

## RESOURCE MANAGEMENT

### I. PURPOSE

The purpose of this annex is to provide prompt and effective acquisition, distribution, and use of personnel and material resources for essential purposes in the event of an emergency.

### II. SITUATION AND ASSUMPTIONS

#### A. Situation

1. Considering the overwhelming demands placed on local government in developing and executing a response to a major disaster, complete and detailed identification as well as effective utilization of available resources is paramount. Local government seldom, if ever, possesses the necessary resources to handle a major disaster, thus resource management become one of the limiting factors in the effective response by local agencies. No degree of effective, planning, training and exercising will result in successful operations if the essential resources, (i.e., personnel, materials and supplies) are not available at the time and place required.
2. Essential services, supplies, material and equipment likely to be needed in emergency operations will vary with the type and magnitude of the disaster, geographic location, time of year, and any number of variables. Emergency resource management planning must take all factors into consideration, developing a capability for the worst case scenario.

#### B. Assumptions

1. Local government owned and controlled resources are probably insufficient to meet the demands of the emergency response and recovery elements.
2. State and local codes provide for the procurement (via emergency allocations, appropriations, etc.) of essential resources in time of a declared emergency.
3. Essential supplies, personnel, material and equipment are available from other governmental resources, private business and industry, and volunteer agencies.
4. The private sector has the capability through its day-to-day economic pursuits to provide expertise for continued handling and distribution of their respective resources in time of emergency.
5. The Governor, or other elected officials of a specific jurisdiction, acting in concert with various administrative and operative agencies, has not only the ability to determine the need for economic and resource controls but also to enforce them pursuant to applicable statutory acts.

6. State and federal agencies have resources available for use by local jurisdictions; however, specific procedures have been established to access these resources.
7. Resources acquired and/or used by a jurisdiction during an emergency may require payment upon termination of the emergency activity.

### III. CONCEPT OF OPERATIONS

#### A. General

Resources and support activities during natural, technological, or war-related emergencies will usually be associated with the periods and phases indicated below. Detailed operational concepts and emergency response actions associated with various types of emergencies should be provided through hazard specific planning. Listing of local suppliers/providers of resources, support services, etc., must be developed at the local government level, and maintained by the designated Resource Management Coordinator.

#### **PRE-EMERGENCY OR PRE-EVENT PHASE**

This period is divided into two phases:

**NORMAL PREPAREDNESS PHASE:** Emphasis to be placed on preparing supporting plans, SOPs (Standard Operating Procedures) and resource listings detailing availability, location, and disposition of resources in an emergency. Procedures for coordination and communication channels with governmental agencies and private sector elements that normally provide commodities and services are available.

**INCREASED READINESS PHASE:** Could begin upon receipt of an earthquake prediction, forecast of a flood, notification of a potential winter storm or a rapidly deteriorating international situation which could possibly lead to nuclear confrontation. Increased readiness actions include reviewing and updating plans, SOPs and resource information, and assuring that personnel, facilities and equipment are operationally ready and available for emergency use. Identification of any special resources likely to be required based on the forecast event, and location of possible sources for these resources. If evacuation is possible, preparations must be made to reconfigure distribution systems (food, fuel, shelter, etc.)

#### **EMERGENCY OR EVENT ONSET PHASE**

This period is divided into four phases as follows:

**PRE-IMPACT PHASE:** Most actions accomplished during this phase could be precautionary and centered on taking appropriate counter-measures to protect property and save lives should the jurisdiction be impacted by an event such as a slow-rising flood, a health endangering hazardous materials incident, or nuclear attack. If evacuation is ordered, busses and other transportation must be organized and used to relocate the population at risk. Transportation must also

be organized to provide for the delivery of supplies to the relocation areas and to sustain the resident and relocated populations.

**IMPACT IMMEDIATE PHASE:** Actions to be concentrated on the health, safety, and well-being of the population at risk as a result of the impact of the event, e.g., major earthquake, flash flood, dam failure, hazardous materials incident, large explosion, or a nuclear attack. Priority activities will include restoring essential services and assessing damage.

**SUSTAINED EMERGENCY PHASE:** As early lifesaving and property-protecting actions continue, attention can be given to sustaining populations in both hazard and reception areas, and the continued delivery of essential services, equipment and supplies.

**POST EMERGENCY OR POST EVENT PHASE:** Priorities for resource management during this period will be focused on continuing to provide essential services and assisting in recovery operations.

