

Emergency Operations Plan

Emergency Support Function – 18

**Donated Goods and Volunteer Services**

**I. PURPOSE**

This Emergency Support Function (ESF) Annex describes expected mission execution for the preparedness and response phases and identifies the responsibilities assigned to its members. This Annex is utilized in conjunction with the Emergency Operations Plan which provides an overview of Horry County's approach to emergency operations and the emergency management organization. The ESF-18 Annex defines the local procedures for receipt, storage and delivery of donated goods and funds.

**II. MISSION**

To facilitate the acceptance and delivery of donated goods and volunteer services to support relief efforts in disaster areas.

**III. SITUATION AND ASSUMPTIONS**

Horry County is susceptible to a multitude of natural and man-made disasters. These disasters, depending on their magnitude, have the ability to damage structures and lifelines that will rapidly overwhelm the capacity of Horry County to assess the disaster and respond effectively to the basic and emergency human needs.

Many disaster incidents create a need to effectively coordinate donations of goods, money and volunteer services. When circumstances warrant, a united and cooperative effort by private volunteer organizations and the donor community is necessary for the successful management of donations campaigns and relief supplies. Because private relief organizations are experienced in managing donations and have existing capabilities to receive process and distribute goods to disaster victims, the county will look to those organizations to provide a structure to administer the donations management system.

**IV. PARTICIPATION COUNTY DEPARTMENTS AND SUPPORT AGENCIES:**

A. Primary: TBD

B. Support:

1. Salvation Army
2. Goodwill
3. Waccamaw Baptist Association
4. United Way of Horry County

## **V. NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) REQUIREMENTS**

All ESF personnel will be trained on principals of the National Incident Management System in accordance with current guidance from the Department of Homeland Security. Refer to the website <http://training.fema.gov/IS/crslist.asp> for more information on all programs. The minimum requirements are as follows:

- A.** IS-100.a Introduction to the Incident Command System
- B.** IS-200.a ICS for a Single Resource and Initial Action Incidents
- C.** IS-700.a NIMS, an Introduction
- D.** IS-800.b National Response Framework, an Introduction

## **VI. CONCEPT OF OPERATIONS**

- A.** When the EOC is activated, the Logistics Services Branch Director will confirm that the ESF-18 Coordinator position has been staffed.
- B.** The ESF-18 Coordinator will establish and maintain lines of communication to facilitate coordination of activities and resources with all Horry County EOC ESFs, the South Carolina EOC and other agencies/representatives who may provide assistance during major response operations.
- C.** Agencies and representatives assigned to ESF-18 will be alerted according to EOC Activation procedures in the EOP.
- D.** All ESF-18 personnel will report to their pre-designated locations unless otherwise directed by their supervisor at the time they are notified of the emergency. Pre-designation of duties and responsibilities will facilitate a reduction in response time.
- E.** The ESF-18 Coordinator will be assigned once the EOC is activated.
- F.** The County's donations management program is primarily designed to provide information to those who desire to help in an emergency or disaster, as well as to assist potential donor in understanding what resources are needed or may be needed to help in the disaster response and subsequent recovery and identify those types of assistance which might be counterproductive to effective efforts for disaster recovery.
- G.** The Horry County Volunteers Active in Disasters (VOAD) will assist all agencies in the donations management by providing an all encompassing communication calls daily to ensure no duplication of volunteer services and/or unwanted donated goods.
- H.** Existing mutual aid agreements may be able to augment and satisfy a temporary increase in local needs. If local capabilities are exceeded, support may be available from state and federal resources. These requests should be channeled through the Horry County EOC, ESF-7, Resource Support.
- I.** Donated Goods Management
  - 1. The Salvation Army and Goodwill are considered primary recipients, managers and distributors of donated goods. The county will assist and cooperate to keep the Salvation Army and Goodwill's normal flow of donations in tact.

2. The Salvation Army and Goodwill have facility (ies) to temporarily store, sort and prepare for distribution, the anticipated large volume of donated goods and other resources destined for the disaster area and disaster victims.
3. Coordinate with the State's donated goods site, which is managed by the Adventist Community Services (ACS). Pre-certified state and local groups, including volunteer organizations will be allowed to request donated goods directly from the ACS warehouse.
4. Both agencies will be responsible for coordinating the delivery of donated goods, maintaining records of donations made and location of operations.

**J. Donated Monies Management**

1. The United Way is responsible for managing all donated monies through their 2-1-1 statewide phone system. All monies will be put into a disaster fund and made available to all non-profits in the area needing assistance.
2. The United Way will distribute the funds to area non-profits as outlined in their policy and procedures.

**K. Volunteer Management**

1. Horry County is responsible for managing all spontaneous volunteers. The management of spontaneous volunteers will be coordinated through a Volunteer Reception Center (VRC). Please refer to the Horry County VRC plan for more information.
2. The Waccamaw Baptist Association is responsible for managing all affiliated / organized volunteers groups; with additional guidance from members of the Waccamaw VOAD.

**L. Situation Reports (SITREP)**

1. A Situation Report (SITREP) will be produced for each Operational Period. The initial SITREP will be completed within the first hour after activation. The Situation Analysis Unit Leader will coordinate with Section Liaisons and Branch Directors to receive timely SITREPs to coincide with the EOC briefings and the Executive Group Planning Meetings.
  - i. Each EOC position will complete their part of the ESF SITREP, providing a comprehensive and accurate report, and turn it into their respective ESF Coordinator for completion by 06:00 and 16:00. The ESF Coordinator will then provide the completed ESF SITREP to the appropriate Branch Director no later than 06:30 and 16:30.
  - ii. The Branch Directors will collaborate and complete their portion of the Section SITREP while coordinating with the Section Liaison. The Section Liaison gives the final Logistics Section SITREP to the Situation Analysis Unit Leader at 7:30 and 17:30.
  - iii. The Situation Analysis Unit Leader will generate the EOC SITREP and provide copies to the EOC Manager for approval at 08:30 and 18:30 in preparation of the Executive Group Planning Meetings.

