

ESF-15: VOLUNTEERS AND DONATIONS

RESPONSIBLE AGENCIES

Lead Agency: Collier County Emergency Management Division

Collier County Communications, Government and Public Affairs Division	Division American Red Cross
Collier County Citizen Corps	The Salvation Army
Collier County Risk Management Division	Collier County Fire & EMS Chiefs' Assn
Collier County Human Resources Division	Immokalee Recovery and Coordination Committee (IRCC)
Collier County Facilities Management	

Mutual Aid

All jurisdictions that have entered into the Statewide Mutual Aid Agreement

PURPOSE

The purpose of this ESF is to expedite the delivery of voluntary goods and services to support the relief effort in the County before and after a disaster impact.

SCOPE

To coordinate response/recovery efforts as related to volunteers (pre-assigned and convergent) and to assure the expeditious response/recovery delivery of donated goods to the affected area within Collier County.

ESF-15 - Volunteers and Donations will be composed of entities with major roles in coordination of volunteer efforts. The scopes of activities of ESF 15 include, but are not limited to:

1. Maintaining a volunteers and donations phone and data bank.
2. Assessing and prioritizing affected areas -unmet needs.
3. Deploying resources, both human and material, to meet specified needs.
4. Maintaining contact with the State Emergency Operations Center (SEOC) ESF-15.

ASSUMPTIONS

1. Once emergency conditions subside, individuals and relief organizations from outside the disaster area will begin to collect materials and supplies to assist the devastated region.
2. Individuals and organizations will feel compelled to go to the area to help.

3. When disaster situations occur, a need for an organized response is imperative.
4. Local volunteer groups will experience a deficit in some, if not all, areas. This may necessitate State and possibly Federal assistance.
5. EOC command staff will make the initial identification of resource needs

POLICIES

1. The resources available by the Volunteer and Donations functions will be used to assist organizations and individuals with unmet needs. Basic policies, which will determine the operational procedures, are:
 - Determine the area with the greatest need. This will be based upon the needs assessment as provided through the initial and subsequent assessment team deployments as well as field reports from Collier County Emergency Management Division and will be compiled through the EOC's Planning Section.
 - Priority for delivery of goods for basic needs, i.e., food, water, medical care, shelter, etc.
 - Distribution of public information regarding resources needed/not needed.
 - Maintenance of a complete database to assure prompt allocation of available resources.
 - Assumption that resources will be needed during a major event for at least six months.
2. The Emergency Management Division will coordinate activities of the Planning Section with the assistance from the Support agencies.
3. All personnel, technology, equipment, facilities, goods, services and cash received through donations from the community at large will be made available to support the response and recovery efforts of local government and private not for profit agencies.
4. Donations and volunteers solicited and collected by specific organizations are the responsibility of that agency within their respective plans and procedures. The ESF-15 plan is not meant to interfere with that process.
5. ESF-15 in concert with ESF-7 - Resource Support will contact authorized vendors to supply unmet needs. ESF-15 with the assistance of ESF-14 - Public Information will solicit support from volunteer groups to address unmet needs. This request will also be disseminated to all local media via media releases.
6. Donations will not be requested without first obtaining concurrence of ESF-15.

CONCEPT OF OPERATIONS

1. General:

The primary function of Volunteer and Donations is to expedite delivery of donated goods and services in order to meet the needs of the affected area. In all probability, the outpouring of goods and services will not parallel Collier County's needs. Due to this inequity, it is imperative that a defined tracking mechanism be implemented to facilitate the proper utilization of incoming goods and volunteers. The distribution of goods and volunteers will necessitate cooperation with all Support Functions including Law Enforcement (ESF-16), Public Information (ESF-14), Resource Support (ESF-7), Mass Care (ESF-6), Health, Medical & Human Services (ESF-8) as well as the municipal liaisons. Close coordination between regional recovery sites and

other impacted counties will be of primary concern.

2. County:

The Collier County Emergency Management Volunteer Coordinator will work from the County EOC and will interface with the responding volunteer organizations in the Collier County Recovery Center, a Collier County Community Center located near the disaster area. When Collier County resources are inadequate, the Volunteer Coordinator will contact the SEOC for additional assistance. A Donations Liaison will also be designated who will coordinate with the Logistics Section to receive the distribution sites within the County to ensure appropriate donated goods to meet specified needs.

3. Regional:

A Regional Recovery Center may be identified and activated as needed. For this region, this center will most likely be located at the Tampa Fairgrounds, conditions permitting. The toll-free line for resources will be directly accessible to the Recovery Center(s). When goods are not available from the database, Recovery Centers will contact the SEOC for assistance. Until these centers are activated, resources will be received electronically and stored on database.