## B. Phases of Management

### 1. Mitigation

Mitigation activities may include, but are not limited to:

- a. Understand existing regulations and laws.
- b. Develop written agreements.
- c. Identify the Resource Management Planning Team.
- d. Develop and update the directory of personnel skills, equipment and facility resources.
- e. Identify essential facilities.
- f. Develop and maintain up-to-date directory of key personnel.
- g. Develop a Resource Management Plan.
- h. Provide for preservation of records.
- i. Develop procedures for a rationing system.

### 2. Prevention

- a. Focuses on preventing human, animal, plant, and pest hazards, primarily from potential natural disasters or terrorist (both physical and biological) attacks.
- b. Preventive measures are designed to provide more permanent protection from disasters; however, not all disasters can be prevented.

c. The risk of loss of life and injury can be limited with good evacuation plans, environmental planning and design standards.

3. Preparedness

Preparedness activities may include, but are not limited to:

- a. Review and update plans, SOPs and resource information.
- b. Identify special resources required.
- c. Reconfigure distribution systems for food, water, fuel, shelter, etc.

4. Response

Response activities may include, but are not limited to:

- a. Organize transportation for relocation of the population if evacuation is required.
- b. Organize transportation for delivery of supplies to the relocation areas.

5. Recovery

Recovery activities may include, but are not limited to:

- a. Sustain population in hazard and reception areas by continuing delivery of essential services, equipment and supplies.
- b. Assist in recovery operations, including unmet needs and long-term recovery. (Including the special needs population)

#### IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

##### A. Organization

The function of providing for the prompt and effective acquisition, distribution and utilization of human and material resources for essential purposes in the event of an emergency will be conducted by the Resource Management Team. This team will procure and allocate essential resources; oversee the distribution of food and other essential supplies; procure and allocate required transportation resources; maintain water, electrical, sanitation, and other utility systems and services; provide supplies for mass care facilities, multi-purpose staging areas and medical facilities; establish control over the use of resources in a manner compatible with Emergency Resources Management Plans.

The following areas have been designated as centers for the distribution of essential goods and services:

1. Trumbull County Sheriffs Parking Lot, 605 Panther NE, Warren, Ohio
2. Trumbull County Fair Grounds
3. Packard Electric Parking Lot, Larchmont and North River Road
4. Liberty Plaza, 3551 Belmont, Youngstown, Ohio
5. Newton Falls City Hall, 34 North Canal Street, Newton Falls, Ohio
6. Cortland Skating Rink, 290 S. High Street, Cortland, Ohio.

B. Assignment of Responsibilities

1. Emergency Management Director
  - a. It is the responsibility of the EMA Director to assure that a Resource Manual is developed and that resource management takes place.
  - b. Retain the County Resource document/directory in the Emergency Operations Center with other pertinent information for activation. Keep CD ROM copy of manual with laptop computer, which can be taken to the scene of the emergency.
  - c. Coordinate with emergency organizations, and private and volunteer groups for development of Standard Operating Procedures.
  - d. Update, revise, prepare and distribute changes and revisions to this annex to the appropriate organizations.
  - e. Request additional resources through the EMA Directors of neighboring counties.
  - f. Contact the State for assistance when local resources are exhausted and assistance is mandatory.
2. Resource Management Coordinator
  - a. Activate the Resource Management Team when appropriate.
  - b. Maintain the resources document/directory.
  - c. Maintain all written agreements pertaining to resource management.

- d. Maintain the Resource Management Plan, Standard Operating Procedures (SOPs), and other specific written procedures.
- e. Maintain an up-to-date directory of key personnel contact points.
- f. Maintain necessary records of all resources which were required or utilized.

### 3. The Resource Management Team

- a. Understand existing regulations and laws as they apply to resource acquisition and management. Become familiar with various state laws, local policies, regulations and authorities governing resource management at the local and state level. Understand procedures for accessing resources from state and federal sources.
- b. Develop and update on a regular basis the resources document/directory of personnel skills, equipment and facility resources needed and available for emergency operations.
- c. Develop written agreements with neighboring jurisdictions, private sector organizations such as transportation companies, utility companies, business and industry, and any other private sector agencies, institutions and organizations; volunteer groups reflecting the availability, utilization and reimbursement for essential resources.
- d. Develop a Resource Management Plan.
- e. Identify essential facilities such as EOC's, hospitals, communication centers, utility facilities, radiological laboratories, etc.) and essential users (e.g., law enforcement, fire services, etc.) and develop policies for priority distribution of needed resources.
- f. Develop up-to-date directory of key personnel contact points to facilitate timely deployment of vital resources in an emergency.
- g. Provide for preservation of records reflecting resources acquired or utilized during emergency operations, cost or price paid, services contracted, etc.
- h. Develop written procedures for rationing system to facilitate implementation of consumer rationing or other controlling and conservation measures for critical resources in short supply or likely to be in short supply.
- i. Establish long-range planning effort as part of the overall Resource Management Team responsibility. Tendency for most emergency management personnel is to operate on a day-to-day basis, especially in instances where the events have been short-lived in past history. The Resource Management Team must assume the

emergency will be extended and assistance from outside sources will be minimal, at best.

