CITY OF SHORELINE	POLICY & PROCEDURE	
Volunteer and Donations Management Framework (VDMF)	**Category:**	Emergency Management/Safety
	Number:	500-16
	Classification:	External

Original Effective Date: 07/01/2015	**Supersedes:** N/A	**Policy Originator:** Emergency Management Coordinator	**Approved By:** *Bristol Ellington* 07BF974794AB418... Bristol S. Ellington, City Manager	6/27/2024

1. PURPOSE/SCOPE:

The purpose of the Volunteer and Donations Management Framework (VDMF) is to assist the City implement a process to manage the recruitment, assignment, and deployment of spontaneous and affiliated volunteers and the sorting, distribution, and disposition of donations during an incident.

The VDMF may be used for incidents that directly or indirectly impact residents, businesses, or visitors within the City. The VDMF may be used for the management of spontaneous or affiliated volunteers that seek or are asked to provide assistance within the City. It may also apply to goods and services that are donated to the City.

2. AFFECTED PARTIES:

- All City Staff
- All Departments
- Public

3. POLICY:

It is the policy of the City to maintain a VDMF framework to ensure that volunteer and donations management are guided by City procedures and that these vital functions occur during emergency and non-emergency time periods.

4. EXHIBITS:

A. Volunteer and Donations Management Framework (VDMF)

Volunteer and Donations Management Framework

Volunteer Management Plan

PURPOSE, SCOPE, SITUATIONS, AND ASSUMPTIONS

Purpose

This Volunteer Management Plan (VMP), located in ESF #7 Support Services Appendix G provides guidance for the departments and agencies within the City of Shoreline, with the purpose of outlining the concept of operations, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and governments to manage spontaneous, unaffiliated volunteers in the aftermath of a disaster event.

When a major or catastrophic event occurs and the City of Shoreline may activate the VMP, this plan will activate to prescribe the activities taking place in the City of Shoreline. Activities described in this plan will be coordinated with the Regional Volunteer Reception Center (V RC), as established by the King County Emergency Coordination Center (KCECC) and their Volunteer Management Supervisor (VMS) to ensure proper placement and utilization of spontaneous volunteers across the affected region.

This plan complements the efforts of the Puget Sound Regional Catastrophic Planning.

Scope

This Plan applies to all departments and personnel of the City of Shoreline along with the private sector, volunteer organizations, and community members. This VMP also governs support agencies that respond within the City of Shoreline to a disaster or emergency and that have responsibility involving the recruitment, processing, assignment, and/or management of volunteers.

General Policy

General

The City of Shoreline is subject to the affects of many disasters, varying widely in type and magnitude. The impact of these disasters can be felt across the local community, regionally, and even across the State.

The City of Shoreline's Hazard Mitigation Plan (HMP) covers in detail the types of hazards that are specific to Shoreline.

Disaster conditions resulting from natural phenomena or from technological threats, or a combination of any of those hazards, could result in the need for volunteers to assist in response and recovery activities.

Volunteers

The City of Shoreline does not wish to operate or change an organization's system to recruit, train, or background check volunteers who are affiliated with a recognized volunteer organization.

The City of Shoreline does, however, reserve the right to coordinate these efforts within the City of Shoreline. This includes restricting and/or modifying:

The locations in which volunteers may work.

The types of Personal Protective Equipment (PPE) that is necessary to be used.

The types of task that Volunteers may do

The amounts and types of training, knowledge, skills, abilities, and certification that Volunteers are required to have

Volunteers to be able to communicate adequately utilizing verbal and written English.

All spontaneous volunteers who are not affiliated with a recognized volunteer organization must acquire a Volunteer Emergency Worker Credential to provide volunteer services after a disaster. During an event an assigned Volunteer Management Liaison and/or HR representative will work to credential all new Volunteer Emergency Workers. Emergency Worker Credentials are approved by the City of Shoreline's Office of Emergency Management.

All spontaneous volunteers must check in at the designated staging area. If a Volunteer Reception Center (VRC) is opened in King or Snohomish County volunteers can be directed to go to one of those centers. The Reception Center may be identified after the event and after facilities have been assessed and deemed safe to operate from and adequate supplies and resources are available to operating a Volunteer Reception Center.

Additional requirements or assessments of volunteers may be necessary to meet jurisdictional or legal requirements or needs. For assistance with this the VMS will consult

with the HR department so that knowledge, skills, and abilities are assessed for proper placement with needed tasks to be accomplished, as reasonably possible.

Recognized local and national volunteer organizations have been recruiting, training, credentialing, and background checking volunteers for many years. These volunteer organizations are skilled in the volunteer management process, and they should be the first source for processing and managing volunteers after a major emergency or catastrophic disaster, if possible.

Volunteers outside the local area should be encouraged to work through recognized community, State, or national volunteer organizations where they live. These organizations are capable of receiving volunteers in areas across the State or nation and then providing assistance for a particular disaster.

The City of Shoreline has the following Registered Volunteer Disaster Workers organizations that have had criminal back ground check, are trained in their assigned tasks, and are familiar with the city and its polices:

- Shoreline Community Emergency Response Team (CERT)
- Auxiliary Communications Service (ACS)
- Shoreline Police Department Volunteers

Planning Assumptions

This plan is heavily dependent on the City of Shoreline having the resources, personnel, and supplies necessary to coordinate, manage and care for volunteers. Furthermore, it is assumed that the City of Shoreline could become quickly overwhelmed and therefore may not be able to safely and reasonable accommodate spontaneous volunteers due, in part, to the limited personnel available in the City of Shoreline.

If the City of Shoreline becomes overwhelmed and therefore may not be able to safely and reasonable accommodate spontaneous volunteers, they will be heavily dependent on King County ECC and recognized volunteer organizations to supply the vast majority of resources to successfully implement the VPM.

An overwhelming number of spontaneous, unaffiliated volunteers will arrive in the impacted area in order to assist with the response and recovery efforts.

All City of Shoreline Staff involved in the management of volunteers may be expected to perform additional duties and responsibilities during disaster and emergency situations.

Assistance to the City of Shoreline by other response organizations is expected to supplement efforts, in an efficient, effective, and coordinated response, when the City of Shoreline determines their own resources to be insufficient.

Effective response to a catastrophic incident will occur when local jurisdictions coordinate efforts at the county level. County volunteer liaisons will then coordinate on a regional and state level.

Both Federal and State disaster assistance will supplement, not be a substitute for, the response provided by the City of Shoreline. This assistance is provided only when jurisdictional resources are clearly insufficient to cope with the effects of the disaster.

During a disaster affecting the City of Shoreline, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable influx of unaffiliated volunteers.

In a catastrophic event, a Federal declaration will occur which will bring assets from the Federal Government and Non-Governmental Organizations (NGO's). However, we should assume that they will not be able to get here within the first 72 hours of any catastrophic event.

The use of volunteers will require transportation, supplies, direction and possibly shelter. Before taking on the task of taking on spontaneous, unaffiliated volunteers, the City of Shoreline will need to ensure they have the capacity and capability to address their needs and can reasonably provide the necessary staffing to coordinate volunteers.

