Local Donations and Volunteer Management Guidebook
DONATIONS AND VOLUNTEER MANAGEMENT GUIDEBOOK

CHAPTER 1
GETTING STARTED

If you only have time to do one thing when Getting Started, form your team that will be responsible for managing donated goods and unaffiliated disaster volunteers.

The purpose of this document is to provide step-by-step instructions, links, tools and other useful information to help local communities develop an effective donation and volunteer management plan. Managing donations and volunteers are critical recovery activities, and preparations to do so should begin during the early stages of a disaster.

Overview
This Local Donations and Volunteer Management Guidebook is divided into 2 main sections:

General guidance – Several short chapters covering various donations and volunteer management topics, including:

Getting Started
• Staff roles and responsibilities
• Situations, assumptions and activation guidelines

Your Donations and Volunteer Management Team

Public Information, Messaging and Communications
• Core messages
• Methods
• Call Centers

Donated Goods

Unaffiliated Disaster Volunteers
Several Attachments are also included that contain forms, scripts, logs, checklists and other job aids to help establish the Donations and Volunteer Management functions.

Step One - Developing Your Planning Team
Begin the planning process by inviting representatives from government and voluntary agencies and from the local community who have personnel, facilities or equipment resources to assist in the management of donated goods or unaffiliated volunteers. Potential team members include:

• Your city or county Public Information Officer
• Local government agencies (emergency management, public health, parks and recreation, etc.)
• Local representatives of voluntary agencies that can assist with donated goods or volunteer management
• Local “Hands On” (Volunteer) Centers, if available
• United Way “211” or other agency that might provide “call center” services.
• Community service organizations (veteran’s clubs, Lions, Elks, etc.)
• The local business community
• Local trucking companies (for transport of donated goods)
• Local bus company or transit agency (for transport of unaffiliated volunteers).
• Convene meetings with these agencies to discuss how they may be able to contribute to the donations and volunteer management plan, and begin development of any executive orders, memos of understanding (MOU’s) or letters of agreement (LOA’s) necessary to formalize these relationships. See the next chapter, Staff Roles and Responsibilities, for additional information about the team needed to organize and manage donated goods and volunteers. Some of your planning team members may also be willing to serve as members of your Volunteer and Donation Coordination Team (VDCT) when disaster strikes.

Step Two – Incorporate Donations and Volunteer Management Requirements Into Your Plan

The structure for your Donations and Volunteer Management plan can vary widely depending upon how your overall plan has been developed. In most cases, the plan will become an attachment or guidance document to the Logistics section (or Logistics Emergency Support Function (ESF)) of your local all-hazard disaster plan. No matter what format you choose for your donations and volunteer management plan, make sure that it addresses volunteer management guidance contained in MN State Statutes and the Local Emergency Operations Plan Crosswalk (MNWALK), Questions 49 and 50. Specifically:

• MNWALK Question 49 - Identify the agency/department responsible for volunteer management. Include standard operating guidelines for:
  o Coordination of unaffiliated volunteers
  o Volunteer registration, assignment and supervision
  o Identification of partner agencies to manage volunteers
• MNWALK Question 50 - Identify the agency/department responsible for unsolicited donations management. Include standard operating guidelines for:
  o Potential donations center facilities
  o Procedures for collecting, sorting and distributing donations
  o Donations coordination with partner agencies
  o Public information concerning donations
  o Managing unsolicited cash donations

FEMA has also developed 10-point National Donations and Volunteer Management Strategies which may be useful in your planning efforts. Copies of each of these strategies can be found in attachment G to this guidebook.

Step Three – Determine Planning Roles and Responsibilities
Local Government
According to the 10-point National Donations and Volunteer Management Strategies, management of unsolicited donated goods and unaffiliated disaster volunteers is done at the local government level.

State Government
The state government provides guidance to local emergency managers about the development of plans and the formation of local donations and volunteer management teams. During times of disaster, state volunteer and donations management personnel add to local donations and volunteer management resources when they are overwhelmed.

Additional donations or volunteer management assistance or resources needed during a disaster situation should be requested through the State Emergency Operations Center (SEOC) when it is activated or through the State Duty Officer at other times.

Federal Government
The federal government, through the Federal Emergency Management Agency (FEMA), provides additional donations and volunteer management resources and expertise when local and state programs are overwhelmed and all resources are exhausted. Federal assistance is requested by MN Homeland Security and Emergency Management leadership.

Step Four – Set a Schedule for Plan Development and Begin Writing Your Plan

Here is a typical schedule that could be used by your planners to create an effective donations and volunteer management plan:

Month One
- Get council approval to prepare a donations and volunteer management plan
- Identify members to serve on a Volunteer and Donation planning committee

Month Two
- First planning committee meeting
- Establish monthly meeting times
- Become familiar with reference materials
- Assign plan chapters to committee members

Month Three
- Develop and confirm organizational charts for donations and volunteer management
- Status reports on other sections
- Research what ordinances or authorities are in place
- Determine if memorandums of understanding (MOU’s) or letters of agreement (LOA’s) will be necessary with partner agencies. If so, begin to develop the agreements

Month Four
- Reach consensus on unsolicited donated goods management information to include in the plan
- Reach consensus on unaffiliated volunteer management information to include in the plan
Month Five
- Continue work on all sections of the draft plan
- Complete work on MOU’s/LOA’s

Month Six
- Complete work on draft plan
- Submit draft plan, MOU’s and LOA’s for council review

Month Seven
- Incorporate comments from council
- Finalize the plan, MOU’s/LOA’s

Month Eight
- Submit for city council approval
- Receive city council approval
- Celebrate your completed and approved plan

After Your Plan is Completed
Remember that your plan (or annex) is a living document and will go through your approval process several times over its life, as resources and partners change and new strategies are developed after the plan has been used for a response or an exercise. To keep your plan up to date:
- Conduct regular reviews to make sure that the content of the plan is as current and complete as possible.
- Develop a training schedule for plan stakeholders, so everyone understands how the plan works.
- Develop a schedule for exercising the plan:
  - To determine if it will work.
  - To make sure all stakeholders are aware of their responsibilities under the plan.

Links
- Stearns County MN Donations Annex R
- FEMA Donations and Volunteer Support Annex

Resources
- Attachment G – 10-Point National Donations and Volunteer Management Strategies

Lesson Learned:
“In preparing for battle, I have always found that plans are useless, but planning is indispensable.”

Dwight D. Eisenhower 34th President of the US (1953-1961)
CHECKLIST

Chapter 1 – Getting Started

☐ Assemble your planning team

☐ Decide on a format for your plan

☐ Set a schedule for development of the donations and volunteer plan

☐ Contact the HSEM Volunteer Resource Coordinator for additional assistance when needed
Managing warehouses full of unsolicited donated goods and large numbers of unaffiliated disaster volunteers is a very resource and personnel–intensive undertaking.

This chapter discusses how to establish a Donations and Volunteer Management Team (or in some cases, branch) to effectively manage unsolicited donated goods and unaffiliated volunteers during times of disaster.

The Donation and Volunteer Coordination Team

**If you only have time to do one thing when developing your Donation and Volunteer Team, appoint team leaders to carry out the plans you are developing.**

Local emergency managers should establish a Donations and Volunteer Coordination Team to serve as the “backbone” of their donations and volunteer management efforts. The team is typically formed under the Logistics function in the Local Emergency Operations Center (EOC). The following organizational chart illustrates team members and their relationships to one another.

**Donation and Volunteer Coordination Team Leaders**

- **A Donations and Volunteer Team Director** will be assigned by the Emergency Operations Center Logistics Chief to manage the overall donated goods and volunteer management operation.
- **A Safety Officer** – People who handle donated goods and work on disaster
recovery projects are more susceptible to injury than the population in general. Appoint a Safety Officer who can ensure that all activities are performed in the safest manner possible and that injuries that do occur are treated in the most effective way possible.

• An Unsolicited Donated Goods/Undesignated Funds Group Supervisor – To manage the flow of unsolicited donated goods and undesignated monetary donations to clients and to disaster relief organizations during times of disaster. Depending on the size of the operation, additional personnel will likely be needed to handle donated goods and funds received.

• An Unaffiliated Volunteer Group Supervisor – To coordinate and manage the efforts of unaffiliated volunteers who offer to help in the wake of disasters or emergencies. Depending on the size of the volunteer management effort, additional personnel will likely be needed to handle volunteer registration and to coordinate work teams in the field.

Position descriptions for donations and volunteer team leaders can be found in attachment A to this guidebook.

Public Information
While not directly a part of the Donation and Volunteer Coordination Team, your organization’s public information staff plays an important role in donated goods and volunteer management efforts. Donations and volunteer managers should collaborate with public information staff to develop messages about goods that are needed and not needed, how to volunteer to assist during disasters, cash donations and messages about donation and volunteer facility operations. Chapter 3 of this guidebook contains additional information about donations and volunteer management messages.

Staffing Other Donations/Volunteer Management Positions
Many additional personnel beyond the team leaders will be needed to staff different stations in each donations or volunteer management facility established.

Here are some suggestions for options that emergency managers can exercise to find people to staff donations and volunteer management facilities:

City/County Personnel
Staff from one or more city or county government agencies may be assigned to perform donations or volunteer management duties during a disaster operation. Some examples include:

• Parks & Recreation staff
• Human Services staff
• Community volunteers – Members of Community Emergency Response Teams (CERT), Volunteers in Police Service (VIPS), Fire, police, Sheriff Reserves or auxiliaries (as long as volunteer duties do not conflict with other disaster or public safety duties)
• Clerical personnel from other agencies
• Mutual Assistance from neighboring cities or counties that are not affected
• If additional help from other local government agencies cannot meet the need, work with the State Emergency Operations Center (SEOC) to request assistance from Association of Minnesota Emergency Managers (AMEM) members or help from other states through the Emergency Management Assistance Compact (EMAC)

Voluntary Agencies

These voluntary agency partners may be able to assist with donations and volunteer management functions:

• Adventist Community Services (donated goods specialists)
• The Salvation Army (donated goods and volunteers)
• United Way 211 (call centers)
• Local Volunteer (“Hands On”) and United Way Centers (volunteer management)
• Civil Air Patrol (volunteer help)
• MN Voluntary Organizations Active in Disaster (MNVOAD) may be able to help identify additional voluntary agency assets that may be able to assist.

Community-Based Organizations

• Faith-Based (church) groups
• Service connected organizations, like the Veterans of Foreign Wars (VFW), American Legion and Vietnam Veterans of America

• Local community service groups (Lions, Eagles, Elks Clubs, etc.)

The Business Community

• “Team Depot” (Home Depot) and “Lowes Heroes” (Lowes) are examples of volunteers who represent local companies and offer their services during times of disaster.
• Other local businesses may express interest in helping and would make great members for your team.
• The HSEM Logistics Office maintains a relationship with a group called the “Public-Private Corporate Action Team” (P2CAT) which represents many businesses that assist during disasters. Additional assistance may also be available from the American Logistics Aid Network (ALAN – a National VOAD member) for larger disaster operations.

Links

MN Voluntary Organizations Active in Disaster (MNVOAD) Website
United Way Programs in Minnesota
Adventist Community Services (ACS)
Hands On Twin Cities (Volunteer Centers)

Resources

Minnesota United Way “211” Call Centers (Attachment F)
Position Descriptions for Donations and Volunteer Leadership (Attachment A)
Lesson Learned:

“Coming together is a beginning, staying together is progress and working together is success.”

Henry Ford

CHECKLIST

Chapter 2 – Your Donations and Volunteer Management Team

☐ Appoint your Donations and Volunteer Coordination Team leaders

☐ Identify potential staff

☐ Contact the HSEM Volunteer Resource Coordinator for additional assistance when needed
DONATIONS AND VOLUNTEER MANAGEMENT GUIDEBOOK

CHAPTER 3
PUBLIC INFORMATION, MESSAGING AND COMMUNICATIONS

If you only have time to do one thing when developing messages to the public about being effective donors, emphasize that giving money to voluntary organizations that assist those affected by disasters or emergencies is usually the best approach.

Donations of money, manpower and material are a vital part of emergency management. Addressing them requires planning, understanding and coordination between government officials, emergency management personnel, voluntary organizations, the business community, media and the public.

Failure to address the issues of unsolicited goods donations and unaffiliated volunteers can hinder response and recovery operations, creating what is often called “the second disaster.”

The most important message to convey to people who want to assist is this: “The best way to help people who are affected by disaster is to donate funds to the voluntary agencies of their choice that help people during disasters.”

A list of the voluntary agencies that typically assist during disasters in Minnesota can be found on the Minnesota Voluntary Organizations Active in Disaster (MNVOAD) website, Link to MNVOAD Website (www.mnvoad.org).

Message Timing
It is very important to “get out in front” of the public with information about how they can be effective donors and volunteers. Many “ad hoc” donations and volunteer efforts start in the early stages of a disaster (before needs are known and public safety issues prevent assistance from unaffiliated volunteers). Work with your community’s Public Information Officer (PIO), to release donated goods and volunteer information as soon as possible after the onset of the disaster. Repeat key donated goods and volunteer messages regularly to the public through the media.

Message Media
Make use of all of the media outlets available to you to inform the public about disaster donations and volunteer opportunities.
Newsletters and Newspapers – Depending upon how often they are published, these may be a good place to release time-sensitive information. They can be used to circulate donations and volunteer preparedness information.

Radio and Television – Possibly the most effective way to share time-sensitive information with the public about donations and volunteers, including information about donations collection centers, volunteer reception centers and current information about needs, etc. It is important to make sure they have accurate information.

Conference calls, web meetings and teleconferences – Another option for communicating time-sensitive information to disaster responders, leaders and to other limited audiences. Tailor information presented to the audience.