4. Emergency Organizations, Red Cross, Volunteer Groups, and Private Sector Organizations
  - a. Provide the Resource Management Team with current, updated inventories of resources to included personnel, equipment, and materials.
  - b. Plan for and train adequate personnel for maximum use of resources.
  - c. Develop, with coordination of the Emergency Management Director, Standard Operational Procedures.
  - d. Develop, with coordination of the Red Cross, a Long-Term Recovery Committee.

## V. DIRECTION AND CONTROL

The Executive Group of Trumbull County EMA and the Resource Management Coordinator will be responsible for coordinating resource management activities. The major responsibility is to identify available sources from which needed resources can be obtained during an emergency situation. Coordination of these resources during emergencies will be handled from the EOC. Routine checks of supplies will be made in order to maintain an accurate list of supplies.

## VI. CONTINUITY OF GOVERNMENT

### A. Lines of Succession (Titles Only)

If the Resource Management Coordinator is not available, the following personnel will take his position:

1. Radiological Officer
2. Assigned LEPC member.

### B. Refer to Tab 3, Procedures for the Protection of Government Resources, Facilities and Personnel in this annex.

## VII. ADMINISTRATION AND LOGISTICS

### A. Communications

The resource management network of communications is a primary responsibility of the EOC and should be effectively functional during an emergency situation.

### B. Resources

1. All suppliers of foods, materials, and equipment are on file in the County Resource Manual.

Assistance will be requested by activating in place Mutual Aid Agreements with neighboring jurisdiction, private sector organizations, and volunteer groups.

- a. Trumbull County has signed a mutual aid agreement with Mahoning County for additional governmental response functions.
  - b. Agreements of understanding are in place between the county and the Trumbull County Chapter of the American Red Cross. This agreement covers coordination and response
  - c. The resolution forming the countywide Emergency Management Agency contains a mutual aid agreement between all participating political subdivisions.
  - d. The Emergency Management Assistance Compact (EMAC) has been ratified by Congress and is law in all 50 states, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.
    - a. EMAC is the nation's state to state mutual aid system.
    - b. EMAC's relationship with federal organizations, states, counties, territories, and regions; the willingness of states and response and recovery personnel to deploy; and the ability to move any resource one state wishes to utilize to assist another state.
    - c. The EMAC legislation solves the problems of liability and responsibilities of cost and allows for credentials, licenses, and certifications to be honored across state lines.
    - d. Deploying resources through EMAC leverages federal grant dollars (such as HMGP & EMPG) invested in state and local emergency management resource capabilities.
    - e. The standard EMAC Process consists of 5 phases: Pre-Event Preparation, Activation, Request & Offer, Response, and Reimbursement. For more help go to <http://www.emacweb.org/>
2. Each department of county government, and each city, village, and township and their departments will specify procedures for inventory, storage, maintenance, environmental restoration, and replacement of administrative and logistical support items during emergency conditions.
  3. Staging areas listed in Section IV., Organization and Assignment of Responsibilities, have been designated as local area centers for the receiving and distribution of essential goods and services.

The organizing, managing, coordinating, and channeling of donations and services of individual citizens, volunteer groups, private sector organizations and others not included in the formal response structure, must be carefully monitored.

Due to donor response being sometimes overly generous during emergencies, an excess of certain resources and shortages of needed items may occur. Standard Operating Procedures should include methods of receiving and managing donations and services.

4. Requests for resource from military installations, governmental and private organizations in neighboring counties will be made through the EMA Directors of those counties.

State assistance is available when local resources are exhausted or when state assistance is mandatory to protect the lives and welfare of the population.

Presidential emergency/disaster assistance is available when all local and state resources are exhausted and federal assistance is required.