Washington State Emergency Management Division will support the region with carrying out volunteer management and coordinate with federal and private agencies.

King County Office of Emergency Management will coordinate with federal, state, volunteer and private agencies for the deployment of volunteers within the County.

The American Red Cross, and other recognized Volunteer Organizations, will ensure that their volunteers have the proper Knowledge, Skills, and Abilities to perform assigned tasks.

The American Red Cross, and other recognized Volunteer Organization will ensure that their volunteers are medically able and of proper body and mind to perform assigned tasks.

The American Red Cross, and other recognized Volunteer Organizations are responsible for managing all aspects of volunteer recruitment, training, and deployment for their volunteers.

CONCEPT OF OPERATIONS

General

The National Incident Management System (NIMS) and the Incident Command System (ICS) will be used in all emergency and disaster situations.

As unaffiliated volunteers arrive in the impacted area or surges in volunteers occur and overwhelm the system, resources will be requested to assist with volunteer management. This could include requests to the next level of government or to nongovernmental entities.

This VMP defines the actions and roles necessary to provide a coordinated response by departments and partner agencies of the City of Shoreline, in consultation and coordination with the KCECC and recognized volunteer organizations.

When the VMP is activated, it will be activated at the City of Shoreline level. This plan describes actions taken in the City of Shoreline and its efforts to coordinate locally on volunteer management.

Conference calls with activated entities within the county will occur at least daily to coordinate volunteer management activities and may include agencies in Snohomish County and/or Washington State.

Volunteer Management Plan (VMP) Activation

Before this VMP is activated, a need or potential need for volunteer management must be identified. Indicators that volunteer management is or may be required include but are not limited to the following:

Citizens who have not previously affiliated with a response organization looking for opportunities to assist with the response and recovery efforts

The arrival of large numbers of out-of-area volunteers

Requests for volunteers from any response agency or organization

Regional entity requesting volunteers and/or volunteer management from the City of Shoreline

KCECC may request the City of Shoreline to assist with the activation of a Regional Volunteer Reception Center (RVRC).

Once the need for volunteers and volunteer management has been identified, the Unified Command (UC), Incident Command (IC), or Emergency Management Coordinator (EMC) will request the activation of the Volunteer Management Unit (VMU) utilizing the VMP. Members of this Unit can be the Neighborhood /Volunteer Management Liaison, Parks and

Recreation staff, an HR staff person, assigned VISTA member(s), CERT member(s) and other applicable staff.

If possible, each department of the City of Shoreline with responsibilities in this VMP will be contacted upon plan activation.

If possible, each department with responsibilities in this VMP will then communicate the activation to its personnel as needed to ensure an effective response.

Once activated, the Volunteer Management Unit (VMU), assigned to the Logistics Unit within the EOC, will strive to maintain continuous contact with the Resource Unit of the Planning Section to plan for effective use of the volunteers. As stated prior, the first priority will to be to use volunteers who already are affiliated with the City of Shoreline and affiliated with other recognized volunteer organizations like the American Red Cross, Washington Association of Voluntary Organizations Active in Disasters, and the Salvation Army.

The Volunteer Management Liaison (VML) at the EOC will work with representatives from the primary and support agencies for volunteer management to assess what resources are required to meet the growing need for volunteer management. Potential requirements include but are not limited to those listed below.

Facilities to serve as:

Volunteer Reception Centers

Portable volunteer staging area

Housing, feeding, and sanitation

Transportation

Water and Food

Communications

Radios

Phone Bank/Call Center

Personnel

Volunteer Reception Center staff

Security for the Volunteer Reception Center

Receiving agency liaisons at the Volunteer Reception Center

Office equipment and supplies

Volunteer Reception Center go-kits

Volunteer Management

The scope of volunteer management is to organize and vet City of Shoreline volunteers and unaffiliated volunteers and assign them to a supervising agency, organization, or appropriate support organization and/or volunteer organization.

This VMP is designed to be scalable and will be used for very large or catastrophic disasters as well as disasters on a smaller scale. The design and operation of the volunteer management system are flexible in order to provide appropriate support to these situations. Activation is dependent on the type and level of assistance needed. In many cases, the level of assistance needed will not necessitate activation of the entire volunteer management system, since some donation and volunteer needs during disasters can be handled by the City of Shoreline as part of their normal disaster operations and by recognized volunteer organizations managing their own operations.

Volunteer Management Level's

Three levels of volunteer management have been identified to permit flexibility in the system so that it meets the unique needs of the disaster.

Any time this VMP is activated, in whole or part, coordination with the EOC is essential to ensure volunteer needs, information on the availability of volunteers, and pertinent information on the volunteer management program are provided to the media for dissemination to the public.

Volunteer Management–Level A:

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
a) This level will be used in disasters that are small, limited, or localized in nature. b) Spontaneous volunteers will generally come from surrounding neighborhoods c) Incident Commander, first responders will identify the need for volunteer management. d) Typically consistent with a Phase I or II EOC Activation.	a) The City will use its already registered disaster volunteers. b) No need to stand up or activate a Volunteer Reception Center (VRC) c) Recognized volunteer organizations will each appoint a Volunteer Management Liaison who will manage spontaneous volunteers on site.	a) Sandbagging b) Debris clearance

Volunteer Management–Level B:

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
a) This level will be used in disaster's that are medium to large. b) Local and regional media often results "gawkers" and those who want to help. c) Typically consistent with a Phase II or III EOC Activation.	a) May need to coordinate an activation of a Volunteer Reception Center (VRC) b) Not all components of the VMP or Volunteer Reception Center Standard Operating Procedures (SOP's) will need to be activated. c) Volunteer Reception Center staff may fill multiple roles. d) May need to request that the KCECC establish a Regional Volunteer Reception Center (VRC). e) If the City cannot support this level of activation, they will notify the KCECC and request assistance.	a) Same as above b) Staffing of Reception Centers c) Staffing of Call Centers d) Staffing at Police Neighborhood Centers

Volunteer Management–Level C:

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
d) This level will be used in a very large or catastrophic disaster e) Generates a large amount of spontaneous volunteers. f) Volunteer activity will overwhelm the City of Shoreline	f) May need to stand up or activate a Volunteer Management Unit at the EOC g) May need to request that the KCECC establish a Regional Volunteer Reception Center (VRC). h) May send staff and/or volunteers to assist with regional Volunteer Reception Center i) May need to establish Phone Bank/ Call Center to support Volunteer Reception Center activities j) If the City cannot support this level of activation, they will notify the KCECC and request assistance.	a) Same as above

Facility Management

Phone Bank/Call Center

The Volunteer Management Liaison will discuss with the Section Chiefs at the EOC and the Public Information Officer the need for opening up the Phone Bank/Call Center, in order to take calls inquiring about the status of the current situation, types of volunteer opportunities that are available, and giving information on donation management.

Volunteer Reception Center

The opening of a Volunteer Reception Center will be coordinated on a regional basis with King County ECC and/or Snohomish County EOC. The City doesn't have the resources to staff or equip a center on its own.