Government and Voluntary Agency websites – Good sources of general information about donations and volunteer management. Can work for more time-sensitive donations and volunteer information, if the sites are monitored and updated regularly.

Briefings – Forums for public officials to affirm basic donations and volunteer management messages. Make sure that officials conducting briefings have accurate and timely information about the donations and volunteer operations.

Social Media (Twitter, Facebook, blogs, etc.) – An emerging way to communicate with the public about donations and volunteers. Social media should be monitored closely to respond to rumors and misinformation, to learn about trending topics related to donations and volunteers, and to get your messages out about how to be effective donors and volunteers.

Call Centers (Hotlines)
Offers of donated goods and volunteer services often overwhelm local Public Safety dispatchers in the aftermath of disasters and other emergencies.

“Call Centers” or “Hotlines” are often activated in response to these offers, handling calls about donations, volunteers and needs, allowing dispatchers to concentrate on more pressing public safety issues. Determine how call center services will be provided by establishing a call center yourselves or by working with an outside agency to provide call center services in advance of a disaster.

If you choose to work with an outside agency, guidebook attachment F contains a list of United Way “211” centers which cover most of the State of Minnesota. A memo of understanding between your agency and the call center may be needed to make expectations and support requirements clear.

Whichever call center strategy you pursue, make sure that call center personnel have the latest public information about the disaster situation and about goods and unaffiliated volunteer needs. Call center personnel may be the “public face” of your donation and volunteer management system. The
information they provide to callers must be timely, accurate and verified.

**Links**
United Way 211 Minnesota

**Resources**
- Attachment B - Contains information about staffing, facilities and equipment necessary if you wish to establish a call center yourself.
- Attachment F – List of Minnesota United Way “211” Call Centers

**Lesson Learned:**
“While natural disasters capture headlines and national attention short-term, the work of recovery and rebuilding is long-term.”

Sylvia Matthews Burwell
Secretary, US Department of Health and Human Services

---

**CHECKLIST**

Chapter 3 – Public Information, Messaging and Communication

- Develop sample press releases about disaster donations and volunteering.
- Choose an appropriate method to communicate information about being effective donors or volunteers.
- Establish plans for a call center for donated goods and volunteer offers, or arrange for an agency to do that for you.
- Contact the HSEM Volunteer Resource Coordinator for additional assistance when needed
DONATIONS AND VOLUNTEER MANAGEMENT GUIDEBOOK
CHAPTER 4
DONATED GOODS

If you only have time to do one thing for Donated Goods Management, Contact Adventist Community Services for help with managing donated goods.

When disaster strikes, the public is often moved to help those affected by contributing money, food, clothing, furniture items and other goods, materials and equipment that donors feel may be useful to those who are affected. When properly managed, these donated goods can aid the relief effort in significant ways. On the other hand, poorly managed or unmanaged donated items can interfere with disaster response and recovery in equally significant ways.

This chapter provides basic information about how to properly manage donated goods, developing partnerships with voluntary agencies that can assist with donations management and finding the facilities and resources needed to successfully manage donated goods.

Facilities
Depending upon local needs, several different types of facilities may be established to receive, store and distribute donated goods to those affected by disaster. Facilities which may become necessary include:

Collection Centers – Where donated goods are initially brought to be received, categorized, sorted and processed to make them ready for distribution or storage. Critically needed donated goods are sent from here directly to distribution centers to be offered to disaster clients. Items not immediately needed are sent to warehouses for storage until they are needed.

Warehouses – Where goods that will be needed in the future, but are not currently needed are stored. Warehouses should not be located in or near the disaster area and goods stored in the warehouse should not be issued directly to clients from there. When needed, goods are shipped from the warehouse to distribution centers, where they are given out to those in need.

Multi-Agency Warehouses - May also be established in some circumstances by voluntary organizations to store materials/equipment they will need for upcoming disaster relief operations. The establishing agencies are responsible for their operation.

Distribution Centers – Located in close proximity to disaster clients but in safe areas, distribution centers are where
clients may receive needed goods. They are stocked directly from collection centers (for critically needed supplies), and from warehouses (for other goods, as needs dictate).

**Call Centers** – Where the public can call with their offers of donated goods. Call center staff can also provide advice to callers about how to assist those affected by disaster in the most effective ways possible and can gather information about goods being offered to pass on to donations management personnel.

Local realtors are a great source of information and assistance when looking for available facilities for donations management. The MN Department of Employment and Economic Development (DEED), operates a website that catalogs vacant business properties which may also be useful to you in your facility search. See the links section at the end of this chapter for the link to this website.

**Personnel**
Each donated goods management facility will require a large staff to operate effectively. The workload and hours of operation will affect the numbers of staff dramatically. Typically, a combination of staff from local government and voluntary agencies, along with unaffiliated disaster volunteers and in many cases, support from the local business community can help you staff your donations management facility teams. Adventist Community Services volunteers and staff specialize in managing donated goods.

**Equipment**
Pallet jacks, racking, and other material handling equipment needed for donated goods management may be available for loan from local businesses, or may be donated or rented from equipment rental shops.

- The American Logistics Aid Network (ALAN - a National VOAD member) and the State’s Public-Private Coordination and Action Team (P2CAT) may be able to assist by finding businesses that can provide needed material handling equipment. P2CAT assistance is requested through the SEOC or the Duty Officer.

**Transportation**
Work with local delivery companies to arrange for donated goods to flow between collection centers, warehouses and distribution centers, as necessary. Possible transportation sources include local package delivery services and trucking companies. Don’t forget fuel, oil and maintenance costs for vehicles used. Drivers must be properly licensed for vehicles they operate.

**Record-Keeping**
Keeping track of goods being donated by the public is an important function of donations managers. You need to know what is being offered, received, stored, and most importantly, distributed to people affected by disasters. To do this, establish a record-keeping system. This can be done using specialized software, spreadsheets, or manually using paper forms and logs.
Sample donated goods and services intake forms and unsolicited donated goods inventory logs can be found in Attachments C1 and C2 to this guidebook for your use.

**Cash Donations**

If possible, avoid the temptation to establish a “city,” “Mayor’s,” or “Commissioner’s” fund to collect disaster donations. Advise donors to donate to voluntary agencies active in disasters instead. Be prepared, however, to deal with cash from well-meaning donors, despite your efforts to direct their donations to voluntary agencies.

If permitted by local ordinances and other guidance, the best approach to deal with these funds would be to make them available to **long-term recovery committees** (LTRC’s) to help cover unmet needs of those affected by disaster, which are verified by caseworkers working with voluntary agencies participating in the LTRC.

Have a conversation with your city or county attorney or comptroller about the possibility of doing this and about appropriate methods for distributing and accounting for funds.

Avoid the temptation and the pressure to distribute funds received immediately. Doing this will prevent unnecessary duplications of service with insurance settlements and voluntary agency or government disaster assistance programs.

An accurate accounting method is essential for managing donations of funds. Track all incoming donated funds and disbursements to agencies/long-term recovery groups or individuals closely, so that any questions about how the funds have been used can be explained in a timely and accurate manner.

**Links**

- MN Statewide Available Properties (DEED)
- Adventist Disaster Response Services National Website
- MN Public-Private Coordination and Action Team (P2CAT)
- American Logistics Aid Network (ALAN)

**Resources**

- Attachment B – Facility Specifications and Staffing
- Attachment C1- Donated Goods and Services Intake Form
- Attachment C2 – Unsolicited Donated Goods Inventory Log

**Lesson Learned:**

“There’s no disaster that can’t become a blessing and no blessing that can’t become a disaster.”

Richard Bach
Author, Jonathan Livingston Seagull
CHECKLIST

Chapter 4 – Donated Goods

☐ Work with Adventist Community Services to manage donated goods.

☐ Survey facilities to use as collection centers, warehouses and distribution centers.

☐ Arrange for supplies and office/material handling equipment and other support for above facilities.

☐ Staff each facility established, as appropriate.

☐ Arrange for transportation of goods between facilities.

☐ Account properly for all donated goods and funds.
General Volunteer Management Concepts

Responsibilities – As was mentioned earlier, the Unaffiliated Volunteer Group Supervisor is responsible for coordinating and managing the efforts of “unaffiliated” disaster volunteers. They are considered “unpaid employees” of the jurisdiction for purposes of liability and Worker’s Compensation.

The management of volunteers who are “affiliated” with (working on behalf of) a voluntary agency partner are the responsibility of that agency. In this case, management and liability issues are between the agency and the volunteer themselves.

In some cases, local governments may request that voluntary agencies assist them with unaffiliated volunteer management. This approach would be acceptable, as long as it is made clear beforehand which organization will be responsible for the volunteers and who will cover liability issues that may arise.

Given the possibility of exposure to liability and Worker’s Compensation issues, make sure to include your jurisdiction’s Risk Manager and a representative from the agency that provides liability/Worker’s Compensation coverage to your community in the volunteer planning process.

Public Messaging – Media coverage of your disaster/emergency may trigger an almost immediate response from the public to volunteer their services to help you. It is very important to put out information about how/when to volunteer as soon as possible after the onset of a disaster to guide potential volunteers.

Work with your Public Information Officer (PIO) to put out appropriate messages.

Unaffiliated disaster volunteers are the responsibility of local governments, according to MN Statutes, Chapter 12.22a. The statute goes on to say that “Individuals who volunteer to assist a local political subdivision during an emergency or disaster who register with that subdivision and who are under the direction and control of that subdivision are considered an employee of that subdivision for purposes of worker’s compensation and tort claim defense and indemnification.”

This chapter provides guidance on how to manage unaffiliated disaster volunteers and establish Volunteer Reception Centers (VRC’s) to do so. It will also cover the development of partnerships with voluntary agencies to support unaffiliated volunteer management efforts.

If you only have time to do one thing for Volunteer Management, identify two facilities in your jurisdiction that could serve as Volunteer Reception Centers if needed.
Chapter 3 of this guidebook also provides additional guidance on public information strategies and messages to consider.

**Volunteer Processing** – People who volunteer to help you come with a wide variety of skills, abilities and expectations. You’ll need to establish a way to register, screen, assign, orient, train, equip and transport them to their work assignments. Typically, the best way to do this is by establishing Volunteer Reception Centers (VRC’s), to process them for assignment.

**The Volunteer Reception Center**

*What it is* – A Volunteer Reception Center (VRC) is a place where the general public can come to offer their services to help people that are affected by disaster to begin their recovery. At the VRC, unaffiliated volunteers are registered, screened, credentialed, trained and referred to voluntary agencies or organized into work parties under a supervisor appointed by the local government. The volunteers are then issued necessary equipment and transported to their worksite. When their work is completed, volunteers return to the VRC for out-processing.

*Where* – It is a good idea to identify more than one possible facility to use as a Volunteer Reception Center. Your primary location choice may be affected by the disaster/emergency or may be otherwise unavailable. Also keep in mind what the building is normally used for. Any use of armories must be approved by the MN Department of Military Affairs and be coordinated through the State Duty Officer/SEOC. If a school, church or courthouse is used, you may have to vacate the facility when school is open or when weddings are scheduled.

**Volunteer Reception Center Stations**

- **Station #1 Registration** – Incoming volunteers are welcomed and “sign in” here. They are provided a “volunteer instruction” sheet and asked to sign in.
- **Station #2 Interview** - Volunteers are interviewed and assigned to work areas or referred to a partner voluntary agency in accordance with their capabilities, limitations and with operational needs. Keep in mind that there are opportunities for volunteers with all levels of ability.
- **Station #3 Data/Agency Coordinator** Volunteers bring their referral forms here, where the coordinator matches the assignment recommendation from the interviewer with a corresponding request for volunteer form from their file.
- **Station 4 - Orientation and Safety Briefing** - Information about the operation, the duties the volunteer will be performing and required safety guidance will be provided here. For some assignments, “just in time” training on job-related skills will be provided to volunteers.
- **Station 5 – Volunteer Identification** – Volunteer will be provided with appropriate identification wristband or ID badge and will be advised how to connect with the group they will be assisting and where to find their “work party supervisor.”
- **Station #6 Equipment Issue** – Maps and tools required by volunteers and personal protective equipment will be issued here.
- **Station #7 Job Training** – Volunteers requiring “just in time” training to perform their duties receive their training here. Volunteers who are referred to another agency will generally receive training on how to perform their
duties from the agency that requested them.

- **Station #8 Transportation** – Provided for work parties, typically provided by arrangement with local public or school bus companies. Charter companies and church groups may also be able to assist with transportation. **Do not** allow unaffiliated volunteers to drive themselves to the work site. Their cars would congest the area around the disaster scene and could possibly be damaged by debris. It would also make it very difficult to have all unaffiliated volunteers check-in and check-out at the end of the work shift. Volunteers that have been referred to another agency may be asked to travel to their location themselves.

**Additional VRC Functions to Consider**

- **Supply Storage** – For tools and PPE

- **Public Information Office/Press area**

- **An area for “runners” and security staff**

- **A Parking Area for staff and volunteers** (patrolled)

- **First Aid stations** – At the VRC and at the worksite, to care for volunteers and staff that may be injured or suffer a medical emergency while performing duties. These stations may be staffed by local public health, ambulance service or voluntary agency medical personnel, depending upon the situation.

**Other Considerations**

- **Staffing** – Strategies for staffing volunteer management/volunteer reception center positions are discussed in chapter 2 of this guidebook. As indicated there, government employees, voluntary agencies and unaffiliated volunteers working together to staff volunteer management facilities seems to be the most successful approach.

- **Field support** – Arrange for water and sanitary facilities for volunteers working under harsh conditions in the field. In some circumstances, you may also want to provide a light food service for workers. A voluntary agency partner (the American Red Cross or Salvation Army, for example), may be able to assist with this.