## VIII. PLAN DEVELOPMENT AND MAINTENANCE

- A. The Emergency Management Director in cooperation with the Resource Management Team is responsible for updating this Annex based on deficiencies identified through drills and exercises and changes in government structure and emergency organizations.
- B. The County Emergency Management Director will prepare, coordinate, publish and distribute necessary changes and revisions to this Annex.
- C. The County Emergency Management Director will forward all changes to appropriate organizations.
- D. The County Emergency Management Director will coordinate with emergency organizations, and private and volunteer organizations for the development of Standard operating Procedures (SOPs) that detail assigned responsibilities.

## IX. AUTHORITIES AND REFERENCES

### A. **Authorities**

Not used. See Section IX. A. of the Basic Plan.

### B. **References**

Not used. See Section IX. B. of the Basic Plan.

X. ADDENDUMS

Tab 1 Items to be considered in Emergency Resource Management

Tab 2 Skills of the Resource Management Team

Tab 3 Procedures for the Protection of Government Resources, Facilities, and Personnel.

Appendix 1 Donation and Volunteer Management

**ITEMS TO BE CONSIDERED IN EMERGENCY RESOURCE MANAGEMENT\***

1. Health and Medical Resources pharmaceutical, first-aid supplies, blood products, medical professionals, medical transport, etc.
2. Food and Water for disaster victims and emergency workers.
3. Essential Services electrical power, communications.
4. Fuels (e.g., petroleum products, butane and propane, solid fuels) for victims and for essential emergency vehicles and facilities.
5. Sanitation Facilities.
6. Housing/Shelters (temporary and long term).
7. Construction Equipment and Materials.
8. Transportation (for evacuation operations and for emergency functions, to include medical transport).
9. Human Resources (identification of essential skills, recruitment, classification, utilization).
10. General Use Supplies (batteries, tools, etc.).
11. Unexpected Volunteers.
12. External Donations.
13. Public Safety Services – law enforcement, fire and community emergency medical services.
14. Live Animal Control (temporary and long term).
15. Legal Matters – Department of Law, Insurance and Risk Management

\* These represent just a few of the major categories to be considered when conducting resource management planning. As needs are identified, plans must be developed to locate and acquire these essential supplies, equipment, materials and human resources.

## **SKILLS OF THE RESOURCE MANAGEMENT TEAM**

Resource Management, more than almost any other emergency management function, requires the involvement of elements of all sectors of the community. Not only local government, but state and federal agencies along with the private sector and volunteer sector must be a part of the overall resource management effort. It is most likely that from these sources will come those resources not readily available from local government owned and controlled sources. The Resource Management Team will be required also to provide executive direction on how to obtain essential resources, allocate the use of resources during emergencies, all transportation restrictions for resources, and advise on the resolution of conflicting requirements and/or claims for limited resources. Some of the skills required to develop an effective Resource Management Team include, but as is the case in all areas of emergency management, not necessarily limited to:

1. Designated Resource Management Coordinator or Officer
2. Personnel Recruitment and Management
3. Procurement and Acquisition
4. Storage and Transportation
5. Utilities Management
6. Facilities Management
7. Financial Accountability
8. Strategic National Stockpile Program
9. National Veterinary Stockpile

**PROCEDURES FOR THE PROTECTION OF GOVERNMENT RESOURCES,  
FACILITIES, AND PERSONNEL OF TRUMBULL COUNTY**

I. PURPOSE

The purpose of this procedure is to ensure the protection of key personnel, facilities, and resources and restore government functions during and after emergencies.

II. SITUATION and ASSUMPTIONS

A. Situation

1. In order to ensure that essential government services can be delivered during an emergency, local government institutions must identify personnel, specific types and amounts of equipment and disperse this material to the appropriate locations.

B. Assumptions

1. Essential supplies, personnel, material and equipment are available from State and Federal agencies, and private business and industry.
2. Every department will have an accountability system for their personnel to ensure safety, and proper dispersal of Personal Protective Equipment (PPE) is supplied.

III. CONCEPT OF OPERATIONS

A. General

Not used. Refer to Section III. A. of this annex.

B. Phases of Emergency Management

1. Mitigation

Mitigation activities may include, but are not limited to:

- a. Develop written agreements with business and industry concerning the use of private resources.
- b. Develop detailed dispersal procedures.

2. Preparedness

Preparedness activities may include, but are not limited to:

- a. Identify dispersal locations.
  - b. Participate in periodic exercises.
3. Response
- Response activities may include, but are not limited to:
- a. Identify specific personnel, equipment and supplies to be dispersed.
  - b. Make arrangements for protecting families of essential workers.
  - c. Coordinate dispersal operations.
4. Recovery
- Recovery activities may include, but are not limited to:
- a. Provide support by delivering essential government services.
  - b. Assist in recovery operations.