Public Information and Outreach

One of the keys to keeping volunteers from impeding the response and recovery processes of a catastrophic incident, and essentially becoming a second disaster; is timely, informative, and accurate information distributed to the public. For example, it is important to make it clear what the needs are in the impacted areas, appropriate ways to help, and what is not needed. Messages should be coordinated through the KCECC and JIC when appropriate and able.

Pre-disaster messages

Coordinated through the KCECC

Joint Information System/Joint Information Center (JIC)

Media

Recovery

Volunteers will continue to work for and be managed by their assigned department until their job is completed and there is no longer need for their services or the appropriate the Volunteer Management Unit personnel deactivates them.

VMP Demobilization

The Volunteer Management Liaison shall coordinate demobilization with the Demobilization Unit of the Planning Section and other appropriate departments and agencies.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

      A. The departments and staff members of the City of Shoreline have emergency assignments in addition to their normal, day-to-day duties. The duties, roles,

responsibilities, and how each of departments and their staff are organized during a disaster are outlined in the Basic Plan Section of the City of Shoreline Comprehensive Emergency Management Plan (CEMP).

B. The following is the assignment of responsibilities to roles/organizations of the City of Shoreline Volunteer Management Structure. The designated emergency assignment applies to all parts of the VMP when a specific part is not designated. The expected support from external organizations and agencies is also included.

Roles/organizations:

Agency/ Organization	Potential Roles
Shoreline - Community Emergency Response Team (CERT)	1. Provide a ready pool of trained and registered Disaster Volunteer Workers 2. Assist with organizing additional spontaneous volunteers. 3. Assist in light USAR 4. Assist in light First Aid 5. Assist in amateur damage assessment.
Shoreline - Faith Based Partners	1. Pool of volunteers 2. Facilities to use as a Volunteer Reception Center
Shoreline – Auxiliary Communications Services (ACS) (Ham Radio)	1. Provide a ready pool of trained and registered Disaster Volunteer Workers 2. Assist with organizing additional spontaneous volunteers. 3. Assist in coordinating Amateur Radio (i.e. Ham Radio) communications.
Washington Association of Volunteer Organizations Active in Disaster (WAVOAD)	1. Provide a ready pool of trained and registered Disaster Volunteer Workers 2. Assist with organizing additional spontaneous volunteers.

United Way of King County	1. Provide a ready pool of trained and registered Disaster Volunteer Workers 2. Assist with organizing additional spontaneous volunteers.
American Red Cross	1. Provide a ready pool of trained and registered Disaster Volunteer Workers 2. Assist with organizing additional spontaneous volunteers.
King County Humane Society	1. May provide a pool of trained volunteers to deal with animal care issues

Volunteer Management Liaison	1. Identify and Recruit Volunteer Management Partners
	2. Coordinate the development of Volunteer Management Program for the City of Shoreline and Standard Operating Guidelines (SOP's) for the volunteer management function.
	3. Determine which volunteer management functions should be activated before and after a disaster occurs.
	4. Serve in the Logistic Section at the EOC

City of Shoreline HR Dept. will assist the Volunteer Management Liaison with reviewing of volunteer applications to find the best fit for this talents and skills.

City of Shoreline Parks Department may serve as a resource for identifying a pool of volunteers and a facility for use as a Volunteer Reception Center.

City of Shoreline Police Volunteers - may provide a pool of trained volunteers.

Public Health Seattle King County – may provide public education that can be distributed by volunteers out into the community.

King County ECC – will help to ensure regional approach and provide logistical support for the use or, training of and deployment of spontaneous volunteers.

City of Shoreline Emergency Management Council – as many have signed as mutual aid agreements with the City may be able to provide volunteers and/or logistical support of volunteers following a disaster.

Potential Tasks:

The following list of Potential Task's may be assisted by the Volunteer Management Liaison, or designee, to any person or agency that they deem appropriate:

Coordinate the development of a volunteer management program for the City of Shoreline and Standard Operating Guidelines (SOP's) for the volunteer management function.

Determine which volunteer management functions should be activated before and after a disaster occurs.

Identify suitable candidates for managing the various volunteer management functions.

Locate volunteers and volunteer agencies to work in the volunteer management functions.

Coordinate with the EOC and the Public Information Office to collect information about needed volunteers.

Coordinate with the EOC and the Public Information Office to disseminate information to the community about available volunteer opportunities.

Determine when to terminate or consolidate volunteer management functions.

Ensure that a volunteer management program coordinating the efforts of the volunteer groups and local government is planned and ready for activation.

Coordinate with other City of Shoreline partner organizations and agencies as the situation demands.

Meet to coordinate, update, and collaborate on the volunteer management system and operational process before, during, and after a disaster.

Provide advice on suitable candidates for managing the volunteer management functions.

Assist in locating volunteers to work in a Volunteer Reception Center.

Assist in maintaining records on volunteer recruitment and management activities.

Work with the County to select a site(s) for a Volunteer Reception Center and coordinate equipping and staffing the facility.

Select a site for a Call Center and coordinate equipping and staffing the facility.

Develop operating guidelines for operation of the Call Center.

Coordinate training of volunteers for the operations of the Call Center.

Identify needed volunteers.

Manage the Call Center.

Coordinate field logistics, media releases, emergent organizations, and spontaneous volunteers.

Establish the internal volunteer management program.

Determine support requirements.

Recruit, select, assign, train, and supervise volunteers.

Provide knowledge of resources that can be brought to bear in an emergency.

Provide own response plans.

Provide specialized personnel and equipment resources needed in an emergency.

Provide electronic and print media support for program activities and emergency response and recovery operations.

Maintain law and order.

Establish and secure perimeters.

Control and limit access.

Support functions

Initial support from local response organizations may be provided without a local or county disaster declaration. If the situation warrants, the Incident Commander or the Emergency Management Coordinator may request that a local disaster be declared to support and supplement ongoing operations. The King County Regional Disaster Plan will be activated to support the coordination of volunteers on a regional level.

Initial support from State agencies may be provided without a State disaster declaration. If the situation warrants, State of Washington Military Department Emergency Management Division Officials will request that a State disaster be declared to support and supplement ongoing operations.

DIRECTION, CONTROL, AND COORDINATION

Authority to Initiate Actions

The City of Shoreline's Emergency Management Coordinator, Emergency Management Director/City Manager, or the Incident Commander all have the authority and responsibility to implement this VMP, which is the official operations source for City of Shoreline pertaining to all emergencies and disasters managing volunteers when a coordinated response is required.

The Emergency Management Coordinator, Emergency Management Director, or the Incident Commander may assign any part of the VMP utilizing the UCS/ ICS Systems.

All volunteer management activities will be coordinated with the KCECC, if possible. Regular communication will occur between the KCECC and the City of Shoreline EOC, if possible.

Regional conference calls will occur regularly between volunteer liaisons in each county to enhance coordination and collaboration, if possible.

Command Responsibility for Specific Actions

The City of Shoreline's Volunteer Management Liaison or designee (currently the City of Shoreline's Neighborhoods Coordinator) will manage the volunteer management program, supervise key volunteer management personnel, act as the Volunteer Management Liaison in the Logistics' Section of the EOC and coordinate the efforts of volunteer groups and local government.

