volunteer individuals or organizations, will report to the Human Services Group supervisor. The Human Services Group supervisor reports to the Town Operations Coordinator, who in turn reports to the Town's EOC Manager.

B. The Task Force organizations either normally engaged in donations management functions or those who evolve shall be integrated into the Donations Management Task Force. If additional needs are ascertained, the Group may request assistance from additional agencies and organizations.

C. Communication between member agencies and the Human Services Group to identify the needs, based on the type and severity of the emergency/disaster is essential, for example;

1. Communication between the County EOC and the State EOC to identify resources such as the United States Department of Agriculture

(USDA) to facilitate the authorized release of government food commodities or;

2. Communication between Local Government and the approved disaster relief agencies (e.g.; Red Cross) to facilitate the delivery of commodities to a specific relief site(s), and

3. Communication between Local Government & State OEM through the County regarding the use of State contracts for needed supplies.

XIII. Response Actions

A. Initial Actions

1. Once the nature and initial severity of a disaster situation are determined and this appendix is activated, individuals or organizations may be contacted by the local EOC officials to provide support.

2. The Task Force leader will determine which resources to contact based on a determination of what types and levels of support are required to handle the initial disaster response.

3. Additional resources may be contacted after the initial activation when it is determined that the needs are greater than initially determined or the disaster conditions spread to other geographic area(s). Those additional resources may need to be requested through the County, to the state and perhaps to the Federal government.

B. Continuing Actions

1. The Donations Management Group will facilitate and support local activities.

2. Because the disaster response and initial recovery actions may be required for an extended period of time, individuals and organizations will continue to provide support until such time as other resources (e.g., state or federal agency assistance) become available and supplement local resources or the response ends and the group is demobilized.

C. Demobilization Actions

1. The Donations Management Task Force will reduce hours of operation and prepare to demobilize

2. The Donations Management Group, in conjunction with other appropriate response staff, will conduct a post-event evaluation with all involved to determine the effectiveness of the response and revise the plan as necessary to address identified improvements.

XIV. State Resources

A. New York State Voluntary Agencies Active in Disaster (NYSVOAD)

NYSVOAD coordinates planning among the statewide voluntary agencies that have a role in disasters, providing more effective service with less duplication when a disaster strikes. It partners with the National VOAD (NVOAD), regional and local VOADs, private sector industries, as well as the State Office of Emergency Management (NYS-OEM) throughout the cycle of emergency management – preparedness, response, recovery, and mitigation. In response to disasters it convenes its members and other agencies to discuss how they will work together cooperatively in the crisis. NYSVOAD maintains individuals trained to staff the State Emergency Operations Center. NYSVOAD does not itself deliver services, instead, its members independently meet relief and recovery needs. The NYSVOAD is also committed to education in the form of training and increasing awareness and preparedness in each member organization, as well as encouraging public outreach.

B. The American Red Cross (ARC)

The magnitude of a disaster may be such that it simultaneously affects tens of thousands of people in several states, or it may bring suffering and anguish to just a few persons. Regardless of the extent of the disaster, it is the responsibility of the American Red Cross to help meet the human needs that the disaster has caused. American Red Cross assistance is given to meet the initial disaster-caused needs. These needs may include food, clothing, shelter and other basic elements for comfort and survival as well as other items determined, by the specific disaster situation. The American Red Cross also helps disaster victims needing long-term recovery assistance by advising and counseling them on the availability of resources, so they can resume living within acceptable standards of health, safety and human dignity. Such resources include those of their own family, as well as federal, State, and local agencies, both public and private. All American Red Cross disaster relief assistance is based on the premise that disaster victims are ultimately responsible for their own recovery.

In New York the American Red Cross bears the primary responsibility for providing shelter and other mass care services. Other mass care services may include feeding, the distribution of comfort kits and clean-up supplies, and emergency aid stations. In addition, appropriate ARC services may also be provided at morgues, hospitals, government disaster facilities, and other locations where numbers of victims or emergency workers congregate and services may be required. When it is necessary to transport disaster victims to or from service delivery sites or provide other temporary small-scale ground transportation, and public transportation is not available or is inadequate to meet that need, the Red Cross may provide such.

XV. Donations Management Task Force Responsibilities

A. All participants identified by this appendix are composed of individuals and organizations. The Task Force is responsible for developing and maintaining tactical

plans that are specific as to how they will carry out the tasks and duties required to meet their obligations under this appendix (see Attachments for details).

B. Responsibilities for Donations Management Group agencies are described below.

1. Supervising Organization will be responsible for:
 - Implementing this appendix.
 - Coordinating and facilitating the services of their organizational resources.
 - Coordinating with other agencies, individuals and organizations designated in this appendix and others as appropriate.
2. Member Agencies
 - The Stillwater Human Services Unit under the Operations Section will coordinate the resources of the donations management group during a disaster response.
3. New York State Voluntary Agencies Active in Disaster (NYSVOAD)
 - NYSVOAD will provide inherent services when mission requested thorough the County by local government and activated by NYS-OEM through the State EOC.
4. American Red Cross (ARC)
 - The ARC will provide local shelter assistance and provide all other services to residents of the community normally provided by the ARC during a disaster scenario.

XVI. Appendix Maintenance

This appendix will be reviewed, exercised and updated as necessary annually or as a component of an after action report following an event or disaster.

Donations Management Task Force Plan Attachments

ATTACHMENT 1 RECORD OF ANNEX CHANGES

ATTACHMENT 2 DONATIONS MANAGEMENT TASK FORCE

**ATTACHMENT 3 DONATIONS MANAGEMENT STANDARD OPERATING
GUIDELINES**

ATTACHMENT 2 DONATIONS MANAGEMENT TASK FORCE MEMBERS

The Task Force members that are knowledgeable and/or will participate in the implementation of this plan.

LIST OF MEMBERS;

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

Contact information for members of the Task Force shall be made available in the Stillwater CEMP Communications Plan.

ATTACHMENT 3 – DONATIONS MANAGEMENT STANDARD OPERATING GUIDELINES

INSERT SOG HERE