- **Security** – Disasters and the responses to them can bring out the best and worst in people. Those affected by disaster are sometimes targeted by unscrupulous contractors and others with ulterior motives and volunteer vehicles can become the prey of opportunistic thieves. With these possibilities in mind, establish identification systems for volunteers, and provide protection for volunteer vehicles and property while they are serving on their assignments.

- **Record-Keeping** – The following forms should be completed by potential volunteers and retained by the volunteer reception center for record:
  - Registration – Volunteer registration and volunteer tracking logs.
  - Training – Records of both orientation and any “just in time” training provided.
  - Financial Records – Bills, invoices and other financial reports associated with the VRC should be retained and provided to the City/County Finance Officer for payment.
  - Injury Reports – First reports of injury and follow-ups should be routed through the Safety Officer to the Donations and Volunteer
Coordinator for processing and filing.

- Facility Records – Facility surveys, use and release agreements, facility rental and utility bills and other documents that reflect charges, payments, etc.

**Links**

Take Root Hands On Minnesota Network Guide to Volunteer Management

The Top 15 Things to Know When Managing Volunteers in Times of Disasters.pdf

Volunteer Florida Volunteer Reception Center Guidance and Documentation

Ohio Volunteer Reception Center Manual

MN Statutes 12.22 (Volunteer Protection)

**Resources**

Attachment B – Facility Specifications and Staffing

Attachments E3- E5 – Unaffiliated Volunteer Group Position Checklists

---

**Lesson Learned:**

“Our lives are to be used and thus to be lived as fully as possible, and truly it seems that we are never so alive as when we concern ourselves with other people.”

Harry Chapin, Singer/Songwriter

---

**CHECKLIST**

**Chapter 5 – Volunteer Management**

- Work with Unaffiliated Volunteer Group Supervisor and PIO to create messages about volunteering.

- Work with Unaffiliated Volunteer Group Supervisor to establish and staff Volunteer Reception Center (VRC) and its processing stations.

- Pre-Identify transportation of volunteers to and from worksites with Unaffiliated Volunteer Group Supervisor and local transportation companies.

- Contact the HSEM Volunteer Resource Coordinator for additional assistance when needed
Handbook Attachments

Attachment A – Donations/Volunteer leadership position descriptions
Attachment B – Facility specifications/staffing recommendations
Attachment C – Donations/Volunteer forms and logs
Attachment D – Public Information guidance and sample news releases
Attachment E – Duty checklists for major functions
Attachment F – MN United Way “211” Call Centers
Attachment G – “10 Point” National Donations and Volunteer Management Strategies
Attachment H – Sample Volunteer Reception Center Floor Plan
Attachment I – Donated Goods Category Numbering List
Attachment A1 - Job Descriptions

Volunteer and Donation Coordination Branch (VDCB) Branch Director

Title: Volunteer and Donation Coordination Branch Director

Reports to: Logistics Chief

Job summary:
The overall mission of the Volunteer and Donation Coordination Branch (VDCB) is to coordinate/manage the handling of unsolicited offers of donated goods, services of unaffiliated disaster volunteers and undesignated donations of funds, so that needed goods and services are received in an effective and timely manner and unneeded goods and services are kept out of the disaster area. Specifically:

Basic functions of the VDCB Director:

- Coordinate with EOC officials, government agencies, voluntary agencies and the business community to establish Donated Goods/Funds and Volunteer Service management functions, as appropriate for disaster/emergency situations.

- Work with Donated Goods and Volunteer Service Group Supervisors to identify needs for unsolicited donated goods and unaffiliated volunteer services.

- Coordinate media releases concerning unsolicited goods and services with Public Information Officer.

- Conduct donations intelligence (i.e., particularly gathering information about factors that have a potential impact–negative or positive–on your program) and tracking rumor control.

- Working with Group Supervisors, establish an effective field logistics system for donations and volunteer support operations.

- Processing offers of unsolicited goods and services.

- Serving as a liaison to other components of the disaster response team.

- Coordinating operations with the phone bank supervisor.

- Coordinating effective field logistics.

- Coordinating with emerging organizations and spontaneous or unaffiliated volunteers.

The Volunteer and Donations Branch Director is responsible for several critical management functions:

- Activating the Donations Management plan

- Determining the requirement for and level of support from other agencies and organizations (e.g., other state agencies, voluntary organizations FEMA, business and industry)

- Managing the Volunteer and Donation Coordination Branch (VDCB)

- Maintaining a link with Local/State/Federal donations management efforts

- Coordinating operations with phone bank supervisors

- Ensuring logistical support to donations management operations
• Deciding when to demobilize the response operation
• Informing the business community and the public about how to donate goods/offer services in the most effective manner possible to assist those affected by disaster/emergency
• Scaling back and/or closing the donations operations when appropriate
• Scaling down the use of facilities when no longer needed
• Disposing of remaining goods
• Conducting a critique (“hot wash”)
• Completing a comprehensive after-action report
• Delegating responsibilities as necessary

Minimum Requirements/Abilities
Staff members appointed to serve as the Volunteer and Donations Branch Director must demonstrate good interpersonal skills when dealing with EOC management and staff, representatives from voluntary organizations active in disaster, emergency response personnel, donors, the public, and representatives of the business community participating in disaster/emergency response operations. VDCB Directors must be well versed in the concepts surrounding the handling of unsolicited donated goods, the management of unaffiliated volunteers and strategies for managing undesignated donated funds. A current driver’s license and a clean driving record are necessary, if duties assigned will require the use of a vehicle. A background check may be required, depending upon the situation. Staff members selected must possess basic computer skills and familiarity with MS Word (word processing), MS Excel (spreadsheet) and MS Outlook (messaging/calendar software). Public speaking skills may also be required if asked to communicate needs/donation instructions to the public thru media interviews.

Training Requirements
All Volunteer and Donations Coordination Branch Directors must successfully complete the following FEMA/State level emergency management courses:

• Donations Management Workshop (G-288)
• The Role of Voluntary Agencies in Emergency Management (IS-288)
• National Incident Management System (NIMS) An Introduction (IS-700)
• National Response Plan (NRP) An Introduction (IS-800)
• Incident Command (Entry/Basic/Intermediate/Advanced Levels) (ICS 100-400) (FEMA version or MNIMS equivalent)

VDCB Directors must also become proficient with EOC management software and with the system established to keep records about donated goods/funds/volunteer service offered. Additional training opportunities may be offered by voluntary organizations that are active in disaster.
Time commitment for the position

A Volunteer and Donations Coordination Branch Director is assigned at all times when the VDCB function is operational. When conditions permit, VDCB Directors and their staff will be assigned to shifts of no more than eight hours per day while additional support is being arranged for.

Length of Appointment

Volunteer and Donations Coordination Branch Directors may serve in the position for as long as they wish, with the approval of county emergency management leadership and the EOC Logistics Chief.

Supervision and Support

Volunteer and Donations Coordination Branch Directors will work in cooperation with and under the direction of the county Emergency Management Director and the EOC Chief of Logistics during times of EOC activation. The Director will oversee the activities of Group Supervisors appointed to Volunteer and Donations Coordination Branch positions. The Volunteer and Donations Coordination Branch Director will also collaborate with other SEOC representatives and with representatives of Minnesota Voluntary Organizations Active in Disaster (MNVOAD) and businesses with an interest in managing donated goods, volunteer services or donations of funds to victims of disaster.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
Attachment A2 - Job Descriptions

Unsolicited Goods/Undesignated Funds Group Supervisor

Title: Unsolicited Goods/Undesignated Funds Group Supervisor

Reports to: Volunteer and Donation Coordination Branch Director

Job summary:
The overall mission of the Unsolicited Goods and Undesignated Funds Group Supervisor is to assist local/county donations managers to coordinate/manage the handling of unsolicited offers of donated goods and undesignated donations of funds, so that needed goods and services are received in an effective and timely manner and unneeded goods and services are kept out of the disaster area.

Basic functions of the Unsolicited Goods/Undesignated Funds Group Supervisor:

- Coordinate with local and county EOC officials, government agencies, voluntary agencies and the business community to assist them with establishment of Donated Goods and funds management functions, as appropriate for disaster/emergency situations.

- Work with the Volunteer and Donation Coordination Branch Director and Volunteer Service Group Supervisor to identify needs for unsolicited donated goods and management of undesignated donated funds.

- Coordinate state-level media releases concerning unsolicited goods and donated funds with the Volunteer and Donation Coordination Branch Director and the Public Information Officer.

- Conduct donations intelligence (i.e., particularly gathering information about factors that have a potential impact—negative or positive—on your program) and tracking rumor control.

- Working with the Volunteer and Donation Coordination Branch Director and other group supervisors, assist with establishment of an effective field logistics system for donations and fund management operations.

- Work with group staff to process unsolicited goods/undesignated donated funds. The goal is to process all offers of goods and funds within 72 hours of the time the offer was made.

- Serving as a liaison to other components of the disaster response team.

- Coordinating operations with the phone bank supervisor.

- Make recommendations to “scale down” donated goods facilities as the no longer become necessary.

- Make recommendations for disposing of surplus donated goods.

Minimum Requirements/Abilities

Staff members appointed to serve as the Unsolicited Goods/Undesignated Funds Group Supervisor must demonstrate good interpersonal skills when dealing with local volunteer and donations managers, EOC management and staff, representatives from voluntary organizations active in disaster, emergency response personnel, donors, the public, and representatives of the business community participating in disaster/emergency response operations. Group supervisors must be well versed in the concepts surrounding the handling of unsolicited donated goods, the
management of unaffiliated volunteers and strategies for managing undesignated donated funds. A current driver’s license and a clean driving record are necessary, if duties assigned will require the use of a vehicle. A background check may be required, depending upon the situation. Staff members selected must possess good basic computer skills and familiarity with MS Word (word processing), MS Excel (spreadsheet) and MS Outlook (messaging/calendar software). Public speaking skills may also be required if asked to communicate needs/donation instructions to the public thru media interviews.

Training Requirements

Unsolicited Goods/Undesignated Funds Group Supervisors must successfully complete the following FEMA/State level emergency management courses:

- Local Volunteer and Donations Management (G-288)
- The Role of Voluntary Agencies in Emergency Management (IS-288)
- National Incident Management System (NIMS) An Introduction (IS-700)
- National Response Plan (NRP) An Introduction (IS-800)
- Incident Command (Entry/Basic/Intermediate/Advanced Levels) (ICS 100-400) (FEMA version or MNIMS equivalent)

Group supervisors must also become proficient with EOC management software and with the system established to keep records about donated goods/funds/volunteer service offered. Additional training opportunities may be offered by voluntary organizations that are active in disaster. Unsolicited Goods/Undesignated Funds Group Supervisors may also be required to demonstrate basic level accounting and cash-handling skills when dealing with donated funds.

Time commitment for the position

An Unsolicited Goods/Undesignated Funds Group Supervisor is assigned at all times when the donated goods function is operational and goods donations or funds are being received. When conditions permit, group supervisors and their staffs will be assigned to shifts of no more than eight hours per day. Twelve hour shifts are permissible for a short period while additional support is being arranged for.

Length of Appointment

Unsolicited Goods/Undesignated Funds Group Supervisors may serve in the position for as long as they wish, with the approval of the Volunteer and Donations Branch Director, emergency management leadership and the EOC Logistics Chief.

Supervision and Support

Unsolicited Goods/Undesignated Funds Group Supervisors work in cooperation with and under the direction of the Volunteer and Donations Coordination Branch Director and the EOC Chief of Logistics during times of EOC activation. Group Supervisors manage staff members appointed to assist with operations of their function. They also collaborate with other SEOC representatives and with representatives of Minnesota Voluntary Organizations Active in Disaster (MNVOAD) and businesses with an interest in managing donated goods, volunteer services or donations of funds to victims of disaster.
Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
Attachment A3 - Job Descriptions

Unaffiliated Volunteer Group Supervisor

Title: Unaffiliated Volunteer Group Supervisor

Reports to: Volunteer and Donation Coordination Branch Director

Job summary:

The overall mission of the Unsolicited Goods and Undesignated Funds Group Supervisor is to assist local/county volunteer coordinators to manage the services of unaffiliated volunteers offering to help with relief operations in the wake of a disaster or emergency.

Basic functions of the Unaffiliated Volunteer Group Supervisor:

- Coordinate with local/county volunteer managers, EOC officials, government agencies, voluntary agencies and the business community, assisting with establishment of unaffiliated volunteer management functions, as appropriate for disaster/emergency situations.
- Work with the Volunteer and Donation Coordination Branch Director and Volunteer Service Group Supervisor to identify needs for unaffiliated disaster volunteers.
- Coordinate state-level media releases concerning unaffiliated volunteers with the Volunteer and Donation Coordination Branch Director and the Public Information Officer.
- Conduct volunteer management intelligence (i.e., particularly gathering information about factors that have a potential impact—negative or positive—on your program) and tracking rumor control.
- Working with local volunteer managers, the Volunteer and Donation Coordination Branch Director and other group supervisors, assist with establishment of an effective field logistics system to support volunteer management operations.
- Work with group staff to process offers of volunteer service from unaffiliated volunteers. The goal is to process all offers of volunteer service as soon as possible (but no later than 72 hours) after the offer was made.
- Serving as a liaison to other components of the disaster response team.
- Coordinating operations with the phone bank supervisor.
- Coordinating effective field logistics.
- Make recommendations to “scale down” volunteer operations facilities as they no longer become necessary.
- Maintain volunteer service records.

