

ANNEX 18 (Donated Goods and Volunteer Services)
To
Florence County EOP

- PRIMARY: Florence County Library System
- SECONDARY: Florence County Finance/Risk Management Department
Florence County Human Resources Department
Florence County Sheriff's Office
Pee Dee Chapter, American Red Cross
Pee Dee Voluntary Organizations Active in Disasters (VOAD)

I. INTRODUCTION:

A. General

Donated goods are defined as those commodities provided by public and private sources without charge to the government (federal, state, or local). Donated services are defined as assistance offered or provided by individuals or groups (volunteers), without charge to the government (federal, state, or local). Historically, the public has responded to "Major" or "Catastrophic Disasters" by offering to donate goods and volunteer services to those impacted by the disaster.

B. Specific

Donated goods differ from items obtained under the Florence County procurement system described in ESF 7 (Resource Support) of this EOP. The county procurement system deals with items that are obtained or purchased with government funding for government use and are, therefore, accountable. The intent of this annex is to ensure the expeditious and efficient delivery of donated goods. The goods themselves are not accountable and no effort will be made to document to which final distribution was made.

Donated services, as defined in this annex, are volunteers and are different from skilled, certified or professional public safety or medical personnel specifically requested by Florence County under local mutual aid agreements or the Emergency Management Assistance Compact (EMAC). Request under mutual aid or EMAC will be coordinated by the county EOC, under the direction of the EM Director, directly with the assisting agency or the EMAC point of contact in the SEOC. EMAC personnel are eligible for pay/overtime and travel expenses and other federal benefits as are some Mutual Aid participants while volunteers are not.

II. CONCEPT OF OPERATIONS:

Procedures for requesting needed materials, transportation of materials to the county, distribution of the materials to citizens of the county and dissemination of unused donated goods following the disaster event are outlined in this Annex. This Annex also describes the procedures for handling goods that are donated by organizations or individuals within Florence County as well as outlining the procedures to be followed by local agencies for requesting volunteers and how Florence County will match volunteer request with known volunteer resources.

Employees of the Florence County Library System using the guidelines of this annex will coordinate donated goods and services.

III. SPECIFIC RESPONSIBILITIES:

A. Library System:

1. Develop and maintain internal agency SOG necessary to implement this ESF.
2. Develop and implement staff training programs necessary to activate and run the County Donated Services Center (CDSC).
3. Work with Finance/Risk Management Department to insure workers' compensation and liability insurance are addressed concerning volunteer workers.
4. Develop plans, in coordination with HR department, for employing county employees who do not have specific disaster responsibilities.

B. Human Resources Department:

1. Develop and maintain internal agency SOG necessary to implement this ESF. Develop and implement staff training programs to accomplish tasks assigned in this Annex.
2. Work with Finance/Risk Management Department to insure workers' compensation and liability insurance are addressed concerning emergency workers.
3. Develop plans for implementing local volunteers and emergency response workers from outside the county into the county work force.
4. Provide personnel, administrative and logistical support, as available, to other ESF members in accomplishing their assigned task.

C. Finance/Risk Management Department:

1. Develop and maintain internal agency SOG necessary to implement this ESF.

2. Develop and implement staff training programs to accomplish tasks assigned and implied in this Annex.
3. Work with HR and Library System to ensure volunteers are properly protected under Tort Liability (see Appendix B, page 18-B-3 to this ESF)
4. Work closely with EM Director, ESF-18 personnel and other county departments to capture cost and properly file for reimbursement following federally declared disasters.
5. Insure workers' compensation and liability insurance is maintained on identified county emergency workers (IE: Volunteer Firefighters, Volunteer Police, and Volunteer EMT).
6. Provide personnel, administrative and logistical support to other ESF members in accomplishing their assigned task.

D. Sheriff's Office:

1. Develop and maintain internal agency SOG necessary to implement this ESF.
2. Be prepared to provide or coordinate for security at county volunteer reception sites (Branch Libraries).
3. Provide personnel, administrative and logistical support to other ESF members in accomplishing their assigned task.

E. Red Cross:

1. Provide liaison to coordinate with ESF 18 Primary agency concerning needs and capabilities of VOAD members.

IV. STATE INTERFACE:

This annex is supported at the state level by ESF-18. The donated goods and services plan for the state is outlined in ESF- 18 (Donated Goods and Services), ESF 11 (Food Services) and Appendix 6 (SC Recovery Plan) to the SC Emergency Operations Plan. The B&CB, General Service Division is the lead agency for state ESF-18 while the Recovery Branch of the SC Emergency Division is the agency responsible for development and coordination of Appendix 6 (SC Recovery Plan).