ORGANIZATION

In the Incident Management System, ESF-15 is a function in the Human Services Branch and reports through the Operations Section, Response Unit.

RESPONSIBILITIES

1. Coordinate the receipt of offers and requests for volunteer services and donated goods.
2. Expedite the delivery of voluntary goods and services to support the relief efforts in areas impacted by a disaster event.

ACTIONS

Preparedness

1. ESF-15 - Volunteers and Donations will be composed of entities with major roles in coordination of volunteer efforts. (See Attachment 1, ESF 15 Support Agencies and their Responsibilities and Attachment 2, ESF 15 Capabilities Matrix). The scopes of activities of ESF-15 include, but are not limited to:
 - Maintaining a volunteers and donations phone and data bank.
 - Assessing and prioritizing affected areas unmet needs.
 - Deploying resources, both human and material, to meet specified needs.
 - Contact State EOC to determine if they plan to activate a Donations Phone Bank hotline at the State level.
 - Maintaining contact with the SEOC ESF-15.
 - Gather and maintain donations and volunteer resource availability lists from all ESF-15 agencies.
 - Contact entities with whom agreements are in place for donations and/or volunteers to assess

their current availability.

2. Collier County Citizen Corps will meet and be briefed on the situation so that they can take the appropriate protective measures.
3. Collier County Operations & Public Information Division (ESF-14) will organize and train the staff for the Emergency Information Center (EIC).
4. American Red Cross will coordinate activities with ESF-15.
5. The Salvation Army will coordinate activities with ESF-15.

Response

ESF-15 will:

1. Coordinate with the ESF-7 Lead Agency representative regarding all EOC originated requests for donations and volunteers.
2. Inventory, update and maintain a database of offers of goods and services.
3. Match donated goods and services with the resource requests received from support agencies through ESF-7.
4. Maintain listing of resource requests for which donated goods or services were not yet available.
5. Coordinate with ESF-14 to prepare and distribute solicitation requests for donation and volunteer resources that have not yet been met.
6. Coordinate with ESF-14 to advise the public regarding acceptable procedures for making donations and/or volunteering.
7. Coordinate field activities related to donated goods and services, e.g., volunteer assembly areas, staging areas.

Collier County Citizen Corps will meet and assess volunteers and services available to meet the needs of the community.

Collier County Operations & Public Information Division (ESF-14) will:

1. Establish and arrange for staffing of the “Citizen Emergency Information Hotline”.
2. Provide ESF-15 with trends information regarding human needs voiced by the community.
3. Disseminate volunteers and donations information/requests as requested by ESF-15.

American Red Cross will coordinate activities with ESF-14 so as to preclude duplication of services.

The Salvation Army will coordinate activities with ESF-14 to preclude duplication of services.

ESF-7 will refer to ESF-15 the resource needs that cannot be met through existing local resources or mutual aid.

Community Emergency Response Teams (CERTs), when made available by Fire Departments, will provide augmentation staff to EOC operations, damage assessment teams and human needs assessment teams.

Recovery

ESF-15 will

1. Establish the Volunteer and Donations Center.
2. Coordinate with ESF-7 to arrange for the relocation of excess donated goods to charitable organizations.
3. Coordinate with ESF-14 to advise the public how to contact specific disaster relief organizations if they wish to make additional donations or volunteer.

Collier County Citizen Corps will meet to be briefed on Recovery Activities.

Collier County Operations & Public Information Division (ESF-14) will maintain public information channels and disseminate information as requested.

American Red Cross will:

1. Coordinate with Mass Care and the Medical functions to determine needs which could be filled by the Volunteer and Donations Functions.
2. Act as liaison with agencies with signed agreements with the American Red Cross.

The Salvation Army responsibilities are to:

1. Provide liaison to the EOC, if possible.
2. Assist with warehousing and distribution of donated goods.

CERTs, when available, will be deployed as teams to support a disaster-related activity.

INTERFACE

ESF-6, Mass Care
ESF-7, Resource Support
ESF-8, Health, Medical & Human Services
ESF-14, Public Information
ESF-6, Law Enforcement

ATTACHMENTS

1. ESF 15 Support Agencies and their Responsibilities
2. ESF 15 Capabilities Matrix

Attachment 1

Excerpt from the 2020 State’s CEMP - ESF 15 Support Agencies and their Responsibilities