Minimum Requirements/Abilities

Staff members appointed to serve as the Unaffiliated Volunteer Group Supervisor must demonstrate good interpersonal skills when dealing with EOC management and staff, representatives from voluntary organizations active in disaster, emergency response personnel, donors, the public, and representatives of the business community participating in disaster/emergency response operations. Group supervisors must be well versed in the general concepts surrounding the handling of unsolicited donated goods, the management of
**unaffiliated** volunteers and strategies for managing **undesignated** donated funds. A current driver’s license and a clean driving record are necessary, if duties assigned will require the use of a vehicle. A background check may be required, depending upon the situation. Staff members selected must possess good basic computer skills and familiarity with MS Word (word processing), MS Excel (spreadsheet) and MS Outlook (messaging/calendar software). Public speaking skills may also be required if asked to communicate needs/donation instructions to the public thru media interviews.

**Training Requirements**

Unaffiliated Volunteer Group Supervisors must successfully complete the following FEMA/State level emergency management courses:

- Local Volunteer and Donations Management (G-288)
- The Role of Voluntary Agencies in Emergency Management (IS-288)
- National Incident Management System (NIMS) An Introduction (IS-700)
- National Response Plan (NRP) An Introduction (IS-800)
- Incident Command (Entry/Basic/Intermediate/Advanced Levels) (ICS 100-400) (FEMA version or MNIMS equivalent)

Group supervisors must also become proficient with EOC management software and with the system established to keep records about volunteer services offered. Additional training opportunities may be offered by voluntary organizations that are active in disaster.

**Time commitment for the position**

An Unaffiliated Volunteer Group Supervisor is assigned at all times when the Volunteer management functions are operational. When conditions permit, group supervisors and their staffs will be assigned to shifts of no more than eight hours per day. Twelve hour shifts are permissible for a short period while additional support is being arranged for.

**Length of Appointment**

Unaffiliated Volunteer Group Supervisors may serve in the position for as long as they wish, with the approval of the Volunteer and Donations Branch Director, emergency management leadership and the EOC Logistics Chief.

**Supervision and Support**

Unaffiliated Volunteer Group Supervisors work in cooperation with and under the direction of the Volunteer and Donations Coordination Branch Director and the EOC Chief of Logistics during times of EOC activation. Group Supervisors manage staff members appointed to assist with operations of their function. They also collaborate with other SEOC representatives and with representatives of Minnesota Voluntary Organizations Active in Disaster (MNVOAD) and businesses with an interest in managing donated goods, volunteer services or donations of funds to victims of disaster.
Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
Attachment A4 - Job Descriptions

Safety Officer

**Title:** Safety Officer

**Reports to:** Volunteer and Donation Coordination Branch Director

**Job summary:**

The overall mission of the Safety Officer is to ensure that all Volunteer and Donation Coordination Branch (VDCB) activities are performed in a safe and efficient manner and that workplace accidents are kept to a minimum. In situations where accidents do occur or safety deficiencies are noted, the Safety Officer will arrange for immediate care for injured personnel, ensure that reports of injury are completed accurately and in a timely manner and that deficiencies which may have contributed to the accident/injury are corrected or mitigated quickly.

**Basic functions of the Safety Officer:**

Advise the Volunteer and Donation Branch Coordinator and other leadership team members on any safety-related issues that may affect VDCB efforts.

Coordinate with local/county Health and Safety personnel and other VDCB leaders to promote safe working environments at Volunteer and Donations facilities and worksites.

Work with the Volunteer and Donation Coordination Branch Director and EOC Logistics Officer to arrange for first aid kits and other safety equipment to be available at all volunteer and donations management facilities.

Coordinate with local first responders to develop procedures for summoning emergency personnel to volunteer and donation coordination worksites in the event of serious illness or injury. Ensure that all worksite supervisors have the capability to and knowledge about how to contact first responders in the event of emergency.

Coordinate with Unaffiliated Volunteer Group Supervisor and Logistics personnel to determine and fill volunteer needs for personal protective equipment (PPE), as appropriate for their duties.

Make recommendations to “scale down” safety activities as appropriate.

Maintain safety records and reports of injury, as appropriate.

**Minimum Requirements/Abilities**

Staff members appointed to serve as Safety Officers must demonstrate good interpersonal skills when dealing with EOC management and staff, representatives from voluntary organizations active in disaster, emergency response personnel, donors, the public, and representatives of the business community participating in disaster/emergency response operations.

The Safety Officer must be well versed in occupational safety and health issues (Basic Safety Officer certification as a minimum, advanced certification preferred). A current driver’s license and a clean driving record are necessary, if duties assigned will require the use of a vehicle. A background check may be required, depending upon the situation. Staff members selected must
possess good basic computer skills and familiarity with MS Word (word processing), MS Excel (spreadsheet) and MS Outlook (messaging/calendar software).

**Training Requirements**
Safety Officers must successfully complete the following FEMA/State level emergency management courses:

- Local Volunteer and Donations Management (G-288)
- The Role of Voluntary Agencies in Emergency Management (IS-288)
- National Incident Management System (NIMS) An Introduction (IS-700)
- National Response Plan (NRP) An Introduction (IS-800)
- Incident Command (Entry/Basic/Intermediate/Advanced Levels) (ICS 100-400) (FEMA version or MNIMS equivalent)

Safety Officers must also become proficient with EOC management software and with the system established to keep records about volunteer services offered.

**Time commitment for the position**
A Safety Officer is assigned at all times when the Volunteer management functions are operational. When conditions permit, Safety Officers will be assigned to shifts of no more than eight hours per day. Twelve hour shifts are permissible for a short period while additional support is being arranged for.

**Length of Appointment**
Safety Officers may serve in the position for as long as they wish, with the approval of the Volunteer and Donations Branch Director, emergency management leadership and the EOC Logistics Chief.

**Supervision and Support**
The Safety Officer works in cooperation with and under the direction of the Volunteer and Donations Coordination Branch Director and the EOC Chief of Logistics during times of EOC activation. They also collaborate with other local emergency responders, EOC representatives and with representatives of Minnesota Voluntary Organizations Active in Disaster (MNVOAD) and businesses with an interest in managing donated goods, volunteer services or donations of funds to victims of disaster.

**Disclaimer**
The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
Attachment B - Facility Specifications & Staffing

Volunteer and Donations Coordination Center (VDCC) and Call Center

A facility where Volunteer and Donations coordination staff match offers of goods and service with needs. Also home of the Call Center, if call center duties are not assigned to another agency. Given the mission of the VDCC, it should be located in close proximity to the Emergency Operations Center or be very well connected to it by telephone and computer.

The VDCC should also be well connected to other donations and volunteer facilities (collection centers, warehouses, volunteer reception centers, etc.).

Facility

1,000-2,000 square feet of office space

Staffing (per shift)

1 Volunteer and Donations Branch Director

1 Unsolicited Goods and Undesignated Funds Group Supervisor

1 Unaffiliated Volunteer Group Supervisor

1 Safety Officer

1 Call Center Supervisor and 15 Call Center Operators (per shift, depending on hours of operation and number of number of operator stations)

Equipment

20 phones (5 for VDCC/15 for Call Center)

20 phone lines (5 for VDCC/15 for Call Center)

20 operator headsets (5 for VDCC/15 for Call Center)

25 chairs

10 6-foot folding tables

4 4x8 foot display boards

1 copy machine with paper

1 fax machine with paper

1 laser printer with paper

6 computer workstations (with Internet and LAN capability)

30 State highway system maps

Collection Centers (also called Resource Staging Areas)

A facility where donated goods are received, sorted, inventoried and prepared for distribution. Collection centers should be located outside of a disaster area, near major
roads/airports/railheads, if possible. They may be co-located with warehouses for smaller operations. Clients are not served directly at collection centers. Items which are not immediately required are sent to a warehouse for storage until they are needed.

Size and support requirements for a collection center:

**Facility (per collection center)**

40,000 square feet of covered space (about the size of a typical supermarket)

Minimum of 1 loading dock (2 or more preferred)

Sanitary facilities

Waste disposal, dumpsters, and pickup

Parking or shuttle service

Staging area for trucks

**Staffing**

1 Facility manager

5 Loading dock staff (per shift - 2 with forklift certification if forklifts are available)

10 Sorting area workers (per shift)

**Equipment and Supplies**

1 Forklift (more for larger operations)

3 Pallet jacks or motorized dollies

Ramps

Packing boxes

Shrink-wrapping equipment

Extra pallets

Racks for warehousing pallets

Personal Protective Equipment (PPE)

1 First aid kit

Signs and markers

Sorting tables

Fuel and oil for all machinery

Empty trailers

Refrigeration equipment (if cold storage is required)
Conveyors (preferred)
Computers (with Internet access – connected by local area network, if possible)
Printers/Scanners (appropriate for number of computers)
Telephone/radio communications (as appropriate and available)

**Warehouses**

Where goods not immediately needed are stored for later shipment to distribution centers.

Warehouses and Collection Centers may be combined for smaller operations.

*Clients are not served at warehouse facilities.* Warehouses should be located near major roads, airports and railheads that are *outside of the disaster area.* Warehouses may be co-located with collection centers. Avoid combining warehouse facilities with distribution centers.

Size and support requirements for warehouses are:

**Facility (per warehouse)**

Large warehouse: 100,000 – 200,000 sq. ft. of space (about the size of a Cub Foods supermarket).
Small warehouse: 40,000 sq. ft. (about the size of a typical supermarket) may be selected for smaller operations.

Minimum of 2 loading docks (3 or more preferred)

Sanitary facilities

Waste disposal, dumpsters, and pickup

Parking for staff

Staging area for trucks

Conveyor belts

**Staffing (per warehouse)**

1 Facility manager

5 Loading dock staff (per shift - 2 with forklift certification if forklifts are available)

10 Warehouse floor workers (per shift)

**Equipment**

2 Forklifts

3 Pallet jacks or motorized dollies

Ramps

Packing boxes
Shrink-wrapping equipment
25 Extra pallets/"Gaylords" (boxes for loose items), etc.
Racks for warehousing pallets
Personal Protective Equipment (PPE) for workers
1 First aid kit
Signs and markers
Sorting tables
Fuel and oil for all machinery
Empty trailers
Refrigeration equipment (for cold storage, if required)
Computers (connected by LAN to the Internet, if possible)
Laser printers (appropriate for number of computers)
Telephones/radio equipment for communication, as appropriate)

**Distribution Centers**

Where those affected by disaster come to pick up needed donated items. Distribution Centers should be *located as near to clients as is safely possible* and should not be located in the same facility as collection centers or warehouses. Size and support requirements for distribution centers are:

**Facility**

Approximately 3,500 square feet of covered floor space (approximately the size of an empty convenience store)

Minimum of 1 loading dock

Sanitary facilities for workers and clients

Staging area for trucks

**Staffing**

1 Facility manager

3 Loading dock staff (per shift)

5 Floor workers (per shift)

**Equipment & Materials**

Personal Protective Equipment (PPE)

2 Material handling equipment (pallet jacks, etc.)
1 First aid kit
25 pallets/”gaylords” (boxes for loose items), etc.
Computers with Internet access
Material handling logs/forms/software as necessary
Printers
Portable radios
Refrigeration equipment (if cold storage is required)
Telephone service and equipment (as necessary)

**Volunteer Reception Center (VRC)**

A facility where unaffiliated disaster volunteers go to be registered, screened, provided with orientations, training and safety equipment, organized into work parties and dispatched to disaster sites to provide assistance.

**Facility**

Approximately 6,000 sq. ft. of space (school gymnasiums, civic centers and other public facilities work well as temporary Volunteer Reception Centers)
Adequate parking for the number of volunteer vehicles expected
Sanitary facilities for staff and volunteers
Staging area for buses/volunteer transportation
Registration area
Registration, liability and other forms, as appropriate
A training/orientation area
An equipment issue area
Personal Protective Equipment (PPE) as appropriate for work parties
Bus drop off/pick up site (arrange for bus transportation to/from disaster worksites)
A press area
Space for VRC Manager and staff
2 (or more) First aid kits
1 at registration center
1 at each main worksite location
Staffing (per shift)

1 Volunteer Reception Center Manager

6 Registrars for Registration and Credentialing station

10 Interviewers for Interview and Assignment station

6 Facilitators for Orientation and Training station

6 Issuers for Safety Equipment/Tool issue station

6 Transportation section staff

Work Party Supervisors – Ideally, 1 supervisor for each 5 volunteers dispatched to honor “span of control” guidance.

5 Facility/Parking area security staff (consider police reservists), as appropriate

2 First aid staff (from local public health or from voluntary agencies, as appropriate)

Equipment and Materials

Computers (connected by LAN and with Internet access if available)

Printers (number based on computers provided)

Portable radio equipment (or Amateur Radio “shadows”) to provide communications between the VRC and work parties in the field

Personal Protective Equipment (PPE) for volunteers and staff, as appropriate

Tools and other supplies/equipment, as appropriate for deploying volunteers and staff

Additional Support

Transportation – Arrange for transportation to/from worksites for volunteers and staff with busses from local schools, public transportation companies or church groups, etc. All drivers participating must be properly licensed for the equipment being operated.
Attachment C1 Donated Goods and Services Intake Form

Date: ___________  Operator: ___________Offer: Commodity Service

Category: ________________________ Sub-Category: ________________________

Description:

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Quantity (Units/Measures): __________ / __________ Pallets:  Yes  No

Packaging (Amount/Size/Type): __________ / __________ / __________

Transportation: Yes  No  Uncertain

Resource Location:

__________________________________________________________________________

Estimated Value:

__________________________________________________________________________

Last Name: ____________________________ Appellation: ________________________

First Name: ___________________________ Title: _____________________________

Phone 1: _____________________________ Phone 2: ___________________________

Fax: _________________________________

Organization:

__________________________________________________________________________
## ATTACHMENT C2 UNSOLICITED DONATED GOODS INVENTORY LOG

<table>
<thead>
<tr>
<th>Inventory ID</th>
<th>Donor Information</th>
<th>Description</th>
<th>Quantity Offered</th>
<th>Quantity Issued</th>
<th>Quantity Remaining</th>
<th>Notes (Receiving Agencies and Amounts)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Attachment C3 Volunteer Registration

Please Print Clearly

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>State</td>
</tr>
<tr>
<td>Day Phone</td>
<td>Eve Phone</td>
</tr>
<tr>
<td>Emergency Contact</td>
<td>Relationship</td>
</tr>
<tr>
<td>Emergency Contact</td>
<td>Alternate Phone</td>
</tr>
<tr>
<td>Age:</td>
<td>Below 30</td>
</tr>
<tr>
<td>E-Mail Address</td>
<td></td>
</tr>
<tr>
<td>Gender:</td>
<td>Male</td>
</tr>
<tr>
<td>Have you been convicted of a felony or been incarcerated?</td>
<td></td>
</tr>
</tbody>
</table>

If yes, please explain

Are you affiliated with any other Disaster Relief Agencies as a volunteer or paid staff?
If yes, please list
Agency(s) Previous Disaster Relief experience?