Direct coordination, before and during a disaster, is encouraged between county ESF and state ESF agencies/departments.

V. UPDATE AND MAINTENANCE:

This annex will be updated in accordance with paragraph XI (Plan Development and Maintenance) of the Basic Plan.

Appendixes:

A - Donated Goods

B - Volunteer Services

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CONCEPT OF OPERATIONS:

The donated goods plan will not be activated in all disaster events, rather only when there has been a “Major” or “Catastrophic” event. Once activated the donated goods system will remain in operation until it is deemed to no longer be necessary by the EM Director or EOC Manager.

When activated the operational hours for the system will be from 9:00 am until 6:00 pm every day.

A. State Level

The SC EMD, in coordination with the SC Budget and Control Board, Governor’s Office, United Way of the Midlands, Harvest Hope Food Bank and the Seventh Day Adventists Church has developed a detailed system for the management of donated goods from outside and within the state following a “Major” or “Catastrophic Disaster”. This management system is explained in detail in the SC EOP. When implemented by the state, this organization is referred to as the Donation Coordination Center (DCC). The DCC consist of the Call Center, Decision Cell, Welcome Centers and the Adventist Warehouse.

The Call Center, staffed by state employees, answers a bank of toll free phones to deal with individuals and groups wishing to donate goods to the relief effort. The Decision Cell determines what goods the state will accept and what offers will be turned down. The accepted goods are directed to a warehouse facility in Columbia, staffed by Seventh Day Adventist volunteers who prepare the donated goods for shipment to the impacted area. The state’s Welcome Centers are staffed by State Guard personnel who intercept shipments coming into the state by truck and direct them to the warehouse.

B. Florence County

When activated, the staff of the Florence County Library System will man the donated goods coordination center. The center will be established in the main branch facility; The Drs. Bruce and Lee Foundation Library in Florence. Communications between the donated goods center and the EOC will be via WebEOC, VOIP telephone, cell phone, fax, email, and 800 MHz radio.

Request for donated goods will come to the EOC from county-wide municipalities, departments or organizations in need. Once the donated goods center has been activated by the Library staff, these requests will be sent directly to the center, which will in turn coordinate with the DCC concerning needs.

1. Procedure for requesting goods (other than food).

- a. Request for items/equipment will come from the municipality, agency or organization in need and will go to the donated goods coordination center by way of WebEOC, telephone, fax, radio, or courier.
- b. All requests will be documented by the center and if the requested items are not available within the county, the request will be forwarded directly to the DCC if it is operational, or to the SEOC by WebEOC, telephone, radio or fax if the DCC is not operational.
- c. If the requested item is available within the donated resources system, transportation of the requested item will be coordinated between the DCC and the municipality, agency or organization that originated the request.
- d. If the requested item is not available within the donated resources system the request will be sent from the DCC to the SEOC where it will be placed on a tasking list until such items are donated.
- e. State vehicles will provide transportation of the goods or they will be moved by rented trucks, driven by volunteers from the DCC warehouse to drop off points within the county or the goods may be picked up from the warehouse by pre-approved requestors.

2. Procedures for requesting food.

- a. Request for donated food will come from the municipality, agency or organization in need and will go the donated goods coordination center by way of WebEOC, telephone, fax, radio or courier.
- b. All requests will be documented by the center and if the requested items are not available within the county, the request will be forwarded directly to the SEOC (or DCC) by WebEOC, telephone, radio or fax where it will be tasked to state ESF 11 (Food Services).
- c. State ESF 11 (Food Services) will coordinate with Harvest Hope Food Bank for distribution of all donated food products under the DCC system.
- d. Harvest Hope will assume complete responsibility for the direct delivery of these food products to Pee Dee Volunteer Organizations Active in Disasters (VOAD) and/or victims in the disaster area according to its disaster plan.

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3. Procedures for handling locally donated resources:

Any locally donated items (small quantity or individual items) will be referred to the Salvation Army collection points (1609 W. Palmetto St, Florence; 664-9222 or 2111 S. Irby St, Florence; 664-0305) for distribution to citizens or to Lighthouse Ministry (201 E. Elm St, Florence; 629-0830) for distribution to other charities within the county. An additional phone contact list of other county charities is maintained by the Florence County United Way.

Florence County will refer local offers of bulk items (truck or trailer loads) which are not suitable for donation to local charities to the 1-800 number (Call Center) published by the SCEPD and State Budget and Control Board for inclusion into the state donated resources system (DCC).