AGENCY	RESPONSIBILITIES
<p>1. ACTS World Relief</p>	<ul style="list-style-type: none"> a. Provide emergency mass feeding preparation and distribution of meals. b. Maintain emergency food banks for distribution of food and other supplies to supplement mass feeding. c. Support pet-friendly family shelters. d. Support emergency points of distribution, where food, bottled water, ice are distributed to the public. e. Conduct emergency roof repairs with the installation of tarps and other materials f. Provide building/rebuilding construction management and safety training. g. Conduct emergency yard cleanup, tree removal, and gutting of homes. h. Register and coordinate non-affiliated volunteers using mobile volunteer registration facilities. i. Establish central public address and presentation venues using mobile sound stages and public address systems. j. Support community relief centers providing hot meals, emergency supplies, counseling, public address venues (with portable sound stages) and support facilities for other agencies to reach into the impacted community.
<p>2. Adventist Community Services</p>	<ul style="list-style-type: none"> a. Provide management of a Multi-agency Donations Warehouse if requested by the State. b. Provide distribution of food, clothing, water and other needed items. c. Maintain close coordination with ESF 15 on utilization of above resources.
<p>3. American Red Cross</p>	<ul style="list-style-type: none"> a. Provide an American Red Cross representative to work with ESF 15 through the American Red Cross State Liaison. ESF 15 personnel will interact with the American Red Cross liaison assigned to Emergency Support Function 6. b. Provide the American Red Cross toll-free telephone numbers to the Public Information Officer. c. Coordinate with chapter offices and the disaster relief operation to identify unmet needs. d. Produce a resource directory of services available specifically to the current disaster that will be distributed to agencies through the disaster relief operation.
<p>4. Billy Graham Evangelistic Association</p>	<ul style="list-style-type: none"> a. Provide emotional and spiritual care.
<p>5. Catholic Charities of Florida, Inc.</p>	<ul style="list-style-type: none"> a. Provide a State Emergency Operations Center liaison to coordinate statewide diocesan and Catholic Charities participation in disaster response and recovery. b. Promote diocesan-level and parish-level training and education in disaster preparedness, response, and mitigation. c. Establish points of distribution and other operations as needed and as assigned.

	<ul style="list-style-type: none"> d. Manage, when needed, volunteers and donations, solicited and unsolicited, from organizations and agencies, with emphasis on those that are faith-based. e. Assist as many organizations and agencies as possible involved in disaster response to improve the quality of the response and to ease the burden of the local Emergency Operations Center.
14. Episcopal Diocese of Central Gulf Coast	<ul style="list-style-type: none"> a. Collect and provide monetary assistance to Volunteer Florida, local support agencies, and Long-Term Recovery Committees to assist in disaster response and recovery efforts.
15. Episcopal Diocese of Florida	<ul style="list-style-type: none"> a. Work through the Episcopal State Emergency Support Coordinator to provide monetary assistance to Volunteer Florida, local support agencies and Long-Term Recovery Committees to assist in disaster response and recovery efforts.
16. Episcopal Diocese of Southeast Florida	<ul style="list-style-type: none"> a. Collect and provide monetary assistance to Volunteer Florida, local support agencies, and Long-Term Recovery Committees to assist in disaster response and recovery efforts.
17. Florida Alliance of Information and Referral Services	<ul style="list-style-type: none"> a. Facilitate the collection, aggregation, and dissemination of information about the disaster-related needs of callers to the County and State Emergency Operations Centers. b. Serve as a conduit from the State Emergency Operations Center to individual Information and Referral Services for the dissemination of information about the disaster, services available to survivors, and opportunities to provide assistance.
18. Florida Association of Food Banks	<ul style="list-style-type: none"> a. Provide supplemental groceries, if available, in support of ESF 15. (Transportation may be needed.) b. If the disaster is a Class 4 or 5 disaster, as defined in the Second Harvest Disaster Relief Response Plan, request the assistance of the Second Harvest National Food Bank Network. They will assist in soliciting donated groceries and in the coordination of available transportation of donated groceries into the disaster area. c. Assist with warehousing and distribution of donated groceries to eligible agencies. <p>NOTE: A Class 4 condition exists when tens of thousands of households are affected, multiple food banks are affected, more than 250,000 pounds of food is needed, and there is a temporary impact on the food bank (temporarily incapacitated). Class 5 is when hundreds of thousands of households are affected; international food banks affected; entire communities are affected; multiple food banks are closed; millions of pounds of food are needed; and there is major disruption of all non-food services.</p>
19. Florida Association for Volunteer Resource Management	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Provide volunteers as available for the Florida Volunteer & Donations Hotline. c. Coordinate the operation of Volunteer Reception Centers as needed.
20. Florida Baptist Convention	<ul style="list-style-type: none"> a. Provide feeding services. b. Provide clean-up and debris removal services and may provide these services collaboratively with other voluntary agencies on an event by event basis as determined by Florida Baptist Disaster Relief to be the most efficient method of delivery.