Do you have previous Disaster Relief training?
If yes, please explain:

Do you have the following skills: (check all that apply)
Medical/Mental Health Professional
Social Worker
Counseling/Spiritual Care
Mass Care Food Preparation
Forklift Operator
Licensed Childcare
Chainsaw Operator
Secretarial/clerical
Licensed Ham Radio Operator
Heavy-Equipment Operator
Licensed Truck Driver
Security
Warehousing
Loading/Unloading
Shelter/Lodging
First Aid
C.E.R.T.

Equipment you have with you available to use:
Backhoe
Chainsaw
Pickup Truck
Bobcat
Dump Truck
Passenger Van
Rakes/shovels
Trailer
Tractor: Size

Other Skills / Equipment:
Are you willing to serve at the volunteer reception center? Yes No

Interviewer
Phone Bank
Data Entry
Providing Briefings to Small Groups

Language fluency: Sign Language Capability

Signature ______________________ Date _______________
If you are filling this out electronically, no signature required at the time, signature needed when you respond.

Donations and Volunteer Management Guidebook
## Attachment C4 Emergency Management Volunteer Tracking Log

<table>
<thead>
<tr>
<th>NAME (Last, First)</th>
<th>CONTACT NUMBER</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Attachment D1 General Guidelines For Sending In-Kind Donations

Use these message guidelines to publicize how to donate goods effectively to disaster victims.

Remember, cash contributions are often the best donation.

Cash contributions allow professional relief organizations to purchase what is most urgently needed by disaster victims, and to pay for the transportation necessary to distribute those supplies. Unlike in-kind donations, cash donations entail no transport cost. Also, cash donations given to recognized relief organizations are often tax deductible. In addition, cash donations allow relief supplies to be purchased at locations as near to the disaster site as possible. Supplies, and particularly food, when purchased locally have the advantage of stimulating local economies, and ensuring the supplies will arrive as quickly as possible.

Confirm that there is a need.

Exactly what is needed can be confirmed by checking with a relief organization that has personnel working onsite at the disaster or by calling the State toll-free number set up specifically for a given emergency. Different disasters create different needs. Local climate and culture of the affected area must be considered.

Donate through an organization.

Before starting a collection of goods to send to a disaster site, it is essential to locate a reliable relief organization willing to receive the shipment of donated goods. When unsolicited truckloads of items arrive at a disaster site, there is often no place to unload the goods. Too often, items are left in an empty lot to be plundered or rained on and eventually become part of the garbage that must be removed during the cleanup phase of the disaster response.

Plan transportation in advance.

Never assume that unsolicited relief supplies will be transported at no charge. Local trucking firms may be willing to help in times of disaster, if funds are available to cover part of the expense. Some volunteer agencies may have trucks going to the disaster site that can take donations, or they may be able to identify another group in the area. Be sure to have the following list of information when trying to arrange transportation:

- Point of contact at disaster area.
- Verification of storage facilities, including special storage needs such as refrigeration, and personnel for offloading at the disaster location. (Boxes should be strong and sized for a single person to carry. If goods are on pallets, make sure that the receiving warehouse has unloading equipment.)
- Inventory of goods to be transported.
- Approximate weight of total load to be transported.
- Ensure that donated items are packed well and clearly labeled.
It is more efficient when items sent are already sorted, labeled, and ready for distribution. Specific content lists should be taped to the side of each box sent. This allows officials to determine quickly what the box contains without opening it. Food is generally distributed in family-packs containing one or two meals per bag. To save relief workers’ time, food donations in smaller packages (cans) are preferred over bulk packaging, unless donating to an agency involved with mass feeding. Clothing should be packed in separate boxes according to gender, size, and season.

**Send small items and unsorted clothing to meet local needs, if necessary**

Miscellaneous, unrequested items and unsorted bags of clothing may not reach a disaster area because of handling difficulties. This type of donation may be more appropriately given to a local charity, homeless shelter, or food bank.
Attachment D2 General Guidelines For Volunteer Service

Review this list of guidelines for volunteer service before volunteering after a disaster. Following these guidelines will help you—and help the disaster victims.

Affiliate before showing up

Instead of arriving unexpectedly in a disaster-affected area, volunteers should register with a recognized volunteer agency. There are many agencies. Most are organized under the National Voluntary Organizations Active in Disaster (NVOAD); however, if a volunteer is unable to identify one, then he or she should register with the local Volunteer Center recording offers of availability from unaffiliated volunteers.

Prepare for self-sufficiency

Commonly, there are inadequate facilities for feeding, housing, personal hygiene, and health/medical needs for unaffiliated volunteers. Therefore, it is best to work with a recognized agency as the first step in involvement.

Be patient and flexible

Volunteers should be prepared to step into any of a variety of roles, depending on current or suddenly discovered needs. Volunteers expecting to enter a response or relief effort in a certain capacity will often be disappointed. Sometimes a volunteer’s unique talents are not immediately needed.

Know the liability situation

A volunteer should be certain that they would be covered with liability insurance from the government or voluntary agency with which he or she is affiliated. Usually, this will be the case. A volunteer working in the response effort, but not registered with a volunteer agency or as a registered community volunteer should assume that all liability matters are entirely their own responsibility.

Remember that the use of volunteers is a coordinated process

The use of volunteers is an organized process by which people with abilities, skills, and/or training are assigned to special tasks. Volunteers are most useful when they are able to do the right thing at the right time. That is, they are used as part of a plan.

Be committed to the response effort.

Response and recovery work is most often dirty, monotonous, mundane, and not glamorous. There is little individual recognition. Volunteers should be committed to work under such conditions and fit within plans that are coordinated by the volunteer agencies.
Attachment D3 Sample Public Information Messages – Donations

Sample County
Division of Homeland Security and Emergency Management
555 North Street
Anytown, MN 55112

FOR USE UNTIL SEPTEMBER 30, 2013

DONATIONS

30 SECONDS

In response to the flood relief efforts, there have been questions as to what items and services are needed. Sample County officials encourage people to give cash donations to an organized voluntary agency of your choice that provides assistance during disasters.

The Sample County is helping to coordinate between people and businesses who wish to donate 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, call the Sample County Emergency Management Agency at phone number 1-800-555-1212 for outside Galoshes and (651) 222-3131 locally.

Sample County
Division of Homeland Security and Emergency Management
555 North Street
Anytown, MN 55112

FOR USE UNTIL SEPTEMBER 30, 2013

DONATIONS

15 SECONDS

Due to the recent snow emergency, Sample County Emergency Management is seeking individuals with four-wheel-drive vehicles to transport essential personnel to work. If you have a four-wheel-drive vehicle and are interested in helping, please call (651) 222-3854 for more information.
Attachment D4 Sample Public Information Message – Volunteer Help

Sample County
Division of Homeland Security and Emergency Management
555 North Street
Anytown, MN 55112

FOR USE UNTIL SEPTEMBER 30, 2013

VOLUNTEER HELP

60 SECONDS

Sample County has been receiving numerous offers from well-meaning unaffiliated volunteers who want to assist those affected by yesterday’s tornado/severe thunderstorm event.

Local officials thank those who wish to help, but request that all volunteers wait until the area is secured and made safe before coming to assist.

A community clean-up day is scheduled for Saturday, September 30, 2013. Volunteers who wish to help should report to the Sample County Courthouse at 8:00 AM on Saturday to be registered, organized into work parties and transported to work sites. The courthouse address is 1234 5th Street, in Anytown, MN.

Volunteers who drive directly to the disaster site will not be permitted to enter or assist. Please wear sturdy clothing appropriate to the season. Sturdy boots or shoes are strongly recommended.

For more information on how you can help, call the Sample County Emergency Management Agency at phone number 1-800-555-1212, or (651) 222-3131 locally.
Attachment E1 Volunteer and Donations Branch Director – Duty Checklist

Position Description Summary

Reports to: Logistics Chief (EOC)

Job Function:
Collaborate with government agencies, voluntary organizations, the business community and the public to manage and coordinate unsolicited offers of donated goods, the services of unaffiliated volunteers and undesignated offers of funds that are received to assist those affected by disaster in the most effective, efficient and timely manner possible. Specifically;

Responsibilities:
Based upon the situation and on information received, determine the scope and size of the donated goods and volunteer coordination effort required.

Activate the Volunteer and Donations plan to meet anticipated donated goods and volunteer coordination needs.

Arrange for staff and facilities to accomplish necessary volunteer and donations management functions. In some cases, voluntary agency personnel may be able to perform staff and management functions.

Work with staff to support and maintain volunteer and volunteer management operations as long as they continue to be necessary.

Develop a plan for consolidation and eventual demobilization of donation and volunteer management functions when they are no longer necessary.

Goal:
That unsolicited donated goods, unaffiliated volunteer services and undesignated funds offered in response to disaster are utilized in the most effective manner and that their use (or their management) does not hinder other response and recovery activities.
### Volunteer and Donations Branch Director Checklist

<table>
<thead>
<tr>
<th>Completed</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Work with the Logistics Chief to determine which volunteer and donations management functions should be activated, according to verified or projected volunteer or donated goods needs.</td>
</tr>
<tr>
<td></td>
<td>Set Volunteer and Donations Branch (VDB) hours of operation. Establish a schedule for Volunteer and Donations Branch meetings.</td>
</tr>
<tr>
<td></td>
<td>Arrange for a facility to serve as the Volunteer and Donations Coordination Center (VDCC).</td>
</tr>
<tr>
<td></td>
<td>Establish a log system to track donations and volunteer management activities (Work with Donated Goods and Volunteer Group Managers).</td>
</tr>
<tr>
<td></td>
<td>Establish a method to keep track of expenses, receipts, contracts, etc.</td>
</tr>
<tr>
<td></td>
<td>Establish/Maintain contact with voluntary organizations participating in donated goods or unaffiliated volunteer management.</td>
</tr>
<tr>
<td></td>
<td>Coordinate with Public Information Officer (PIO) about how best to communicate with the public about donations and volunteer management issues.</td>
</tr>
<tr>
<td></td>
<td>Work with Logistics Chief and other local EOC staff to request assistance from the State Donations Manager, if it appears that local volunteer and donations management capabilities will be overwhelmed.</td>
</tr>
<tr>
<td></td>
<td>Contact the leadership of the local “United Way 211” organization to have their operators serve as a “call center” for donated goods, funds/volunteer service offers. If “211” is not available, establish a telephone “hotline.” Establish guidance (“scripts”) or resource guides for 211 operators/call-takers. Update as necessary to reflect current information.</td>
</tr>
<tr>
<td></td>
<td>Attend emergency operations center (EOC) meetings and briefings, as appropriate. Be prepared to report on status of donations and volunteer management functions.</td>
</tr>
<tr>
<td></td>
<td>Provide support, as required, for donated goods and volunteer management facilities that are established.</td>
</tr>
<tr>
<td></td>
<td>Establish and maintain contact with Long-Term Recovery (LTR) or Unmet Needs (UMN) groups that form as the disaster phase shifts from response to recovery.</td>
</tr>
<tr>
<td></td>
<td>Monitor status of group supervisors and other assigned personnel. Ensure that supervisors and staff are given appropriate time off and are replaced or relieved from their assignments when appropriate to avoid “burnout.”</td>
</tr>
<tr>
<td></td>
<td>Task group supervisors to begin development of plans for demobilization of their functions and facilities.</td>
</tr>
<tr>
<td></td>
<td>Return facilities and equipment no longer needed/used to owners in a pre-event condition.</td>
</tr>
<tr>
<td></td>
<td>Dispose of donated goods not needed for disaster operations. Offer surplus goods to participating voluntary agencies, long-term recovery group participants, then to other community service organizations that may benefit from them. Recycle or dispose of goods/supplies which are unusable.</td>
</tr>
<tr>
<td></td>
<td>Prepare final reports about the volunteer and donated goods/funds effort for Logistics Officer and other EOC leadership.</td>
</tr>
<tr>
<td></td>
<td>Participate in After-Action Reports (AARs) that include the volunteer and donated goods management effort.</td>
</tr>
</tbody>
</table>
Attachment E2 Unsolicited Donated Goods/Funds Group Supervisor – Duty Checklist

Position Description Summary

Reports to: Volunteer and Donations Branch Director

Job Function:
Collaborate with Volunteer and Donations Branch Director, government agencies, voluntary organizations, the business community and the public to manage, coordinate and disseminate unsolicited donated goods and undesignated donations of funds that are offered by the public in the wake of disasters, so that they are provided to assist those affected by disaster in the most effective, efficient and timely manner possible.