These duties can be assigned to other City staff if needed. Consideration should be given to staff that have experience working with volunteers, i.e. Park and Recreation staff or Human Resources.

Volunteers working as an integral part of a recognized volunteer group (e.g., the American Red Cross, Adventist Community Services, and Salvation Army) will respond to direction from those organizations.

Each individual supervising a volunteer management function will select an appropriate assistant or designee to run the operation in his or her absence.

Each volunteer group assisting in the disaster will designate a specific individual with authority to accept task assignments, and coordinate with the Volunteer Management Liaison.

INFORMATION COLLECTION AND DISSEMINATION

Identify the type of information needed.

See applicable forms and SOP's.

Determine where the information is expected to come from.

Information updates will come from any agency/ organization that is operating a Phone Banking/ Call Center, Volunteer Reception Center, or utilizing volunteers for assistance with response and recovery activities.

Identify who will use the information.

Information will be compiled by the Volunteer Management Liaison, or designee, and then submitted to the Planning Section for including into Situation Reports. Information will also be shared with other Sections/ Units as necessary in order to fill resource requirements and satisfy other documentation requirements. The Volunteer Management Liaison will also provide a Volunteer Management Situation Report to the EM Coordinator, EM Director, Liaison Officer, KCECC and appropriate agencies, partners, and volunteer organizations.

Establish how the information will be shared.

All information will flow into and out of the EOC through proper communications systems and methods. The preferred method is Fax/ Emailing of completed forms. However, Phone, Radio and other approved communications methods are appropriate if Fax/ Emailing are not available or appropriate to communicate needs.

Select the appropriate format for providing the information.

The Volunteer Management Liaison will use the Volunteer Management Program Situation Report to communicate necessary information out of the Volunteer Management Unit or other appropriate unit. Appropriate departments/ unit will utilize the forms in the VMP to communicate the necessary information to implement the VMP. This includes utilizing forms in the VMP SOP's to communicate information between agencies, units, organizations, departments and the EOC.

Determine specific times when the information will be needed.

Initial reports

Situation Reports should be submitted every 4 - 8 hours, as appropriate, to the Volunteer Management Liaison. The Volunteer Management Liaison should submit Volunteer Management Program Situation Reports every 8 hours, as appropriate. Times may be altered as needed, utilizing appropriate reporting structure.

Periodic unscheduled updates

Situation Reports can be submitted periodically at minimum, or if there is a significant change since the last SitRep that is critical to communicate timely, at least every 24 hours to the Situations Unit and other appropriate personnel.

Termination of incident

Incident Termination, including termination of VMP activities, can be made by the EM Director, EM Coordinator, Volunteer Management Liaison or designee. All decisions should be communicated and authorized by the EOC.

ADMINISTRATION, FINANCE, AND LOGISTICS

Agreements and Understandings

Should City of Shoreline resources prove to be inadequate during emergency operations, requests may be made for assistance from local jurisdictions and other agencies in accordance with existing or emergency negotiated mutual aid agreements and understandings. Such assistance may take the form of equipment, supplies, personnel, or other available capabilities. Duly authorized officials enter into all agreements and understandings. Copies of existing agreements are on file in the Emergency Operations Center.

Policies

The Volunteer Management Liaison will work with the Finance Section of the EOC to establish the needed SOP's for keeping financial records for volunteer management, reporting, tracking resource needs, tracking the source and use of spontaneous volunteers, acquiring ownership of donated resources, and compensating the owners of private property used by the jurisdiction.

Reporting

During emergency operations, the Volunteer Management Liaison will compile and provide a daily summary of significant volunteer management activities to the EOC for use in staff briefings and inclusion in periodic Situation Reports. If the EOC has been deactivated, a periodic summary of activities will be provided to local EM officials and the heads of volunteer organizations participating in the recovery process.

Reports will include the following information, if information is available:

Phone Bank/Call Center

Number of calls by type (volunteer inquiries, request for volunteers, referrals to agencies for disaster assistance, requests for information, etc.)

Major issues or challenges

Volunteer Deployment

Number of volunteers processed

Number of volunteers assigned to tasks

General types of jobs to which volunteers have been dispatched

Number of workers in the facility

Number of volunteer hours worked

Number of available volunteers and types of services offered

Current hours of operation

Expenses incurred

Major operational activities

Support activities (e.g., feeding, lodging)

Major issues or challenges

Unmet volunteer needs

Records

Expenses incurred in operating the volunteer management system are generally not recoverable. However, in the event that State and/or Federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during volunteer management operations.

Post-Incident Review

The Volunteer Management Liaison will be included in the City's review of the emergency operations in the aftermath of a major emergency or disaster. The purpose of this review is to identify needed improvements in its procedures, its facilities, and its equipment.

Training

The Volunteer Management Liaison should attend training in volunteer management, as needed.

Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises should periodically include a Volunteer Management

VII   VMP DEVELOPMENT AND MAINTENANCE

    A. The City of Shoreline is responsible for developing and maintaining this VMP.

    B. Individuals, departments, agencies, and volunteer organizations assigned responsibilities in this VMP and its appendices are responsible for developing and maintaining appropriate SOPs or SOG's to carry out those responsibilities.

    C. This plan will be reviewed and updated in accordance with the standards established in the City of Shoreline CEMP.

    D. This VMP should be activated whenever possible when an exercise of a simulated emergency is conducted regardless of actual events, in order

to provide practical, controlled operations experience to those who have response responsibilities.

E. An After-Action Review (AAR) will be conducted as deemed necessary following exercises and actual events. The effectiveness of this VMP and any recommended changes should be part of the AAR process.

AUTHORITIES AND REFERENCES

Legal Authority

Federal

The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended

Homeland Security Presidential Directive 5 (HSPD-5)

The National Response Framework (NRF), January 2008

NRF, Volunteer and Donations Management Support Annex. January 2008

State

Emergency management personnel immunity

Washington Administrative Code, 2000, Chapter 118-04, Emergency Worker Program, http://apps.leg.wa.gov/WAC/default.aspx?cite=118-04

Volunteer immunity

Good Samaritan law

State employee immunity

State board of health rules and regulations

Local

Shoreline Municipal Code 2.50

City of Shoreline Comprehensive Emergency Operations Plan

 City of Shoreline Disaster Recovery Plan

City of Shoreline Hazard Mitigation Plan

Volunteer, quasi-governmental

Act 58-4-1905 American National American Red Cross Statement of Understanding, Dec. 30, 1985

Mennonite Disaster Services Agreement with Federal Disaster Assistance Administration (FDAA).

Salvation Army Charter, May 12, 1974

Forms

Shoreline CEMP ESF 7 Support Services Volunteer Management Volunteer Reception Center - Sit-Rep			
From (Title) :	**To:** Shoreline EOC – Volunteer Management Liaison	Date and Time of Last Sit. Rep. (00/00 00:00 TO 00/00 00:00):	Date and Time of Sit. Rep. (00/00 00:00 TO 00/00 00:00):
Phone Bank / Call Center Location Name		Phone Bank / Call Center Address	
Phone Bank / Call Center Phone Number		Phone Bank / Call Center Fax Number	
Agency Name		Agency Contact	
Agency Address		Agency Phone & Ext.	