#### IV. ORGANIZATION and ASSIGNMENT OF RESPONSIBILITIES

##### A. Organization

The following areas have been designated as dispersal centers for essential government personnel, equipment, and supplies:

- 1. Trumbull County Fair Grounds
- 2. Packard Electric Parking Lot, Larchmont and North River Road
- 3. Liberty Plaza, 3551 Belmont, Youngstown, Ohio
- 4. Newton Falls City Hall, 34 North Canal Street, Newton Falls, Ohio
- 5. Cortland Skating Rink, 290 S. High Street, Cortland, Ohio.

##### B. Assignment of Responsibilities

- 1. Responsibilities of agency/department chiefs with emergency responsibilities are as follows:
  - a. Identify personnel, specific types and amounts of assigned equipment and supplies that must be dispersed.
  - b. Select viable dispersal location(s) for essential personnel, equipment, and supplies.

- c. Coordinate dispersal arrangements with the agency chief responsible for emergency operations planning.
- d. Develop detailed dispersal procedures for all emergency support services to include law enforcement, fire and rescue, health and medical, public works, and the Emergency Management Agency.
- e. Make arrangements for protecting the family members of essential personnel who may be required to relocate.
- f. Ensure that those individuals who are responsible for dispersal of the organizations/agencies assets are annually familiarized with their responsibilities.
- g. Make provisions that will allow the government to use private business and industry resources needed to support movement to and operations at government dispersal sites.
- h. Participate in periodic exercises to become familiar with emergency roles.
- i. Assess and provide food production and agricultural safety services.

#### V. DIRECTION and CONTROL

The agency/department chiefs of all executive, legislative and judicial branches of local government will be responsible for coordinating government resource management activities.

#### VI. CONTINUITY OF GOVERNMENT

##### A. Lines of Succession

If the agency/department chief is not available, lines of succession as designated by each agency/department Standard Operating Procedures will be utilized.

##### B. Preservation of Records

Each agency/department is responsible for the preservation of records.

#### VII. ADMINISTRATION and LOGISTICS

##### A. Communications

Communication resources are the primary responsibility of each agency/department.

##### B. Resources

1. Each branch of government will specify procedures for inventory, storage, maintenance, and replacement of administration and logistical support items during emergency conditions.
2. Government dispersal sites have been identified for the dispersion of essential personnel, equipment and supplies.
3. Assistance will be requested by activating written agreements with private sector organizations.
4. State and Federal assistance is available when local resources are exhausted and assistance is required.

#### VIII. PLAN DEVELOPMENT and MAINTENANCE

Not used. See Section VIII. of this annex.

#### IX. AUTHORITIES and REFERENCES

##### A. **Authorities**

Not used. See Section IX. A. of the Basic Plan.

##### B. **References**

Civil Preparedness Guide for the Development of a State and Local Continuity of Government Capability and Instructor Guide IG 152, CPG 1-10, FEMA, July 27, 1987.

#### X. ADDENDUMS

Not used.

## **Volunteer and Donations Management**

### I. PURPOSE

To have a functional system by which volunteers in Trumbull County can be efficiently processed and referred to communities and agencies needing their services during response and recovery operations of local, state or nationally declared emergencies. This system also is designed to receive, process, and distribute a wide variety of donated goods and services that are given or sought to assist emergency and disaster victims. Cash donors are directed to charitable organizations. Each volunteer agency is responsible for addressing and maintaining its own policies for personal issues and continuous operations.

### II. SITUATION AND ASSUMPTIONS

#### A. Situation

1. During an emergency, unexpected volunteers may show up looking to aid in the recovery of a disaster. Preplanned volunteer management strategies will reduce problems associated with spontaneous, unaffiliated, volunteer response.
2. Unplanned deliveries of donated goods and services to a disaster site can jam distribution channels, overwhelm volunteer agencies, and hamper life-saving operations. The need to unload and sort goods into more manageable and deliverable units can compete with the personnel and resource demands of other emergency response activities. Careful donations management planning will reduce or eliminate problems associated with unsolicited donations.
3. Recognized that each disaster situation incurs a large number of spontaneous and unaffiliated volunteers converge to assist with response and recovery operations. Their presence proves to be overwhelming to an already taxed and stressed community. These volunteers can only be processed outside the normal administrative channels and settings that are utilized on an everyday basis.
4. The Volunteer Donations Coordinator (VDC), (also for the (VRC) Volunteer Reception Center), will be controlled by the Red Cross to collect, sort, and manage donations and volunteers.