Responsibilities:
Determine the scope and size of the unsolicited donated goods and undesignated funds coordination effort required, based upon the situation and on information received.

Activate the Volunteer and Donations plan (if already established) to meet anticipated donated goods and funds coordination needs.

Arrange for staff and facilities to accomplish necessary donated goods and funds management functions.

Work with staff to support and maintain donated goods and funds management operations.

Develop a plan for consolidation and eventual demobilization of donated goods/funds management functions when no longer necessary.

Goal:
Unsolicited donated goods and undesignated donations of funds offered in response to disaster are utilized in the most effective manner and that their management (or use) does not hinder other response and recovery activities.
<table>
<thead>
<tr>
<th>Completed</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td>Coordinate with Volunteer and Donations Branch Director to determine the scope of unsolicited donated goods and undesignated donations of funds management effort required.</td>
</tr>
<tr>
<td>•</td>
<td>Emphasize that goods/funds received are to be provided to non-profit organizations or long-term recovery groups that are assisting those affected by disaster, but not to contractors or others who are profiting from providing disaster assistance.</td>
</tr>
<tr>
<td>•</td>
<td>Activate personnel assigned to perform Unsolicited Donated Goods and Undesignated Funds Unit Leader duties. If multiple shifts or extended donations/fund management operations are required, recruit additional supervisory personnel to serve as unit leaders. Work with the Volunteer and Donations Branch Director and other officials to request additional assistance for donated goods management functions if it appears that local capabilities will be overwhelmed.</td>
</tr>
<tr>
<td>•</td>
<td>Establish and maintain contact with voluntary organizations that assist with Unsolicited Donated Goods management. Remember that agencies that solicit (ask for) donated goods are responsible for managing them.</td>
</tr>
<tr>
<td>•</td>
<td>Establish a schedule for Unsolicited Donated Goods/Undesignated Funds Group Meetings. Attend branch meetings and briefings. Provide information about donated goods and funds management and address support requirements and special situations that may arise.</td>
</tr>
<tr>
<td>•</td>
<td>Establish Resource Staging Areas, Warehouses and Distribution Center facilities as required to meet donated goods management needs. Base hours of hours of donated goods/funds facilities on needs, keeping safety issues and the news cycle in mind.</td>
</tr>
<tr>
<td>•</td>
<td>Consolidate or curtail use of facilities in a gradual manner when no longer needed. Announce changes well in advance of closures. Return facilities and equipment used to a pre-event condition.</td>
</tr>
<tr>
<td>•</td>
<td>Establish log systems to register and track the hours of volunteers assigned to donations management facilities and the receipt and distribution of unsolicited donated goods offered.</td>
</tr>
<tr>
<td>•</td>
<td>Ensure that all volunteers and staff perform duties in a safe and responsible manner. Work with team leaders and other personnel to correct safety deficiencies promptly and completely. Forward all reports of injuries promptly to the Volunteer and Donations Branch Director for processing.</td>
</tr>
<tr>
<td>•</td>
<td>Gather all completed contracts, agreements, invoices, logs, forms and other donations management records. Prepare reports about unsolicited donated goods and undesignated cash management efforts for the Volunteer and Donations Branch Director and EOC leadership.</td>
</tr>
<tr>
<td>•</td>
<td>Provide financial records to the Volunteer and Donation Branch Director for forwarding to EOC Administration and Finance for processing.</td>
</tr>
<tr>
<td>•</td>
<td>Participate in After-Action Reviews (AARs) which include the unaffiliated volunteer coordination effort.</td>
</tr>
</tbody>
</table>
Attachment E3 Unaffiliated Volunteer Group Supervisor – Duty Checklist

Position Description Summary

Reports to: Volunteer and Donations Branch Director

Job Function:
Collaborate with government agencies, voluntary organizations, the business community and the public to manage and coordinate the services of unaffiliated volunteers to ensure that services are provided in the most effective, efficient and timely manner possible.

Responsibilities:
Determine the scope and size of the volunteer coordination effort required
Activate the Volunteer and Donations plan to meet anticipated volunteer coordination needs.
Arrange for staff and facilities to accomplish necessary volunteer management functions.
Support staff to maintain volunteer management operations.
Plan for consolidation and demobilization and transition of volunteer management functions.

Goal:
Unaffiliated disaster volunteers are utilized in the most effective manner possible and that their management (or use) complements recovery activities. Unaffiliated disaster volunteers will be registered, screened, trained, assigned and supervised according to statutes and guidance.
### Unaffiliated Volunteer Group Supervisor

**Checklist**

<table>
<thead>
<tr>
<th>Completed</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Establish contacts with the local Volunteer Center (if available) and local voluntary organizations that assist with coordination of unaffiliated volunteers</td>
</tr>
<tr>
<td></td>
<td>o ___________________________ (Local Volunteer Center Contact, if available)</td>
</tr>
<tr>
<td></td>
<td>o ___________________________ (Local Contact)</td>
</tr>
<tr>
<td></td>
<td>o ___________________________ (Local Contact)</td>
</tr>
<tr>
<td></td>
<td>• Distribute a press release (in collaboration with PIO), describing how the public can volunteer to assist those affected by disasters. Include the dates, times and locations of Volunteer Reception Center(s), the types of work to be performed and how/where to report for assignment.</td>
</tr>
<tr>
<td></td>
<td>• Establish two-way communication between leadership and staff. Attend scheduled Volunteer and Donations Branch meetings and briefings. Convene Unaffiliated Volunteer Group meetings.</td>
</tr>
<tr>
<td></td>
<td>• Select a site for the Volunteer Reception Center (VRC) and prepare it for operation.</td>
</tr>
<tr>
<td></td>
<td>• Perform facility and safety surveys.</td>
</tr>
<tr>
<td></td>
<td>• Consolidate volunteer management facilities as needs lessen.</td>
</tr>
<tr>
<td></td>
<td>• Return facilities and equipment used to a pre-event condition.</td>
</tr>
<tr>
<td></td>
<td>• Gather all completed contracts, agreements, invoices, logs, forms and other volunteer management records. Provide records to the Volunteer and Donation Branch Manager.</td>
</tr>
<tr>
<td></td>
<td>• Work with Volunteer Reception Center Manager to incorporate safety messages into volunteer training and to issue personal protective equipment (PPE) to volunteers, as appropriate.</td>
</tr>
<tr>
<td></td>
<td>• Follow up promptly on any safety issues identified (especially on any reports of injuries of volunteers on assignment).</td>
</tr>
<tr>
<td></td>
<td>• Request additional assistance for volunteer management functions through Volunteer and Donations Coordination Branch Director if overwhelmed.</td>
</tr>
<tr>
<td></td>
<td>• Arrange for transportation of volunteers to and from the VRC and the work area. Possible resources include:</td>
</tr>
<tr>
<td></td>
<td>• Discourage direct volunteer travel by volunteers to the impacted area.</td>
</tr>
<tr>
<td></td>
<td>• Ensure that leaders and staff are given adequate time off and are relieved from their assignments when appropriate to avoid burnout.</td>
</tr>
<tr>
<td></td>
<td>• Begin development of a plan for consolidation and demobilization of the volunteer coordination function when it is no longer required.</td>
</tr>
</tbody>
</table>
Attachment E4 Volunteer Reception Center (VRC) Manager – Duty Checklist

Position Description Summary

Reports to:    VRC Manager reports to Unaffiliated Volunteer Group Supervisor

Job Functions:

The Volunteer Reception Center Manager and staff collaborate with Unaffiliated Volunteer Group Supervisor to establish a Volunteer Reception Center (VRC) to manage and coordinate the services of unaffiliated volunteers.

Responsibilities:

Secure and open the facility to be used as a Volunteer Reception Center (VRC)

Manage volunteer center set-up, operations and demobilization

Request staffing and other resources for VRC operations

Assign and supervise VRC staff

Coordinate press inquiries regarding unaffiliated volunteers with jurisdiction’s PIO

Maintain close communications with the Unaffiliated Volunteer Group Supervisor

Goal:

Assure that unaffiliated disaster volunteers are properly registered, screened, assigned, trained, managed, equipped and transported to work assignments, so that they can assist those affected by disaster in an effective and safe manner.
Volunteer Reception Center (VRC) Manager  
(Checklist)

<table>
<thead>
<tr>
<th>Completed</th>
<th>Task</th>
</tr>
</thead>
</table>
|           | Establish contacts with the Local Volunteer Center (as available) and with voluntary organizations that assist with coordination of unaffiliated volunteers.  
___________________________ (Local Volunteer Center Contact)  
___________________________ (Local Contact)  
___________________________ (Local Contact) |
|           | Choose a site for the volunteer center.  
Perform facility safety survey.  
Arrange for power, water, sanitary, telephone and other utility services.  
Post volunteer center identification signs in visible locations on the outside of the building.  
Establish operating hours for the VRC Facility. Keep the news cycle in mind.  
Facilities and equipment used should be returned in at least the same condition they were in when offered for use. |
|           | Designate VRC processing stations. Mark each station clearly. Functions to be addressed include:  
Registration & Credentialing (establish a waiting area nearby)  
Interview & Assignment  
Orientation & Training  
Issue Safety Equipment  
Transportation  
Additional areas to consider:  
Supply storage  
A Public Affairs/Press area  
A break area for staff  
An area for “runners” and security personnel  
A parking area for volunteer vehicles (patrolled by security)  
First Aid station  
Feeding area (arrange for feeding with voluntary/community agencies) |
|           | Establish a system to maintain all required records and documentation related to the VRC.  
Work with Finance/Administration to make sure VRC staffing and operations cost tracking follows local, state and FEMA guidelines (as appropriate). |
|           | Assign personnel to each function according to anticipated needs.  
More than one shift may be necessary if the VRC is open for extended hours.  
Keep “span of control” in mind when making assignments.  
Arrange for meals, breaks and refreshments for volunteers and staff  
Establish and maintain communications with Unaffiliated Volunteer Coordinator and with VRC staff. |
<p>|           | Update information about potential work assignments, volunteer guidance and safety information as situations/needs change. |</p>
<table>
<thead>
<tr>
<th>Completed</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Plan for demobilization/transition of the VRC. Determine where to transition remaining volunteer activities within the jurisdiction (e.g., Volunteer Services, Human Resources, Local Volunteer Center).</td>
</tr>
<tr>
<td></td>
<td>Update information about volunteer opportunities, processing procedures and policies and safety guidance that changes during VRC operations. Working with the PIO, publicize information about demobilization or transition of the VRC.</td>
</tr>
</tbody>
</table>
Attachment E5 Volunteer Reception Center (VRC) Staff – Duty Checklist

Position Description Summary

Reports to: VRC staff report to the Volunteer Reception Center Manager

Job Functions:
Volunteer reception center staff works with the Volunteer Reception Center Manager to establish and operate a Volunteer Reception Center (VRC) to manage and coordinate the services of unaffiliated volunteers.

Responsibilities:
Help the VRC Manager to open the facility to be used as a Volunteer Reception Center (VRC).

Assist the VRC Manager with center set-up, operations of the VRC. Staff all of the following positions:

Registration and Credentialing

Interview and Assignment

Orientation and Training

Safety Equipment Issue

Transportation

Assist the VRC Manager with closing of the facility when it is no longer needed. Consolidate all functional area records and provide to the VRC Manager.

Goal:
Unaffiliated disaster volunteers are properly registered, screened, assigned, trained, managed, equipped and transported to work assignments, so that they can assist those affected by disaster in an effective and safe manner.
### Volunteer Reception Center (VRC) Staff Function – Specific Guidance

<table>
<thead>
<tr>
<th>Completed</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>REGISTRATION &amp; CREDENTIALING FUNCTION</strong></td>
</tr>
<tr>
<td></td>
<td>• Greet all volunteers as they enter the facility.</td>
</tr>
<tr>
<td></td>
<td>• Refer volunteers who are affiliated with (work for) a voluntary agency (Red Cross, Salvation Army, etc.) directly to their own leadership for registration and supervision.</td>
</tr>
<tr>
<td></td>
<td>• Refer visitors with non-volunteer related inquiries to the appropriate agency or organization.</td>
</tr>
<tr>
<td></td>
<td>• Refer media inquiries to the Public Information Officer (PIO).</td>
</tr>
<tr>
<td></td>
<td>• Handle inquiries from potential volunteers.</td>
</tr>
<tr>
<td></td>
<td>Create a community resources and referral list for directing other non-volunteer related inquiries (where to donate goods, how to make cash donations, where to get additional help, etc.). Update the information daily, or as new information becomes available.</td>
</tr>
<tr>
<td></td>
<td>• Give all potential unaffiliated volunteers a brief explanation of how the Volunteer Reception Center works.</td>
</tr>
<tr>
<td></td>
<td>• Have all unaffiliated volunteers register to assist by signing in on a Volunteer Tracking Log. All unaffiliated volunteers must sign in to receive credentials to assist.</td>
</tr>
<tr>
<td></td>
<td>• Send registered volunteers to the Interview and Assignment function.</td>
</tr>
<tr>
<td></td>
<td>• Issue identification credentials only to properly registered volunteers.</td>
</tr>
<tr>
<td></td>
<td>• Credentials should be dated to expire on completion of volunteer duties.</td>
</tr>
<tr>
<td></td>
<td>• Have all returning volunteers sign out on the tracking log before they leave. Volunteers that serve on multiple days should re-register each day.</td>
</tr>
</tbody>
</table>

|           | **INTERVIEW & ASSIGNMENT FUNCTION** |
|           | • Establish and manage the Interview & Assignment function. |
|           | • Conduct brief interview with each prospective volunteer. |
|           | • Match volunteer with an appropriate opportunity. |
|           | • Post urgent volunteer needs. |
|           | • Confirm that the volunteer has completed the required paperwork. |
|           | • Send volunteer to Orientation & Training for further processing. |
|           | • Conduct a brief interview using the **Volunteer Interview Form**. Review with volunteer: |
|           |   • priority skills and abilities |
|           |   • whether the volunteer can perform prospective duties |
|           |   • physical limitations |
|           |   • language skills |
|           |   • availability |
|           | • Review options and match volunteer with most appropriate opportunity. |
|           | • Briefly explain assignment to volunteer. |
|           | • Make referrals to other agencies as appropriate. If concerns arise during the interview, DO NOT place the volunteer and consult with the Volunteer Center.
<table>
<thead>
<tr>
<th>Completed</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ORIENTATION & TRAINING FUNCTION**
- Plan and provide for orientations and “just in time” job training for new volunteers/staff.
- Provide general safety training for all volunteers.
- Update orientation and training curriculum as needs, policies or procedures change.
- Address re-training as needed.