Data Breakdown	
Item:	**Number** (Since last Sit-Rep.)
Volunteers processed	
Volunteers assigned to tasks	
Workers in facility	
Volunteer hours worked	
Number of available volunteers	
General Information (Since last Sit-Rep)	

Types of jobs to which volunteers have been dispatched:

Types of types of services extra volunteers can do:

Shoreline CEMP ESF 7 Support Services

Volunteer Management

Volunteer Reception Center - Sit-Rep

Current hours of operation:

Expenses incurred:

Major operational activities:

Support activities (e.g., feeding, lodging):

Major issues or challenges:

Unmet volunteer needs:
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Shoreline CEMP ESF 7 Support Services

Volunteer Management

Phone Bank/ Call Center - Sit-Rep

From (Title) :	**To:** Shoreline EOC – Volunteer Management Liaison	Date and Time of Last Sit. Rep. (00/00 00:00 TO 00/00 00:00):	Date and Time of Sit. Rep. (00/00 00:00 TO 00/00 00:00):
Phone Bank / Call Center Location Name		Phone Bank / Call Center Address	
Phone Bank / Call Center Phone Number		Phone Bank / Call Center Fax Number	
Agency Name		Agency Contact	
Agency Address		Agency Phone & Ext.	

Number of Calls:	
Type of Call:	**Number of Calls (Since last Sit-Rep.)**
Volunteer Inquiries	
Request for Volunteers	
Referrals to Agencies for Disaster Assistance	
Requests for Information	
Other	

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Shoreline CEMP ESF 7 Support Services

Volunteer Management

Volunteer Management Program Sit-Rep

From (Title) :	**To:** Shoreline EOC , KCECC, Recognized Volunteer Organizations EOC's	Date and Time of Last Sit. Rep. (00/00 00:00 TO 00/00 00:00):	Date and Time of Sit. Rep. (00/00 00:00 TO 00/00 00:00):
Agency Name		Agency Contact	
Agency Address		Agency Phone & Ext.	
Data Breakdown		Volunteer Management Level (A,B or C)	
Item:		**Number** (Since last Sit-Rep.)	
Volunteers processed			
Volunteers assigned to tasks			
Workers in facilities			
Volunteer hours worked			
Number of available volunteers			
General Information (Since last Sit-Rep)			

Types of jobs to which volunteers have been dispatched:

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Shoreline CEMP ESF 7 Support Services

Volunteer Management

Volunteer Management Program Sit-Rep

Major operational activities:

Major issues or challenges:

Unmet volunteer needs:

List of Volunteer Coordination Centers

List of Volunteer Phone Bank/ Call Centers

List of Volunteer Organizations Partnering with and assigned tasks from VMP:

Acronyms and Abbreviations

AAR   After-Action Report

CEMP   Comprehensive Emergency Management Plan

DEM   Department of Emergency Management

EOC   Emergency Operations Center

ESF   Emergency Support Function

FDAA   Federal Disaster Assistance Administration

FEMA   Federal Emergency Management Agency

HSPD   Homeland Security Presidential Directive

IC   Incident Command

ICS   Incident Command System

JIC   Joint Information Center

LAVAD   Local Area Volunteers Active in Disasters

NIMS   National Incident Management System

NRF   National Response Framework

SOG   Standard Operating Guideline

SOP   Standard Operating Procedure

UC   Unified Command

Volunteer Reception Center   VRC

VMP   Volunteer Management Plan

VMS   Volunteer Management Supervisor

KCECC   King County Emergency Coordination Center

Donantions Management Plan

PURPOSE, SCOPE, SITUATIONS, AND ASSUMPTIONS

Purpose

This Donations Management Plan (DMP), located in ESF #7 Support Services Appendix H provides guidance for the departments and agencies within the City of Shoreline, with the purpose of outlining the concept of operations, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and governments to manage donations of goods, services, and monetary donations in the aftermath of a disaster event.

Any reference to donated goods and services in this annex means unsolicited and non-designated goods. This plan does not affect the established procedures of agencies regarding their respective procedures for solicited goods and services. The procedures outlined are for the coordination, acceptance, control, receipt, storage, distribution, and disposal of donation management responsibilities.

When a major or catastrophic event occurs and the City of Shoreline decides to activate the DMP, this plan will activate to prescribe the activities taking place in the City of Shoreline. Activities described in this plan will be coordinated with regional and state efforts.

This plan complements the efforts of the Puget Sound Regional Catastrophic Planning Group.

Scope

This Plan applies to all departments and personnel of the City of Shoreline along with the private sector, volunteer organizations, and community members. This DMP also governs support agencies that respond within the City of Shoreline to a disaster or emergency and that have responsibility involving the receiving, processing, transporting, and/or distribution of donations.

General Policy

Donations

The City of Shoreline does not wish to operate or change an organization's system to receive, process, transport and/or distribute donated goods and services.

The City of Shoreline does, however, reserve the right to coordinate these efforts within the City of Shoreline. This includes restricting and/or modifying:

The locations in which donations may be brought

The areas and/or buildings were organizations personnel are allowed to enter.

The types of Personal Protective Equipment (PPE) that is necessary to be used in Donation Reception Centers.

The types, quantity, quality, and condition of goods that enter into the affected areas of the City.

The City recognizes that Washington State Emergency Management Division as the overall lead for donations management during a disaster. However, the City has the ultimate responsibility for managing disaster response and recovery and may engage in the donations management process, as required and able, based on available resources and personnel

The City recognizes that the Puget Sound RCPGP Region, which King County is a partner in, will utilize the Washington State donations management plan for Regional Coordination efforts, which may be used as a guide for the City's planning efforts.

The City will strive to stress to donors the preference for cash donations to recognized charitable organizations working to assist victims of the disaster; however, if the donor wants to donate in-kind goods or services, the City will encourage people to use the National Donations Management Network (NDMN), through the WA State EMD, to connect the donor with the organization needing that particular donation.

Donors will be discouraged from sending unsolicited donations directly to the disaster site, unless directed by the City of Shoreline.

The City may direct people to the National Donations Management Network (NDMN) portal through WA State EMD. WA State EMD maintains an MOU with NDMN. For more information on the NDMN see: www.aidmatrix.org or see WA State CEMP ESF 7: Appendix 1: Donated Goods

Planning Assumptions

In the event of a public emergency causing large-scale loss of life and destruction of property, donors will offer assistance of virtually any kind, including cash, goods, equipment and loan of equipment, and the services of individuals.

Offers of assistance will be made directly to all levels of government (Federal and local) as well as to voluntary organizations.

In less-than-large-scale or "high-visibility" public emergencies, donations management will be handled by voluntary organizations with or without City involvement.

This plan is heavily dependent on the City of Shoreline having the resources, personnel, and supplies necessary to coordinate, manage and distribute donated goods and/or services. Furthermore, it is assumed that the City of Shoreline could become quickly overwhelmed and therefore may not be able to safely and reasonable accommodate donations due, in part, to the limited personnel and resources available in the City of Shoreline.