	<ul style="list-style-type: none"> c. Around the clock care for children of emergency personnel, up to 48 hours pre-disaster and 48 hours post-disaster
21. Florida Conference United Church of Christ	<ul style="list-style-type: none"> a. Raise funds to purchase construction materials for long-term rebuilds following a major disaster. b. Recruit groups of volunteer workers (from within Florida and other states) to assist with rebuilds. c. Provide lodging facilities for volunteer workgroups at several locations throughout Florida. (Holly Hill, Sarasota, Ft. Myers, Pensacola Beach, Hollywood). d. Assemble emergency flood clean-up buckets and hygiene kits and store them at 3 locations in Florida. e. Work with congregations to do preparedness planning and mitigation to church buildings & members' homes. f. Encourage partnerships between congregations that enable them to provide evacuation housing for each other.
22. Florida Conference of the United Methodist Church	<ul style="list-style-type: none"> g. Provide a liaison to the State Emergency Operations Center. h. Provide volunteers to sort, assemble, and warehouse donated goods. i. Assist with procurement and transportation of supplies and donated goods. j. Provide assistance with mobile feeding.
23. Florida Department of Elder Affairs	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Assist with coordination of volunteer agencies to identify unmet needs at the local level. c. Provide assistance with locating volunteers to conduct outreach and case management. d. Provide information on needs of elders.
24. Florida Goodwill Association	<ul style="list-style-type: none"> a. Communicate with participating Goodwill stores about the donations being collected and deployed to disaster survivors. b. Provide public information following a disaster on the types of material donations accepted to help disaster survivors. c. Have Goodwill caseworkers provide vouchers to disaster survivors that will be honored at all participating Goodwill stores. d. Coordinate with other organizations to provide transportation, volunteers, communications, and facilities used to support Goodwill's disaster response operations. e. Coordinate with county emergency management officials to identify materials and the appropriate level of disaster operations/activities needed for disaster survivors.
25. Florida Presbyterian Disaster Assistance Network	<ul style="list-style-type: none"> a. Provide volunteers to assist with response and long-term recovery activities in impacted counties. b. Communicate needs for technical assistance from Presbyterian Disaster Assistance at the national level in the event of a disaster (e.g., volunteer support).
26. Florida Voluntary Organizations Active in Disasters	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Coordinate with member agencies throughout Florida to determine disaster related needs and resources. c. Coordinate post-disaster committee meetings to assess ongoing and unmet needs.
27. Florida Knights Hospitallers of the	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Assist with warehouse and donated goods management c. Assist with cleanup, chainsaw teams and debris removal

Sovereign Order of Saint John (OSJ)	<ul style="list-style-type: none"> d. Provide and assist with emergency communications e. Distribute disaster relief kits. f. Assist with volunteer management.
28. Lutheran Services Florida, Inc.	<ul style="list-style-type: none"> a. Provide financial assistance to disaster survivors to assist with immediate needs and support an expeditious recovery.
29. Mennonite Disaster Services	<ul style="list-style-type: none"> a. Repair and rebuild. b. Debris removal
30. Operation Blessing International	<ul style="list-style-type: none"> a. Provide "Strike Teams" of skilled personnel who will deliver a single resource (e.g., crane operators and food management teams). b. Provide mobile kitchens and a fulltime cook that can also certify others as food managers to ensure quality and food safety. c. Provide tractors and trailers for delivering food and product. d. Provide one 18-ton and one 20-ton crane as available. e. Provide warehouse space and services. f. Provide a mobile command center. g. Provide volunteer housing, national volunteer recruitment and volunteer coordination.
31. Samaritan's Purse	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Coordinate with local congregations to help identify unmet community needs c. Assist with cleanup and debris removal d. Provide volunteers for rebuild efforts e. Assist with financial assistance for building materials
32. The Florida State Conference National Association for the Advancement of Colored People	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center during activation (as needed). b. Coordinate the utilization and distribution of donated goods and services utilizing its statewide branches, college chapters and youth councils. c. Provide volunteers to assist with response and recovery activities during a disaster.
33. The Salvation Army	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Assist with warehousing and distribution of donated goods. c. Provide a Salvation Army designated Volunteer as needed for current disaster services information. d. Coordinate with local offices to identify unmet needs.
34. United Way of Florida	<ul style="list-style-type: none"> a. Coordinate with Florida's United Ways, the Florida Association for Volunteer Resource Management and 2-1-1 providers throughout Florida to assure proper utilization of volunteers. b. Provide a liaison for area offices throughout Florida.
35. World Renew	<ul style="list-style-type: none"> a. Unmet needs assessments. b. Minor repairs. c. Board administrative support.

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