**EQUIPMENT ISSUE FUNCTION**
- Provide necessary equipment for responding volunteers
  - Personal Protective Equipment (PPE – Eye and ear protection, N-95 respirators, etc.)
  - Tools (rakes, shovels, cell phones/radios)
  - Volunteer support items (bottled water, etc.)
- Collect equipment from returning volunteers who have completed their assignments.

**TRANSPORTATION FUNCTION**
- Discourage volunteers from attempting to drive themselves to their assignments. Parking will be extremely limited and debris could damage volunteer vehicles and cause traffic tie-ups.
- Arrange for volunteer transportation to/from worksites with local city bus, school bus or other transportation companies.
- Coordinate with transportation provider(s) to schedule trips to/from volunteer assignments.
Attachment F Call Centers

Five United Way “211” Call Centers serve 100 percent of the state. All but one (NC MN) of the state’s UW 211 centers forward their calls to the Metro Region (Twin Cities) call center after business hours. The five centers are:

**FIRST CALL FOR HELP/2-1-1 (NORTH CENTRAL REGION) (MINNESOTA)**

[Home Page](#)

(800) 543-7709 Alternative Number  
(218) 326-8565 Alternative Number  
211 Call 2-1-1 from service area

2-1-1 information and referral service for the following counties in Minnesota: Aitkin, Beltrami, Cass, Clearwater, Itasca, Koochiching and Lake of the Woods.

**NC MN 211 POC – (218) 326-8565.** North Central Region answers calls from their area 24/7/365. They have an additional local call-in number (800) 442-8565 (for cell phone users)

**FIRSTLINK (NORTH DAKOTA)**

[Home Page](#)

[Search for Community Services](#)

211 Call 2-1-1 from service area  
(701) 235-7335 Alternative Number  
(877) 865-1685 Voice

2-1-1 information and referral service for North Dakota and Clay County in Minnesota.

**POC:** Firstlink defaults to United Way Metro Region after business hours.

**GREAT RIVERS 2-1-1 (WISCONSIN)**

[Home Page](#)

[Search for Community Services](#)

211 Call 2-1-1 from service area  
(800) 362-8255 Alternative Number  
(866) 884-3620 TTY

2-1-1 information, referral and crisis line services for the following counties in Iowa: Allamakee, Clayton, Fayette, Howard, and Winneshiek; in Wisconsin: Buffalo, Chippewa, Crawford, Dunn, Eau Claire, Grant, Jackson, La Crosse, Monroe, Pepin, Richland, Trempealeau, and Vernon; in Minnesota: Fillmore, Houston, Winona
POC: Great Rivers defaults to United Way Metro Region after business hours.

**UNITED WAY 2-1-1 (METRO REGION) (MINNESOTA)**

Home Page

Search for Community Services

211 Call 2-1-1 from service area
(651) 291-0211 Alternative Number
(800) 543-7709 Alternative Number

2-1-1 information and referral service for the following counties in Minnesota: Anoka, Big Stone, Blue Earth, Brown, Carver, Chippewa, Chisago, Cottonwood, Dakota, Faribault, Hennepin, Isanti, Jackson, Lac Qui Parle, Le Sueur, Lincoln, Lyon, Martin, McLeod, Meeker, Murray, Nicollet, Nobles, Pipestone, Ramsey, Redwood, Renville, Rock, Scott, Sibley, Swift, Waseca, Washington, Watonwan and Yellow Medicine. Also serves the following counties in Wisconsin: Pierce, Polk and St. Croix.

POC: (651) 994-2732. NE MN 211, Great Rivers 211 and Firstlink default to United Way 211 Metro Region after business hours.

**UNITED WAY 2-1-1 (NORTHEAST REGION) (MINNESOTA)**

Home Page

Search for Community Services

211 Call 2-1-1 from service area
(800) 543-7709 Alternative Number
(218) 726-4855 Alternative Number

2-1-1 information and referral service for the following counties in Minnesota: Becker, Benton, Carlton, Cook, Crow Wing, Dodge, Douglas, Freeborn, Goodhue, Grant, Hubbard, Kanabec, Kandiyohi, Kittson, Lake, Mahnomen, Marshall, Mille Lacs, Morrison, Mower, Norman, Olmsted, Otter Tail, Pennington, Pine, Polk, Pope, Red Lake, Rice, Roseau, Saint Louis, Sherburne, Stearns, Steele, Stevens, Todd, Traverse, Wabasha, Wadena, Wilkin and Wright. Also serves the following county in Wisconsin: Douglas.

POC: (218) 726-4777. United Way NE Region defaults to UW Metro Region after business hours.
1. Initial 10 Key Elements  
National Volunteer & Donations Management Strategies  

- Donations and Volunteer Management Guidebook  
Page 77  
Attachment G 10 - Point Donations and Volunteer Management Strategies
6. VOLUNTEER EXPECTATIONS

Volunteers are expected to:

- Attend meetings and events.
- Perform tasks assigned by the director.
- Communicate effectively with the organization.
- Follow the organization's policies and procedures.

5. RESPONSIBILITY

Volunteers are responsible for:

- Maintaining confidentiality.
- Reporting any concerns.
- Complying with all policies.
- Providing quality services.

4. MANAGEMENT SYSTEM

Volunteers are subject to:

- Evaluation and feedback.
- Mandated reporting.
- Background checks.
- Documentation requirements.

3. VOLUNTEER INVOLVEMENT IN THE FOUR PHASES

Volunteers are involved in:

- Recruitment.
- Orientation.
- Assessment.
- Retention.

2. THE VALUE OF APPLICATION

Ideally, all volunteers should be:

- Skilled.
- Aquainted with the organization.
- Communicable.

1. VOLUNTEERING AND COMMUNITY INVOLVEMENT

Volunteers are:

- Essential.
- Valuable.
- Critical.

PRINCIPLES OF MANAGING VOLUNTEER ACTIVITY

Volunteer management

NATIONAL VOLUNTEER & DONATIONS MANAGEMENT STRATEGY
Attachment H – Sample Volunteer Reception Center Floor Plan

Volunteer Reception Center Floor Plan

- Volunteer Processing Stations
- Volunteer Sitting Area
- Staff Only Areas
- Bulletin Boards
- Dry Erase Board
- Volunteer Movement
- Line Of Sight

Volunteer Entrance

Station #1 Registration / Orientation

Request Board

Station #2 Interviews

Station #3 Data/Agency Coordination

Station #4 Safety Briefing

Station #5 Volunteer ID

Station #6 Maps

Station #7 Job Training

Exit

Public Information Officer

Phone Bank

Data Entry

Supply Area

Attachment I

Donated Goods Category Numbering List

(Courtesy of Adventist Community Services)

Here is a numbering system used by Adventist Community Services warehousing staff to categorize and organize incoming unsolicited donated goods. Please feel free to adopt this list as your goods numbering system and to make additions or changes as necessary to fit your situation. Once adopted, share with all collection centers, warehouses and distribution centers established. Make sure that all facilities are using the same version of the list to avoid confusion.

*Pet Supplies*

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>010</td>
<td>Bird Food</td>
<td>042</td>
<td>Horse Care Items</td>
</tr>
<tr>
<td>020</td>
<td>Cat Food</td>
<td>052</td>
<td>Collars</td>
</tr>
<tr>
<td>022</td>
<td>Cat Litter</td>
<td>054</td>
<td>Leashes</td>
</tr>
<tr>
<td>024</td>
<td>Cat Care Items</td>
<td>056</td>
<td>Kennels</td>
</tr>
<tr>
<td>030</td>
<td>Dog Food</td>
<td>060</td>
<td>Misc. Animal Food</td>
</tr>
<tr>
<td>032</td>
<td>Dog Bones</td>
<td>062</td>
<td>Misc. Animal Care Items</td>
</tr>
<tr>
<td>034</td>
<td>Dog Care Items</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Durable Medical Equipment*

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>081</td>
<td>Wheel Chairs</td>
<td>083</td>
<td>Crutches/Canes</td>
</tr>
<tr>
<td>082</td>
<td>Walkers</td>
<td>084</td>
<td>Bath Chair/Commode</td>
</tr>
</tbody>
</table>

*Food*

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>Food Box</td>
<td>130</td>
<td>Dried Foods</td>
</tr>
<tr>
<td>102</td>
<td>Shelf Stable Meals</td>
<td>132</td>
<td>Cereals</td>
</tr>
<tr>
<td>104</td>
<td>Meals</td>
<td>134</td>
<td>Dry Pasta</td>
</tr>
<tr>
<td>110</td>
<td>Canned Fruits</td>
<td>136</td>
<td>Dry Beans</td>
</tr>
<tr>
<td>112</td>
<td>Canned Vegetables</td>
<td>138</td>
<td>Rice</td>
</tr>
<tr>
<td>114</td>
<td>Canned Beans/Chili</td>
<td>140</td>
<td>Peanut Butter</td>
</tr>
<tr>
<td>116</td>
<td>Canned Meats/Fish</td>
<td>141</td>
<td>Peanut Butter &amp; Jelly Mixed</td>
</tr>
<tr>
<td>118</td>
<td>Canned Pasta/Noodles</td>
<td>142</td>
<td>Jelly/Jam/Preserves/Honey</td>
</tr>
<tr>
<td>120</td>
<td>Canned Soup</td>
<td>144</td>
<td>Snacks/Crackers/Chips/Cookies/Bars/Candy</td>
</tr>
<tr>
<td>122</td>
<td>Sauces/Gravies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Description</td>
<td>No.</td>
<td>Description</td>
</tr>
<tr>
<td>-----</td>
<td>---------------------------------------</td>
<td>-----</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>150</td>
<td>Salad Dressings/Marinades</td>
<td>156</td>
<td>Condiments</td>
</tr>
<tr>
<td>152</td>
<td>Oils/Shortening</td>
<td>158</td>
<td>Seasonings</td>
</tr>
<tr>
<td>154</td>
<td>Sugar/Sweeteners</td>
<td>159</td>
<td>Mixed Nonperishable Foods</td>
</tr>
</tbody>
</table>

**Drinks**

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>160</td>
<td>Juices</td>
</tr>
<tr>
<td>162</td>
<td>Coffees</td>
</tr>
<tr>
<td>164</td>
<td>Teas</td>
</tr>
<tr>
<td>166</td>
<td>Soft/Sport/Energy Drinks</td>
</tr>
<tr>
<td>170</td>
<td>Canned Milks</td>
</tr>
<tr>
<td>172</td>
<td>Dried Milk</td>
</tr>
</tbody>
</table>

**Personal Care**

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>200</td>
<td>Personal Care Kits</td>
</tr>
<tr>
<td>202</td>
<td>Toothbrushes/Toothpaste</td>
</tr>
<tr>
<td>204</td>
<td>Mouthwash</td>
</tr>
<tr>
<td>206</td>
<td>Body Soap/Wash/Cleaners</td>
</tr>
<tr>
<td>210</td>
<td>Shampoo/Conditioner/Hair Care</td>
</tr>
<tr>
<td>212</td>
<td>Hair Combs/Brushes/Accessories</td>
</tr>
<tr>
<td>214</td>
<td>Grooming Products/Clippers/Polish/File/Tweezers</td>
</tr>
<tr>
<td>216</td>
<td>Deodorant</td>
</tr>
<tr>
<td>218</td>
<td>Razor/Shaving Cream</td>
</tr>
<tr>
<td>220</td>
<td>Feminine Hygiene Products</td>
</tr>
<tr>
<td>222</td>
<td>Lotions/Powders</td>
</tr>
<tr>
<td>224</td>
<td>Personal Wipes</td>
</tr>
<tr>
<td>226</td>
<td>Hand Sanitizer</td>
</tr>
<tr>
<td>230</td>
<td>Denture Products</td>
</tr>
<tr>
<td>232</td>
<td>Eye Care Products</td>
</tr>
<tr>
<td>240</td>
<td>Sun Glasses</td>
</tr>
<tr>
<td>242</td>
<td>Skin Protection Sun Block/Screen/Ointment</td>
</tr>
<tr>
<td>250</td>
<td>First Aid Kits</td>
</tr>
<tr>
<td>252</td>
<td>First Aid Supplies</td>
</tr>
<tr>
<td>262</td>
<td>Adult Prescription Pharmaceuticals</td>
</tr>
<tr>
<td>263</td>
<td>Adult Over the Counter Pharmaceuticals</td>
</tr>
<tr>
<td>264</td>
<td>Baby/Child Prescription Pharmaceuticals</td>
</tr>
<tr>
<td>265</td>
<td>Baby/Child Over the Counter Pharmaceuticals</td>
</tr>
<tr>
<td>270</td>
<td>Adult Diapers</td>
</tr>
<tr>
<td>272</td>
<td>Adult Care/Protective Chair/Bed Liners Disposable</td>
</tr>
<tr>
<td>276</td>
<td>Medical Supplies</td>
</tr>
<tr>
<td>280</td>
<td>Head Protection</td>
</tr>
<tr>
<td>282</td>
<td>Gloves</td>
</tr>
<tr>
<td>284</td>
<td>Respiratory PPE</td>
</tr>
<tr>
<td>286</td>
<td>Eye Protection/Goggles/Shields</td>
</tr>
<tr>
<td>287</td>
<td>Ear Protection</td>
</tr>
<tr>
<td>288</td>
<td>Coveralls/Rain Coats/Lab Coat</td>
</tr>
</tbody>
</table>
### Paper Products