If the City of Shoreline becomes overwhelmed and therefore may not be able to safely and reasonable accommodate donations of goods, they will be heavily dependent on King County ECC and recognized organizations to supply the vast majority of resources to successfully implement the DMP.

An overwhelming number of unsolicited and undesignated donations will arrive in the impacted area.

All City of Shoreline staff involved in the management of donations of goods and/or services may be expected to perform additional duties and responsibilities during disaster and emergency situations.

Assistance to the City of Shoreline by other response organizations is expected to supplement efforts, in an efficient, effective, and coordinated response, when the City of Shoreline determines their own resources to be insufficient.

Effective response to a catastrophic incident will occur when local jurisdictions coordinate efforts at the county level. County Donations Coordinator will then coordinate on a regional and state level.

During a disaster affecting the City of Shoreline, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable influx of donations.

Washington State Emergency Management Division is the overall lead for donations management during disaster.

The American Red Cross, and other recognized non-governmental organizations (NGO's), will ensure the proper documentation, tracking, and accounting for donations of goods and services.

CONCEPT OF OPERATIONS

General

The National Incident Management System (NIMS) and the Incident Command System (ICS) will be used in all emergency and disaster situations.

As unsolicited and undesignated donations arrive in the impacted area or surges in donations occur and overwhelm the system, resources will be requested to assist with donations management. This could include requests to the next level of government or to non-governmental entities.

This DMP defines the actions and roles necessary to provide a coordinated response by departments and partner agencies of the City of Shoreline, in consultation and coordination with the KCECC and recognized volunteer organizations.

When the DMP is activated, it will be activated at the City of Shoreline level. This plan describes actions taken in the City of Shoreline and its efforts to coordinate locally on donations management.

Conference calls may be with activated entities within the county will occur at least daily to coordinate donation management activities and may include agencies in King County and/or Washington State.

Donations Management Plan (DMP) Activation

Before this DMP is activated, a need or potential need for donations management must be identified. Indicators that donations management is or may be required include but are not limited to the following:

Citizens contact the City and are looking for opportunities to donate goods and/or services

The arrival of large numbers of unsolicited goods from out-of-area donors

Requests for a designed Donations Reception Center from any response agency or organization

Regional entity requesting donations and/or donation management from the City of Shoreline

KCECC may request the City of Shoreline to assist with the activation of a Regional Donations Reception Center (RDRC).

Once the need for donations and donations management has been identified, the Unified Command (UC), Incident Command (IC), or Emergency Management Coordinator (EMC)

will request the activation of the Donations Management Unit (DMU) utilizing the DMP. Members of this Unit can be the Neighborhood /Volunteer Management Liaison, Parks and Recreation staff, Administrative Services Department Staff, assigned CERT member(s) and other applicable staff.

If possible, each department of the City of Shoreline with responsibilities in this DMP will be contacted upon plan activation.

If possible, each department with responsibilities in this DMP will then communicate the activation to its personnel as needed to ensure an effective response.

Once activated, the Donations Management Unit (DMU), assigned to the Logistics Unit within the EOC, will strive to maintain continuous contact with the Resource Unit of the Planning Section to plan for effective use of the donations. As stated prior, the first priority will to be direct donations through the National Donations Management Network (NDMN) and/or affiliated Agencies with the City of Shoreline and affiliated with other recognized donation organizations like the American Red Cross, Salvation Army, and the Good Will.

The Donations Management Leader (DML) at the EOC will work with representatives from the primary and support agencies for donations management to assess what resources are required to meet the growing need for donation management. Potential requirements include but are not limited to those listed below.

Facilities to serve as:

Donations Reception Centers

Transportation

Communications

Radios

Phone Bank/Call Center

Personnel

Donations Reception Center staff

Security for the Donations Reception Center

Receiving agency liaisons at the Donation Reception Center

Office equipment and supplies

Donation Reception Center go-kits

Donation Management

This DMP is designed to be scalable and will be used for very large or catastrophic disasters as well as disasters on a smaller scale. The design and operation of the donation management system are flexible in order to provide appropriate support to these situations. Activation is dependent on the type and level of assistance needed and the amount of unsolicited goods being received. In many cases, the level of assistance needed will not necessitate activation of the entire donation management system, since some donation needs during disasters can be handled by the City of Shoreline as part of their normal disaster operations and by recognized volunteer organizations managing their own operations.

Donations Management Level's

Three levels of donation management have been identified to permit flexibility in the system so that it meets the unique needs of the disaster.

Any time this DMP is activated, in whole or part, coordination with the EOC is essential to ensure volunteer needs, information on the availability of volunteers, and pertinent information on the volunteer management program are provided to the media for dissemination to the public.

Donation Management–Level A:

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
e) This level will be used in disasters that are small, limited, or localized in nature. f) Unsolicited donations will generally come from surrounding neighborhoods g) Incident Commander, first responders will identify the need for donation management. h) Typically consistent with a Phase I or II EOC Activation.	d) The City will use its already existing relationships with organizations to manage donations. e) No need to stand up or activate a Donation Reception Center (DRC) f) Recognized agencies and/or organization will each appoint a Donation Management Leader who will manage unsolicited and solicited donations on site.	c) Sorting of Goods d) Assisting with Paperwork and documentation e) Assist with distributing goods to individuals.

<u>Donation Management–Level B:</u>

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
g) This level will be used in disaster's that are medium to large. h) Local and regional media often results in "gawkers" and those who want to donate. i) Typically consistent with a Phase II or III EOC Activation.	k) May need to coordinate an activation of a Donation Reception Center (DRC) l) Not all components of the DMP or Donation Reception Center Standard Operating Procedures (SOP's) will need to be activated. m) Donation Reception Center staff may fill multiple roles. n) May need to request that the KCECC establish a Regional Donation Reception Center (VRC). o) If the City cannot support this level of activation, they will notify the KCECC and request assistance.	e) Same as above f) Staffing of Donation Reception Centers g) Staffing of Call Centers h) Staffing at Police Neighborhood Centers

Donation Management–Level C:

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
j) This level will be used in a very large or catastrophic disaster k) Generates a large amount of unsolicited donations. l) Donation activity will overwhelm the City of Shoreline	p) May need to stand up or activate a Donation Management Unit at the EOC q) May need to request that the KCECC establish a Regional Donation Reception Center (DRC). r) May send staff and/or volunteers to assist with regional Donation Reception Center s) May need to establish Phone Bank/ Call Center to support Donation Reception Center activities t) If the City cannot support this level of activation, they will notify the KCECC and request assistance.	b) Same as above

Facility Management

Phone Bank/Call Center

The Donation Management Leader will discuss with the Section Chiefs at the EOC and the Public Information Officer the need for opening up the Phone Bank/Call Center, in order to take calls inquiring about the status of the current situation, types of donation opportunities that are available, and giving information on donation management.

Donation Reception Center

The opening of a Donation Reception Center will be coordinated on a regional basis with King County ECC.