- iv. Once the SITREP has been reviewed and approved by the EOC Manager or Assistant Manager, the Situation Unit Leader will send the SITREP to the State Emergency Operations Center (SEOC) by 09:00 and 19:00 each operational period.

**M. EOC Action Plan**

- i. When the EOC is activated the Planning Section, while coordinating with other sections, will prepare a written action plan. The EOC Action Plan will set forth objectives, based on the Executive Groups recommendations and tasks to be completed during the next operational period.
- ii. Essential to the development of each operational period action plan are the section and ESF SITREPs. The future operational period objectives are derived from the previous operational period SITREPs.
- iii. All ESF Coordinators will attend the appropriate action planning meetings, according to the EOC Action Plan and EOC Briefings SOP, in support of the EOC Action planning process.

**N. Information Display and Management**

- 1. During the Horry County EOC activation, all agencies, departments and representatives will use WebEOC for systematic information sharing and documentation efforts. Reference the WebEOC User's Guide from more information on proper program operation.
- 2. To maintain documentation redundancy, hardcopy documents for all forms utilized in the perspective ESFs will be located in a file box or binder at each ESF position.
- 3. The successful development of the Action Plan will strongly depend on how involved and effective each agency/representative is in the planning process.
- 4. A local list of available infrastructure resources, to include assets and personnel, should be maintained in the EOC.
- 5. Coordination between donated goods and volunteer services agencies/representatives is necessary to ensure emergency operational readiness. Each department, agency and/or representative responsible should develop standard operational procedures, instructions and resource listings to support this plan.

**VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Primary:**

1. TBD

- a. Serving as primary role in ESF-18, Donated Goods and Volunteer Services representative will function as the ESF-18 Coordinator and has the following responsibilities:
  - i. Exercise overall responsibility for the coordination of ESF-18 activities.
  - ii. Serves as the ESF-18 coordinator in all EOC briefings and meetings.

- iii. Coordinate and complete the ESF-18 SITREP and give to the Logistics Services Branch Director.
- c. Those representing the \*\*\*\* in ESF-18 will maintain the ESF-18 Coordinator Position. Specific tasks are included in the associated SOP.
- d. Keep the EOC organizational Chart up-to-date with the names of staff on duty.

**B. Support:**

1. Salvation Army

- a. Those representing the Salvation Army in ESF-18 will maintain the Donated Goods Coordinator Position. Specific tasks are included in the associated SOP.
- b. Develop procedures for receiving, storing, sorting and distributing donated goods.
- c. Receive offers of donated goods.
- d. Match offers to needs.
- e. Through the EOC Public Information Officer and/or Joint Information Center (JIC), disseminate information to ensure that offers are not inappropriate needs.
- f. Ensure warehouse space for donated goods is located.
- g. Ensure transportation resources for the movement of needed goods to affected areas are located and coordinated.

2. Goodwill

- a. Those representing Goodwill in ESF-18 will maintain the Donated Goods Coordinator Position. Specific tasks are included in the associated SOP.
- b. Develop procedures for receiving, storing, sorting and distributing donated goods.
- c. Ensure warehouse space for donated goods is located.
- d. Staff donated goods receiving/distribution sites.

3. Waccamaw Baptist Association

- a. Those representing the Waccamaw Baptist Association in ESF-18 will maintain the VOAD Coordinator Position.
- b. Maintain a database of available organized groups of volunteers and the services they offer.
- c. Provide organized volunteer groups to assist throughout the county where needed.
- d. Coordinate response from other faith based organizations.

4. United Way of Horry County

- a. Those representing the United Way of Horry County in ESF-18 will maintain the Donated Goods Coordinator Position.

- b. Responsible for the activation, coordination and maintenance of the 2-1-1 statewide phone line for money donations.
- c. Responsible for the distribution of donated monies to organizations in needed during and post disaster, using their established policy and procedures.

## **VII. ANNEX MAINTENANCE**

The Logistics Section Liaison has responsibility for coordinating, developing and maintaining the section ESF Annexes with the associated Branch Directors and designated ESF Primary Departments. The Annex is updated in conjunction with the Response/EOP as stated in Section 6, Plan Development and Maintenance.

## **Emergency Support Function (ESF) 18 Donated Goods and Services**

### **General ESF Actions**

Horry County Emergency Management takes a comprehensive approach to emergency planning; therefore, ESF actions for recovery and mitigation are included in those specific plans.

**Primary:**

- TBD

**Support:**

- Salvation Army
- Goodwill
- Waccamaw Baptist Association
- United Way of Horry County

*\*Please refer to the EOP, IV, B, 8 for general preparedness and response actions.*

**Preparedness**

- Coordinate with all volunteer agencies, local and state VOADs and/or other relief organizations as necessary to maintain a listing of available support services and capabilities.
- Coordinate with other agencies to identify prospective staging area warehouses available for lease before an event occurs.
- Participate in county exercises and conduct, at least annually, an ESF-18 exercise to validate this annex and supporting SOPs.
- Ensure all ESF-18 personnel integrate NIMS principals in all planning. All ESF personnel must complete all required NIMS training, as outlined in the Department of Homeland Security (DHD) training guidance.
- Ensure procedures are in place to document costs for potential reimbursement.

**Response**

- Coordinate delivery of donated goods and volunteer services to victims; maintain records of services being provided, the location of operations and requirements for support.
- Activate donations hotline.
- Document costs for potential reimbursement.