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>310</td>
<td>Plates Disposable</td>
</tr>
<tr>
<td>312</td>
<td>Bowls Disposable</td>
</tr>
<tr>
<td>314</td>
<td>Cups Disposable</td>
</tr>
<tr>
<td>316</td>
<td>Plastic Ware Forks/Spoons/ Knives</td>
</tr>
<tr>
<td>318</td>
<td>Paper Towels</td>
</tr>
<tr>
<td>320</td>
<td>Napkins Disposable</td>
</tr>
<tr>
<td>330</td>
<td>Facial Tissues</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>332</td>
<td>Toilet Paper</td>
</tr>
<tr>
<td>340</td>
<td>Table Cover/ Place Mats Disposable</td>
</tr>
<tr>
<td>342</td>
<td>Cooking Items/Cup Cake Paper etc.</td>
</tr>
<tr>
<td>350</td>
<td>Sandwich/ Freezer Bags</td>
</tr>
<tr>
<td>352</td>
<td>Trash/ Garbage Bags</td>
</tr>
<tr>
<td>354</td>
<td>Food Wrap Aluminum/ Plastic/ Wax</td>
</tr>
</tbody>
</table>

### Infant/Child Care

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>400</td>
<td>Baby Kit</td>
</tr>
<tr>
<td>402</td>
<td>Diaper Bags</td>
</tr>
<tr>
<td>404</td>
<td>Diapers Disposable</td>
</tr>
<tr>
<td>406</td>
<td>Diapers Cloth</td>
</tr>
<tr>
<td>410</td>
<td>Baby Wipes</td>
</tr>
<tr>
<td>412</td>
<td>Baby Wash/ Soap/Shampoo</td>
</tr>
<tr>
<td>414</td>
<td>Baby Powder/ Lotion/ Ointment</td>
</tr>
<tr>
<td>420</td>
<td>Baby Clothing</td>
</tr>
<tr>
<td>422</td>
<td>Baby Outerwear</td>
</tr>
<tr>
<td>424</td>
<td>Baby Blankets</td>
</tr>
<tr>
<td>430</td>
<td>Nursing Pads</td>
</tr>
<tr>
<td>440</td>
<td>Baby Food</td>
</tr>
<tr>
<td>442</td>
<td>Baby Formula</td>
</tr>
<tr>
<td>444</td>
<td>PediaSure</td>
</tr>
<tr>
<td>446</td>
<td>PediaLyte</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>448</td>
<td>Baby Juice</td>
</tr>
<tr>
<td>450</td>
<td>Baby Water</td>
</tr>
<tr>
<td>460</td>
<td>Baby Bottles/ Sippy Cups/ Feeding Items</td>
</tr>
<tr>
<td>462</td>
<td>Pacifiers/ Rattles/ Play Items</td>
</tr>
<tr>
<td>470</td>
<td>Training Pants/ Pull Ups</td>
</tr>
<tr>
<td>480</td>
<td>Children's Disaster Kits</td>
</tr>
<tr>
<td>482</td>
<td>Games/ Puzzles/ Crafts</td>
</tr>
<tr>
<td>484</td>
<td>Stuffed &quot;Plush&quot; Toys</td>
</tr>
<tr>
<td>486</td>
<td>Toys Cars/ Trucks/ Boats</td>
</tr>
<tr>
<td>490</td>
<td>School Kits</td>
</tr>
<tr>
<td>492</td>
<td>School Supplies</td>
</tr>
<tr>
<td>494</td>
<td>Car/ Booster Seats</td>
</tr>
<tr>
<td>498</td>
<td>Child/ Baby Safety Equipment</td>
</tr>
</tbody>
</table>

### Bed and Bath

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>500</td>
<td>Bedroom Kits</td>
</tr>
<tr>
<td>510</td>
<td>Sheets Twin Flat/ Fitted Set</td>
</tr>
<tr>
<td>512</td>
<td>Sheets Double Flat/ Fitted Set</td>
</tr>
<tr>
<td>514</td>
<td>Sheets Queen Flat/ Fitted Set</td>
</tr>
<tr>
<td>516</td>
<td>Sheets King Flat/ Fitted Set</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>520</td>
<td>Pillow Case Regular</td>
</tr>
<tr>
<td>522</td>
<td>Pillow Case King</td>
</tr>
<tr>
<td>524</td>
<td>Pillow NEW</td>
</tr>
<tr>
<td>530</td>
<td>Blanket/ Comforter/ Bed Spread NEW</td>
</tr>
<tr>
<td>No.</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>532</td>
<td>Throws/Afghans</td>
</tr>
<tr>
<td>534</td>
<td>Bed Liner/Mattress Pad</td>
</tr>
<tr>
<td>550</td>
<td>Bathroom Kits</td>
</tr>
<tr>
<td>560</td>
<td>Towel Face/Wash Cloth NEW</td>
</tr>
<tr>
<td>562</td>
<td>Towel Hand NEW</td>
</tr>
</tbody>
</table>

### Meal Preparation/Serving

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>600</td>
<td>Disaster Cooking Kits</td>
<td>620</td>
<td>Serving Platters/Containers</td>
</tr>
<tr>
<td>610</td>
<td>Kitchen Start-up Kits</td>
<td>622</td>
<td>Kitchen Serving Utensils</td>
</tr>
<tr>
<td>612</td>
<td>Plates</td>
<td>630</td>
<td>Pots/Pans</td>
</tr>
<tr>
<td>614</td>
<td>Bowls</td>
<td>632</td>
<td>Cooking Accessories</td>
</tr>
<tr>
<td>615</td>
<td>Dinnerware Sets</td>
<td>634</td>
<td>Food Storage Containers</td>
</tr>
<tr>
<td>616</td>
<td>Cups/Glasses</td>
<td>636</td>
<td>Water Filter/Purifiers/Bottles</td>
</tr>
<tr>
<td>618</td>
<td>Flatware - Forks/Spoons/Knives</td>
<td>640</td>
<td>Towel Kitchen NEW</td>
</tr>
</tbody>
</table>

### Cleaning Supplies

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>700</td>
<td>Household Kits</td>
<td>730</td>
<td>Gloves</td>
</tr>
<tr>
<td>705</td>
<td>Clean Up Kits</td>
<td>732</td>
<td>Dust Masks</td>
</tr>
<tr>
<td>710</td>
<td>Flood Buckets</td>
<td>740</td>
<td>Trash Cans/Waste Baskets</td>
</tr>
<tr>
<td>720</td>
<td>Detergents Laundry/Dishwashing</td>
<td>742</td>
<td>Buckets/Pails</td>
</tr>
<tr>
<td>722</td>
<td>Cleaners/Disinfect/Sanitize/Deodorize/Soften</td>
<td>744</td>
<td>Mops/Brooms/Dust Pans</td>
</tr>
<tr>
<td>723</td>
<td>Outdoor Cleaners</td>
<td>746</td>
<td>Floor Care Products</td>
</tr>
<tr>
<td>724</td>
<td>Bleach/Oxy Clean</td>
<td>748</td>
<td>Laundry Baskets/Bags</td>
</tr>
<tr>
<td>726</td>
<td>Cleaning Rags/Towels/Wipes</td>
<td>750</td>
<td>Clothes Line/Pins</td>
</tr>
<tr>
<td>728</td>
<td>Sponges/Scrubbers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Utility

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>760</td>
<td>Flashlights</td>
<td>AA</td>
<td></td>
</tr>
<tr>
<td>762</td>
<td>Batteries</td>
<td>762 C</td>
<td>Batteries C</td>
</tr>
<tr>
<td>762</td>
<td>Batteries AAA</td>
<td>762 D</td>
<td>Batteries D</td>
</tr>
<tr>
<td>AAA</td>
<td></td>
<td>762 9V</td>
<td>Batteries 9V</td>
</tr>
<tr>
<td>762</td>
<td>Batteries AA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Description</td>
<td>No.</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------</td>
<td>------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>763</td>
<td>Lighters/Matches</td>
<td>772</td>
<td>Tape Packing/Strapping</td>
</tr>
<tr>
<td>764</td>
<td>Candles</td>
<td>780</td>
<td>Musical Instruments</td>
</tr>
<tr>
<td>765</td>
<td>Fire Extinguishers</td>
<td>782</td>
<td>Books</td>
</tr>
<tr>
<td>766</td>
<td>Umbrellas/Ponchos</td>
<td>788</td>
<td>Trees Artificial</td>
</tr>
<tr>
<td>768</td>
<td>Back Packs/Totes</td>
<td>789</td>
<td>Holiday Products</td>
</tr>
<tr>
<td>770</td>
<td>Boxes</td>
<td>790</td>
<td>Misc. Household</td>
</tr>
</tbody>
</table>

**Clothing**

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>800</td>
<td>Clothing Packs</td>
<td>842</td>
<td>Socks Women/Girls NEW</td>
</tr>
<tr>
<td>810</td>
<td>Clothing Men/Boys</td>
<td>850</td>
<td>Footwear Men/Boys NEW</td>
</tr>
<tr>
<td>812</td>
<td>Outerwear Men/Boys Sweaters/Jackets</td>
<td></td>
<td>852</td>
</tr>
<tr>
<td>820</td>
<td>Clothing Women/Girls</td>
<td>860</td>
<td>Accessories Men Belts/Suspenders</td>
</tr>
<tr>
<td>822</td>
<td>Outerwear Women/Girls Sweaters/Jackets</td>
<td></td>
<td>862</td>
</tr>
<tr>
<td>830</td>
<td>Underwear Men/Boys NEW</td>
<td>864</td>
<td>Hangers</td>
</tr>
<tr>
<td>832</td>
<td>Underwear Women/Girls NEW</td>
<td>880</td>
<td>Sewing Kits</td>
</tr>
<tr>
<td>840</td>
<td>Socks Men/Boys NEW</td>
<td>882</td>
<td>Sewing Supplies</td>
</tr>
</tbody>
</table>

**Outdoor/Preparedness**

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>900</td>
<td>Evacuation Kits</td>
<td>930</td>
<td>Garden Tools Shovels/Rakes/Axes</td>
</tr>
<tr>
<td>904</td>
<td>Tents/Canopy</td>
<td>930 A</td>
<td>Garden Tools Axes</td>
</tr>
<tr>
<td>906</td>
<td>Sleeping Bags</td>
<td>930 R</td>
<td>Garden Tools Rakes</td>
</tr>
<tr>
<td>908</td>
<td>Folding/Camp Chairs</td>
<td>930 S</td>
<td>Garden Tools Shovels</td>
</tr>
<tr>
<td>909</td>
<td>Air/Foam Mattress/Pad</td>
<td>932</td>
<td>Carts/Wagons/Wheelbarrows</td>
</tr>
<tr>
<td>910</td>
<td>Cots/Portable Beds</td>
<td>940</td>
<td>Hand Tools Saws/Hammers etc.</td>
</tr>
<tr>
<td>912</td>
<td>Camping Stove/Grill/Fuel/Charcoal</td>
<td>942</td>
<td>Tools Powered</td>
</tr>
<tr>
<td>914</td>
<td>Portable Toilet</td>
<td>942 C</td>
<td>Tools Powered Compressor</td>
</tr>
<tr>
<td>916</td>
<td>Coolers</td>
<td>942 D</td>
<td>Tools Powered Drill</td>
</tr>
<tr>
<td>918</td>
<td>Storage Containers</td>
<td>942 S</td>
<td>Tools Powered Saw</td>
</tr>
<tr>
<td>920</td>
<td>Pest Control</td>
<td>946</td>
<td>Automotive</td>
</tr>
<tr>
<td></td>
<td>Spray/Repellent/Traps/Netting</td>
<td></td>
<td>946 J</td>
</tr>
<tr>
<td>926</td>
<td>Sporting Goods</td>
<td></td>
<td>946 T</td>
</tr>
</tbody>
</table>

Donations and Volunteer Management Guidebook

Page 85
<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>950</td>
<td>Tarps</td>
<td>980</td>
<td>Generators</td>
</tr>
<tr>
<td>952</td>
<td>Plastic Sheeting</td>
<td>982</td>
<td>Fuel Containers</td>
</tr>
<tr>
<td>960</td>
<td>Paint Supplies</td>
<td>984</td>
<td>Lights Portable</td>
</tr>
<tr>
<td></td>
<td>Rollers/Trays/Brushes</td>
<td>988</td>
<td>Bicycles</td>
</tr>
<tr>
<td>964</td>
<td>Tape Duct/Masking/Electrical</td>
<td>990</td>
<td>Overnight Kit</td>
</tr>
<tr>
<td>970</td>
<td>Ladders</td>
<td>991</td>
<td>Communication Equipment</td>
</tr>
<tr>
<td>978</td>
<td>Sump Pumps</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Miscellaneous</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>995</td>
<td>Gift Cards/Certificates</td>
<td>998</td>
<td>Non-distributable Non-clothing Donations</td>
</tr>
<tr>
<td>997</td>
<td>Unsorted Donations</td>
<td>999</td>
<td>Non-distributable Used Clothing</td>
</tr>
</tbody>
</table>