Public Information and Outreach

One of the keys to keeping donations from impeding the response and recovery processes of a catastrophic incident, and essentially becoming a second disaster; is timely, informative, and accurate information distributed to the public. For example, it is important to make it clear what the needs are in the impacted areas, appropriate ways to help, and what is not needed.   Messages should be coordinated through the KCECC and JIC when appropriate and able.

Pre-disaster messages

Coordinated through the KCECC

Joint Information System/Joint Information Center (JIC)

Media

Recovery

Donations will continue to arrive and be managed by their assigned department until their job is completed and there is no longer need for their services or the appropriate Donations Management Unit personnel deactivate them.

DMP Demobilization

The Donations Management Leader shall coordinate demobilization with the Demobilization Unit of the Planning Section and other appropriate departments and agencies.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A.   The departments and staff members of the City of Shoreline have emergency assignments in addition to their normal, day-to-day duties. The duties, roles, responsibilities, and how each of the departments and their staff are organized during a disaster are outlined in the Basic Plan Section of the City of Shoreline Comprehensive Emergency Management Plan (CEMP).

B.   The following is the assignment of responsibilities to roles/organizations of the City of Shoreline Donation Management Structure. The designated emergency assignment applies to all parts of the VMP when a specific part is not designated. The expected support from external organizations and agencies is also included.

Roles/organizations:

Agency/ Organization	Potential Roles
United Way of King County	3. Assist with organizing and distributing donations.
American Red Cross	3. Assist with organizing and distributing donations.
Good Will	1. Assist with organizing and distributing donations.
Donation Management Leader	5. Identify Donation Management Partners 6. Coordinate the development of Donation Management Program for the City of Shoreline and Standard Operating Guidelines (SOP's) for the volunteer management function. 7. Determine which donation management functions should be activated before and after a disaster occurs. 8. Serve in the Logistic Section at the EOC
King County ECC	1. Help to ensure regional approach and provide logistical support for the collection, storage and distribution of donations.
City of Shoreline Emergency Management Council	2. Many have signed mutual aid agreements with the City may be able to provide donations and/or logistical support of donations following a disaster.
City of Shoreline Police Department	1. Maintain law and order. 2. Establish and secure perimeters. 3. Control and limit access to facilities and donation sites.

Potential Tasks:

The following list of Potential Task's may be assigned by the Donation Management Leader, or designee, to any person or agency that they deem appropriate:

Coordinate the development of a donation management program for the City of Shoreline and Standard Operating Guidelines (SOP's) for the volunteer management function.

Determine which donation management functions should be activated before and after a disaster occurs.

Identify suitable candidates for managing the various donation management functions.

Locate donation agencies to work in the donation management functions.

Coordinate with the EOC and the Public Information Office to collect information about needed donations.

Coordinate with the EOC and the Public Information Office to disseminate information to the community about where to direct donations.

Determine when to terminate or consolidate donation management functions.

Coordinate with other City of Shoreline partner organizations and agencies as the situation demands.

Meet to coordinate, update, and collaborate on the donation management system and operational process before, during, and after a disaster.

Assist in locating volunteers and staff to work in a Donation Reception Center.

Assist in maintaining records on donation management activities.

Work with the County to select a site(s) for a Donation Reception Center and coordinate equipping and staffing the facility.

Select a site for a Call Center and coordinate equipping and staffing the facility.

Develop operating guidelines for operation of the Call Center.

Coordinate training of volunteers for the operations of the Call Center.

Identify needed volunteers.

Manage the Call Center.

Coordinate field logistics, media releases, emergent organizations, and unsolicited donations.

Establish the internal donation management program.

Determine support requirements.

Recruit, select, assign, train, and supervise volunteers, as needed.

Provide knowledge of resources that can be brought to bear in an emergency.

Provide own response plans.

Provide specialized personnel and equipment resources needed in an emergency.

Provide electronic and print media support for program activities and emergency response and recovery operations.

Support functions

Initial support from local response organizations may be provided without a local or county disaster declaration. If the situation warrants, the Incident Commander or the Emergency Management Coordinator may request that a local disaster be declared to support and supplement ongoing operations. The King County Regional Disaster Plan will be activated to support the coordination of donations on a regional level.

Initial support from State agencies may be provided without a State disaster declaration. If the situation warrants, State of Washington Military Department Emergency Management Division Officials will request that a State disaster be declared to support and supplement ongoing operations.

DIRECTION, CONTROL, AND COORDINATION

Authority to Initiate Actions

The City of Shoreline's Emergency Management Coordinator, Emergency Management Director/City Manager, or the Incident Commander all have the authority and responsibility to implement this DMP, which is the official operations source for City of Shoreline pertaining to all emergencies and disasters managing volunteers when a coordinated response is required.

The Emergency Management Coordinator, Emergency Management Director, or the Incident Commander may assign any part of the DMP utilizing the UCS/ ICS Systems.

All donation management activities will be coordinated with the KCECC, if possible. Regular communication will occur between the KCECC and the City of Shoreline EOC, if possible.

Regional conference calls will occur regularly between Donation Leaders in each county to enhance coordination and collaboration, if possible.

Command Responsibility for Specific Actions

Members of the Logistics and Finance Section of the EOC or designee will manage the donation management program, supervise key donation management personnel, act as the Donation Management Liaison/ Leader in the Logistics' Section of the EOC and coordinate the efforts of volunteer groups and local government.

These duties can be assigned to other City staff if needed. Consideration should be given to staff that have experience working with donation, i.e. Finance Staff.

Each individual supervising a donation management function will select an appropriate assistant or designee to run the operation in his or her absence.

Each donation group assisting in the disaster will designate a specific individual with authority to accept task assignments, and coordinate with the Donation Management Leader.

INFORMATION COLLECTION AND DISSEMINATION

Identify the type of information needed.

See applicable forms and SOP's.

Determine where the information is expected to come from.

Information updates will come from any agency/ organization that is operating a Phone Banking/ Call Center, Donation Reception Center, or utilizing volunteers for assistance with response and recovery activities.

Identify who will use the information.

Information will be compiled by the Donation Management Leader, or designee, and then submitted to the Planning Section for including into Situation Reports. Information will also be shared with other Sections/ Units as necessary in order to fill resource requirements and satisfy other documentation requirements. The Donation Management Liaison will also provide a Donation Management Situation Report to the EM Coordinator, EM Director, Liaison Officer, KCECC and appropriate agencies, partners, and volunteer organizations.

Establish how the information will be shared.

All information will flow into and out of the EOC through proper communications systems and methods. The preferred method is Fax/ Emailing of completed forms. However, Phone, Radio and other approved communications methods are appropriate if Fax/ Emailing are not available or appropriate to communicate needs.

Select the appropriate format for providing the information.

The Donation Management Leader will use the provided information to include in the Situation Report to communicate necessary information out of the Donation Management Unit or other appropriate unit. Appropriate departments/ unit will utilize the forms in the DMP to communicate the necessary information to implement the DMP. This includes utilizing forms in the DMP SOP's to communicate information between agencies, units, organizations, departments and the EOC.

Determine specific times when the information will be needed.

1. Initial reports

Situation Reports should be submitted every 4 - 8 hours, as appropriate, to the Donation Management Leader. The Donation Management Leader should submit information for Situation Reports every 8 hours, as appropriate. Times may be altered as needed, utilizing appropriate reporting structure.