#### B. Assumption

1. Local government and volunteer agencies will have personnel and the resources to support operations in this plan.
2. The needs are identified and verified during the response and recovery phase. During these phases, adequate facilities should be available along with the resources to retain unplanned donations and unexpected volunteers.

3. Volunteers will be able to attend to local, state, and federal demands and will be able to conduct operations on a daily basis.

### III. CONCEPT OF OPERATIONS

- A. Monetary donations are encouraged and shall be contributed to charitable organizations. Monetary donations shall not be accepted through the EMA or EOC.
  1. Cash donations will be encouraged and contributed to the Red Cross if not specified by the donor
  2. A list shall be maintained by the Volunteer and Donation Coordinator.
- B. Activation of this plan should depend on the level of emergency and the level of assistance that is needed. In the event of an incident, parts of this plan will not need to be activated since some donation and volunteer needs during disaster can be handled by agencies as a part of normal disaster operations.
- C. The Trumbull County Emergency Management Agency shall be responsible for coordinating support with and through other community based organizations. The Red Cross shall be responsible for directing and appointing a Volunteer & Donations Coordinator (VDC). The responsibilities of the VDC shall be to ensure that non-traditional resources are identified for their capabilities and capacity to register and refer spontaneous and unaffiliated volunteers when called upon through the process indicated in the purpose of this plan. The parties involved will define this organizational structure through a memorandum of understanding. The VDC will be the functioning or implementing agency that will initiate those steps as outlined in this plan in a manner reflecting the most expeditious access by which volunteers can be integrated into the system.
- D. The use of media may be used to call upon additional donations and volunteers. The PIO should work with the media to address the resources that would be needed.
- E. Storage of Donated Resources
  1. Storage of resources that were donated will be coordinated with the VDC. They are ultimately responsible for coordinating the location to store the donated resources if storage is necessary.
  2. Donated products shall not be stored in the activated EOC or present a risk for an efficient operation. Donated products shall not obstruct responders from carrying out a successful operation.
  3. The VDC may request a storage unit (i.e. warehouse, mobile, volunteer center, etc.) if the resources are available.

- a. The VDC is accountable for coordinating an organized storage unit as well as dispatching the appropriate donated resources in a timely and organized fashion.
- b. The VDC is responsible for ensuring that donated resources go directly to the storage unit to be accounted for. The VDC can then dispatch the resources to the county.

F. Volunteer Coordination

1. The VDC will establish a volunteer processing center. The need to active this center will be determined by the EMA Director. Once the center or post is established, the unaffiliated/unexpected volunteers will need briefed and trained.
  - a. If the County EMA determines there is a need for a Center to be activated but there is no local capability to establish a Center, the County EMA Director will notify the State EOC Field Desk to request that state-level assistance be provided to the county to enable a Center to be opened. The Field Desk will then notify the Donations Coordination Team (DCT) of the need for a Center. DCT member agencies will work in partnership to establish and operate a Center in coordination with Trumbull County EMA.
2. Affiliated and trained volunteers are those individuals associated or identified with a service agency or disaster relief organization. Unaffiliated or spontaneous volunteers are not affiliated with a specific disaster relief organization.
3. Volunteers shall not be used to conduct operations that may pose a risk on the volunteer(s) life or well-being.

H. Phase of Emergency Management

1. Preparedness
  - a. This plan should be reviewed annually by the EMA Director.
  - b. Coordinate with the appropriate agency a contact list of current volunteers and donated resources.
2. Response
  - a. Activate the program based on available information and estimates.
  - b. Through the JIC or PIO, provide the media with information regarding donations needs and procedures, and provide regular updates information.
  - c. Dispatch necessary volunteers or donated resources to the appropriate site.

### 3. Recovery

- a. The VDC will determine which donations and volunteer management facilities should open. They will also be responsible for staffing donations management facilities.
  - b. Continually assess donations and volunteer management operations. Assess donations management operations to determine the dates at which the donation management facilities and programs should be consolidated and terminated.
  - c. Through the JIC or PIO, provide regular updates to the media regarding donation procedures, progress, and status.
  - d. The Volunteer & Donations Coordinator (VDC) will participate with the needs of responders and appropriate agencies as needed to provide continuing assistance to affected populations.
- I. Demobilization of this plan will be determined by the EMA Director. The closeout process will be determined on the level of emergency. The process will be coordinated through the County EMA Director and down onto the VDC.

## IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### A. Primary Agency Responsibilities

1. Trumbull County EMA will serve as the primary agency for the coordination of volunteer and donation management. The Trumbull County EMA Director may appoint a Volunteer & Donations Coordinator. Trumbull County will work closely with the Red Cross to:
  - a. Based on the situation and identified needs, notify and assemble members in order to assess the situation so to recommend actions regarding donations and volunteer management.
  - b. Serve as coordinator of the donations management system.
  - c. Assign a staff person to serve as the Volunteer & Donations Coordinator. Trumbull County EMA will coordinate the Donations storage unit, and volunteer processing center activities through volunteer agencies.
  - d. Provide coordination through the JIC or PIO to notify the contributing public of specific goods and volunteer skills that are needed.
  - e. Support the storage and allocation of needed donated goods and aid in the movement of needed donated goods to the disaster site.

### C. Support Agencies Responsibilities

1. The Red Cross

- a. The following organization is designated to assist the primary agency with available resources, capabilities, and expertise in support of response and recovery operations under the coordination of Trumbull County EMA and the appointed VDC.
- b. Aid in the training of unexpected volunteers.
- c. Assist with the physical setting, and develop of an operational capability within physical parameters of the volunteer reception center.
- d. The Red Cross may begin the processing and referring of volunteers as soon as possible. Included in the registering will be those forms and documents to determine skills, abilities and special considerations. Volunteers will be provided with necessary identification and referred to a requesting agency/department only after having received a safety briefing and correspond with the plan by the Volunteer & Donation Coordinator (VDC).
- e. Notify member organization when activated by the Trumbull County EMA during emergencies and report activities to the EOC throughout the emergency.

## 2. Law Enforcement

- a. Law enforcement shall be comprised of Trumbull County Sheriff Department and all local law enforcement agencies.
- b. During an emergency local law enforcement agencies are responsible for the security of the volunteer processing center, the donation storage unit, and the security for the VDC if need be.
- c. Provide traffic control around volunteer and donation centers.
- d. Aid with crowd control in the volunteer and donation centers and provide limited access to controlled areas.
- e. Request aid and law enforcement resources from the state if needed.

## 3. Trumbull County Health Department

- a. Assist in the determination of volunteer needs.
- b. Provide relief to volunteer activities.

## III. DIRECTION AND CONTROL

- A. The Trumbull County EMA Director is ultimately responsible for coordinating volunteer and donations management activities and control. The EMA Director shall be responsible for directing and appointing a Volunteer & Donations Coordinator (VDC) if the director is overwhelmed with responsibilities. The responsibilities of the VDC shall be to ensure that both traditional and non-traditional resources are identified for their capabilities and capacity to register

and refer spontaneous and unaffiliated volunteers when called upon through the process indicated in the purpose of this plan. Coordination of activities through the VDC shall be reported to the Trumbull County EMA Director and then through the EOC. Routine checks of volunteer and donation resources should be completed to ensure accuracy.

#### IV. CONTINUITY OF GOVERNEMENT

##### A. Line of Succession

If the Volunteer and Donation Management Coordinator are not available, the following person will take their position.

1. EMA Director
2. Resource Management Coordinator
3. Assigned LEPC Member

#### V. ADMINISTRATION AND LOGISTICS

##### A. Communication

1. To ensure an efficient operation, all activities throughout this plan shall be coordinated through the Trumbull County EMA.
2. The EMA Director is responsible for coordinating the activities throughout this plan to the appropriate EOC members and IC if need be.

##### B. Resources

1. An updated list of donated resources and unexpected volunteers shall be maintained by the VDC and Trumbull County EMA Director.
2. Assistance will be requested by the EMA Director. See Annex N → Administration and Logistics → Resources → #1, for mutual aid.

#### VI. PLAN DEVELOPMENT AND MAINTANCE

- A. This plan was developed based on the concept that unexpected volunteers and donation would occur during an emergency.
- B. The EMA Director in cooperation with the Red Cross shall be responsible for updating this plan based on deficiencies identified through drills and exercises and changes in the government structure and emergency organizations.
- D. The Trumbull County EMA is responsible for coordinating, publishing, and distributing necessary changes and revisions to this plan.
- D. Testing shall be completed every four years with a high recommendation that it should be reviewed annually with the appropriate agencies.