When possible, individuals will be encouraged to donate money instead of items. Money can be donated directly to the Pee Dee Chapter American Red Cross at 662-8121; to the Local Salvation Army at 662-4461; or the Florence County United Way can be contacted at 662-2407 for a list of other charitable organizations in the area.

The EM Director or EOC Manager may make a case-by-case exception to these procedures if necessary.

4. Local Distribution Points:

Florence County, because of limited resources and storage capacity, will not get involved in the business of handling, sorting and warehousing donated resources if at all possible. Every effort will be made by the county to coordinate the delivery of donated resources from the DCC (Adventist Warehouse) directly to the requesting agency. An alternate method of delivery will be to coordinate with the DCC to allow the requesting agency to directly pick up the donated goods in Columbia.

If one of these methods is not possible, then the donated goods will be directed from the Adventist Warehouse to County Reception Point (Appendix B, ESF 7) where the items will be held until the requesting agency can arrange to pick up the goods or have them moved to where they are needed. This should be considered as a last possible measure and only used in extreme cases and with the prior approval of the EM Director or EOC Manager.

5. Dissemination of donated goods not used during a disaster:

Non-food items leftover after the recovery period will be offered to Florence County VOAD members and if not claimed will be incorporated into the county Surplus Property inventory for sale. Any monies generated from the sale of this surplus property will be returned to county General Fund for use in future disaster relief and training programs.

Harvest Hope Food Bank will retain all leftover food items.

Appendix B (Volunteer Services)
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When activated the operational hours for the system will be from 9:00 am until 6:00 pm every day.

A. State Level

The SC EMD, in coordination with the SC Budget and Control Board, Governor’s Office, United Way of the Midlands and the SC VOAD has developed a detailed system for the management of donated services from outside and within the state following a “Major” or “Catastrophic Disaster”. This management system is explained in detail in the SC EOP. When implemented by the state, this organization is referred to as the Donation Coordination Center (DCC). The DCC, as it relates to donated services, consist of the Call Center and the Decision Cell.

The Call Center staff, state employees, answers a bank of toll free phones to deal with individuals and groups wishing to donate services to the relief effort. The Decision Cell determines what services the state will accept and what offers will be turned down. The accepted service offers are referred, by the Decision Cell, to counties who have identified needs.

B. Florence County

When activated the Library staff will put the County Donated Services Center (CDSC) into operation. The center will be established in the main branch facility; The Drs. Bruce and Lee Foundation Library in Florence. Based on the nature of the event and the location within the county where the volunteers are needed, one or more of the county’s branch libraries may be used in addition to the main facility. Communications between the CDSC and the EOC will be via WebEOC, telephone, fax, email and 800 MHz radio.

Request for donated services or volunteers will come to the EOC from municipalities, departments or organizations in need. Once the CDSC has been activated by the library staff, these requests will be sent directly to the CDSC instead of the EOC. The CDSC will in turn coordinate directly with the DCC concerning needs.

1. Procedures for requesting volunteer services.
 - a. Request for volunteer services will come from the municipality, agency or organization in need and will go the CDSC by way of WebEOC, telephone, fax, radio or courier.
 - b. All requests will be documented by the CDSC and if the volunteer need cannot be met by a VOAD agency within the county, the request will be forwarded directly to the DCC by WebEOC, telephone, radio or fax.
 - c. If a donated service or volunteer group meeting the needs of the request is found, the DCC will contact the CDSC and provide the volunteer point of contact information.
 - d. The CDSC will forward this contact information to the requesting municipality, agency or organization.
 - e. It is then the responsibility of the requesting organization to coordinate transportation, accommodations, times to report and other needs of the volunteer group/service.
 - f. The requesting agency assumes all responsibility and liability for ensuring arrangements concerning Workers' Compensation and other insurance concerns are addressed for the volunteers before they are utilized.
 - g. The requesting agency will assume responsibility for training and safety concerns for the volunteers they employ.
 - h. The Florence County Donated Services Center will ensure that the requesting agency or organization understands items e, f, and g above before the request is forwarded to the DCC.

2. Procedures for handling local volunteers:

The CDSC will refer any citizens wishing to volunteer to assist during or after a disaster to the Pee Dee Chapter of the American Red Cross (ARC) at 662-8121. The Red Cross is setup to train, manage and employ volunteer workers while Florence County is not.

If there is not a need at the local ARC for the service, then the offer of donated service will be forwarded by the CDSC to the DCC.

The EM Director or EOC Manager may make a case-by-case exception to these procedures.

If the determination is made to use local volunteers (non-county employees), the CDSC will coordinate with the County Risk Manager to ensure the volunteers are properly documented and covered by Tort liability insurance before they are employed as volunteer workers.