2. Periodic unscheduled updates

Situation Reports can be submitted periodically at minimum, or if there is a significant change since the last SitRep that is critical to communicate timely, at least every 24 hours to the Situations Unit and other appropriate personnel.

3. Termination of incident

Incident Termination, including termination of DMP activities, can be made by the EM Director, EM Coordinator, Donation Management Leader or designee. All decisions should be communicated and authorized by the EOC.

ADMINISTRATION, FINANCE, AND LOGISTICS

Agreements and Understandings

Should City of Shoreline resources prove to be inadequate during emergency operations, requests may be made for assistance from local jurisdictions and other agencies in accordance with existing or emergency negotiated mutual aid agreements and understandings. Such assistance may take the form of equipment, supplies, personnel, or other available capabilities. Duly authorized officials enter into all agreements and

understandings. Copies of existing agreements are on file in the Emergency Operations Center.

Policies

The Donation Leader will work with the Finance Section of the EOC to establish the needed SOP's for keeping financial records for donation management, reporting, tracking resource needs, tracking the source and use of unsolicited donations, acquiring ownership of donated resources, and compensating the owners of private property used by the jurisdiction.

Reporting

During emergency operations, the Donation Management Leader will compile and provide a daily summary of significant volunteer management activities to the EOC for use in staff briefings and inclusion in periodic Situation Reports. If the EOC has been deactivated, a periodic summary of activities will be provided to local EM officials and the heads of volunteer organizations participating in the recovery process.

Reports will include the following information, if information is available:

Phone Bank/Call Center

Number of calls by type (donation inquiries, request for donations, referrals to agencies for disaster assistance, requests for information, etc.)

Major issues or challenges

Donation Reception Center (Staging Area, Distribution Points, and Financial Accounting)

Number and type of bulk donations received (truckloads, pallets, etc.)

Significant donations and disposition

Goods delivered to distribution points (truckload, pallets, boxes).

Unneeded goods delivered to other agencies

Current hours of operation

Number of persons employed (volunteers and paid workers)

Major operational activities

Support activities (feeding, lodging, etc.)

Major issues or challenges

Cash Received

Cash Distributed

Records

Expenses incurred in operating the volunteer management system are generally not recoverable. However, in the event that State and/or Federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during volunteer management operations.

Post-Incident Review

The Donation Management Leader will be included in the City's review of the emergency operations in the aftermath of a major emergency or disaster. The purpose of this review is to identify needed improvements in its procedures, its facilities, and its equipment.

Training

The Donation Management Leader should attend training in volunteer management, as needed.

Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises should periodically include a Donation Management component.

VII   DMP DEVELOPMENT AND MAINTENANCE

The City of Shoreline is responsible for developing and maintaining this DMP.

Individuals, departments, agencies, and volunteer organizations assigned responsibilities in this DMP and its appendices are responsible for developing and maintaining appropriate SOPs or SOG's to carry out those responsibilities.

This plan will be reviewed and updated in accordance with the standards established in the City of Shoreline CEMP.

This DMP should be activated whenever possible when an exercise of a simulated emergency is conducted regardless of actual events, in order to provide practical, controlled operations experience to those who have response responsibilities.

An After-Action Review (AAR) will be conducted as deemed necessary following exercises and actual events. The effectiveness of this DMP and any recommended changes should be part of the AAR process.

AUTHORITIES AND REFERENCES

Legal Authority

Volunteer, quasi-governmental

Act 58-4-1905 American National American Red Cross Statement of Understanding, Dec. 30, 1985

Mennonite Disaster Services Agreement with Federal Disaster Assistance Administration (FDAA).

Salvation Army Charter, May 12, 1974

FORMS

RECORD OF DONATION – CITY OF SHORELINE

Call received by: _____ Date: _____ Time: _____

Donor Name and Information: Salutation: _____

First Name: _____ Last Name: _____

Title: _____ Organization: _____

Phone 1: _____ Phone 2: _____

Address 1: _____

Address 2: _____

City: _____ State: _____ Zip: _____

_____ Donated (free) _____ Goods _____ Services _____ Cash

_____ Commercial (vendor) _____ Goods _____ Services

Type of Resource: (e.g., people, food, equipment, cash):
_____

Category: (e.g., clothing, water, bedding): _____

Sub-category: (e.g., shoes, blankets, chairs):_____

Description/Notes:_____

Total Quantity: Units (#): _____ Measure (e.g., box, each):_____

Packaging _____ Amount (#): _____ Size (e.g. can, dozen, gallon): _____

Palletized: Yes_____ No_____   Transportation Required: Yes_____ No_____

Refrigeration required: Yes _____ No_____   Restrictions: Yes_____   No_____

Resource Location: _____

Estimated Value OR Amount of Cash Donated: _____ Available until: _____

Follow-up required: Yes _____   No _____ Action taken: _____

Certificate Of Completion

Envelope Id: 4FD19C07413445ADB015CD661B17AB2C   Status: Completed
Subject: Complete with Docusign: Policy & Procedure - VDMF Plan
Source Envelope:
Document Pages: 54   Signatures: 1   Envelope Originator:
Certificate Pages: 1   Initials: 0   Jessica Simulcik Smith
AutoNav: Enabled   17500 Midvale Ave N
EnvelopeId Stamping: Enabled   Shoreline, WA 98155
Time Zone: (UTC-08:00) Pacific Time (US & Canada)   jsimulcik@shorelinewa.gov
                                                                  IP Address: 98.232.108.136

Record Tracking

Status: Original   Holder: Jessica Simulcik Smith   Location: DocuSign
    6/18/2024 3:05:00 PM   jsimulcik@shorelinewa.gov
Security Appliance Status: Connected   Pool: StateLocal
Storage Appliance Status: Connected   Pool: City of Shoreline   Location: DocuSign

Signer Events	Signature	Timestamp
Bristol Ellington bellington@shorelinewa.gov City Manager City of Shoreline Security Level: Email, Account Authentication (None)	DocuSigned by: *Bristol Ellington* 07BF974794AB418... Signature Adoption: Pre-selected Style Using IP Address: 172.56.107.145 Signed using mobile	Sent: 6/18/2024 3:05:41 PM Viewed: 6/27/2024 2:31:07 PM Signed: 6/27/2024 2:31:13 PM

Electronic Record and Signature Disclosure:
   Not Offered via DocuSign

In Person Signer Events	Signature	Timestamp

Editor Delivery Events	Status	Timestamp

Agent Delivery Events	Status	Timestamp

Intermediary Delivery Events	Status	Timestamp

Certified Delivery Events	Status	Timestamp

Carbon Copy Events	Status	Timestamp

Witness Events	Signature	Timestamp

Notary Events	Signature	Timestamp

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	6/18/2024 3:05:41 PM
Certified Delivered	Security Checked	6/27/2024 2:31:07 PM
Signing Complete	Security Checked	6/27/2024 2:31:13 PM
Completed	Security Checked	6/27/2024 2:31:13 PM

Payment Events	Status	Timestamps