#### III. ATHORITIES AND REFERENCES

1. 2005 Ohio Emergency Operation Plan donations and Volunteer Management Support Annex.
2. Geauga County Spontaneous Unaffiliated Volunteers Annex

#### IV. ADDENDUMS

Attachment 1 – State of Ohio Donation and Volunteer Management

**State of Ohio Emergency Operations Plan**  
**Donations and Volunteer Management Support Annex**

I. DONATIONS EDUCATION GUIDELINES FOR THE PUBLIC AND MEDIA BEFORE A DISASTER

A. Reaching the public is done either as a proactive public education campaign, or when requested by specific interested parties.

1. Organization newsletters.
2. Speakers' bureaus.
3. Briefings and presentations to community-based organizations or business and industry groups.
4. The media (e.g. Public Service Announcements).
5. NVOAD/FEMA websites.

B. Unsolicited Donations

Donation plans are an important part of the preparedness effort, although unsolicited donations can have adverse results:

1. Interference with the relief effort. For example the wrong truck arrives at the wrong place at the wrong time.
2. A huge cost to the community. Money and manpower are wasted sorting, storing, and disposing of inappropriate unsolicited goods.
3. Negative public relations. Poor customer service is provided to both the donor and those in need. The public may see an image of a victim picking through a pile of donations that has been discarded. A perception of disorganization also can result.

C. Donors may want to know:

1. What is needed in the local area: cash, goods, or services?
2. How they should transport their donation to the local area, or find out if there is someone can transport it for them.
3. How to start a "drive for donations" to help disaster victims, even though they have no knowledge of what to do and how to do it.
4. How to earmark their donation for a specific local organization, or find out who, specifically received their donation.
5. How their donation can be received by a local official, and whether they will

receive a letter of appreciation or public recognition.

#### D. Guidance for Donations Hotline Operators

1. Remember that cash is often the best contribution. Cash contributions allow the purchase of urgent needs, entail no transportation cost, and are often tax-deductible.
2. Confirm the need with onsite personnel or call the State toll-free number, if one is activated.
3. Donate through an organization. Locate an established organization that is willing to receive the goods.
4. Plan transportation in advance. Identify local trucking firms, volunteer agencies or other groups who may transport the donated goods.
5. Pack donated items well and place labels on them clearly. Tape content lists to the boxes and sort clothing by gender, size, and season.
6. Donate small items and unsorted clothing locally. Miscellaneous items that were not requested and clothing that was not sorted may be more appropriately given to a local charity, homeless shelter, or food bank.

#### E. Disaster victims may:

1. Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate distribution points.
2. Believe that the donations have not been distributed fairly if they do not have information on the process of distributing donations.
3. May have needs that can be satisfied by additional donations.

## II. TRAINING – AGENCY ROLES AND RESPONSIBILITIES

### A. Ohio EMA.

1. Ensure that training programs are conducted for state agencies. This may include but is not limited to orientations, procedure familiarization, hands-on training with equipment and forms, practice drills, and small scale exercises.
2. Provide training programs for local government agencies.
3. Coordinate federal training programs with state and local agencies.
4. Training for key donations management and operational personnel includes:
  - a. G-288 Donations Management Workshop
  - b. E-288 State Donations Management

- b. E-488 Donations Management Train-the-Trainer Workshop
- B. Ohio Department of Administrative Services (DAS)
  - 1. Provide Emergency Response Training for:
    - a. DAS State Purchasing
    - b. DAS Computer Services
    - c. DAS State Mail Section
    - d. State Architect's Office
    - e. Real Estate Services
    - f. Risk Management
    - g. State Printing
    - h. GSD Business Office
  - 2. Provide Donations Hotline training for Telephone Pioneers in conjunction with the Ohio EMA.
- C. Volunteer Organizations Active in Disaster (VOAD) Ohio EOP DVM-18 October 2005
  - 1. Conduct training related to Donations Warehouse operations, i.e. forklift operators' training, safety orientations for chainsaw crews.
  - 2. Conduct training related to the operations of the Unmet Needs Committee (UNC) including: seminars, the "4 Cs", how to liaison with state or federal agencies, etc.
- D. Telephone Pioneers
  - 1. Receive periodic training for phone bank operations by Ohio DAS and Ohio EMA.
- E. Ohio Community Service Council
  - 1. Ensure that training programs related to staffing of volunteer processing centers are conducted, including hands-on-training with equipment and forms, and practice exercises.
  - 2. Establish, maintain and support the operation of the Volunteer Database.
  - 3. Coordinate and facilitate a statewide network of participating volunteer entities including Citizen Corps Councils, Volunteer Centers, Retired and Senior Volunteer Programs and Medical Reserve Corps units.