



This document outlines the systems and procedures used for Volunteer and Donations Management throughout the Yolo County Operational Area

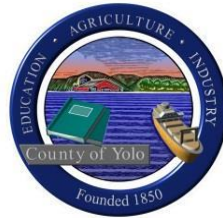
# Yolo Operational Area Volunteer and Donations Management Plan

Support Annex to local Emergency Operations Plans

Version 0.1

December 2018

## PARTICIPATING AGENCIES



## HANDLING INSTRUCTIONS

1. The title of this document is the *Yolo County Operational Area Volunteer & Donations Management Support Annex*.
2. The information gathered herein is to be used for training and reference purposes within the Yolo County Operational Area. Reproduction of this document, in whole or in part, without prior approval from the Yolo County Office of Emergency Services is prohibited.
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## EXECUTIVE SUMMARY

Volunteer and donations management is a critical component of any disaster response effort. Effective use of volunteers and donations can help augment a wide range of county and municipal services during an event, utilizing unique skill sets and talents of committed individuals. It is important to have a well-managed volunteer and donations management program in place in order to avoid hindering the efforts of first responders and emergency personnel. This can lead to positive public perception of local government response and recovery efforts.

This Volunteer & Donations Management Support Annex has been created to allow the effective and efficient use of volunteers and donations in the response and recovery efforts of a disaster event throughout the Yolo County Operational Area.

*“You make a living by what you get. You make a life by what you give.”*

~Winston Churchill

## SECTION 1.0: INTRODUCTION

The Yolo Operational Area (YOA) is responsible for managing the use of volunteers and donations throughout the OA during an emergency/disaster event. The YOA has 6 jurisdictions (four incorporated cities, one unincorporated area and one Tribal nation), and numerous special districts, state and private agencies to address when coordinating the use of volunteers and donation resources in a disaster/emergency.

### 1.1 PURPOSE

When managed appropriately, volunteers and donations provide valuable and cost-effective resources to the community. This plan establishes a framework and organizational structure for coordinating the efficient and effective use of volunteers and donations to meet the needs of the YOA during an emergency/disaster.

### 1.2 SCOPE

This plan applies to the mobilization and coordination of volunteers and donations in the Yolo Operational Area during all phases of emergency management. The plan is intended to be applicable to all hazards and scalable to the size and scope of an event. Additionally, the plan addresses the need for communication and coordination by the YOA with local nongovernmental organization (NGO) affiliated volunteer programs.

### 1.3 GOALS

The goals of this plan are to:

- Provide an all-hazards framework for volunteer coordination and donations management that is scalable to the size and scope of a disaster event
- Identify roles and responsibilities within the YOA that support coordination or volunteers and donation management programs
- Strengthen and encourage partnerships and communication among the YOA, governmental agencies, and NGO's regarding volunteer coordination and donation management during a disaster event
- Augment, as a supporting annex, the YOA Emergency Operations Plan (EOP)
- Ensure that the implementation of the Volunteer and Donations Management Plan is in accordance with the principles and practices described in the National Response Framework, and the State of California Emergency Plan

### 1.4 PLANNING ASSUMPTIONS AND CONSIDERATIONS

Volunteers and donations represent a potential resource to a community impacted by a disaster event. However, volunteers who respond spontaneously and without appropriate training and qualifications can easily overwhelm the capabilities of local government and other agencies. Similarly, the amount of donations offered could be sizable and may pose extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, and distributing the donations to the disaster survivors. With a system in place for receiving and referring spontaneous volunteers, and receiving and distributing donations, local government and relief organizations can capture these valuable resources and thus provide more efficient and cost-effective service to the community.

The following planning considerations should be taken into account prior to a disaster event:

### **Volunteers**

- Spontaneous and affiliated volunteers will come forward to assist in a disaster.
- Most spontaneous volunteers will not know where to go or how to become engaged.
- The first priority in a disaster event is to utilize volunteers affiliated with the local jurisdiction(s) and County.
- Unaffiliated volunteers will be considered spontaneous volunteers and processed as such.
- Volunteers that have pre-disaster training and are affiliated with a government agency or NGO should report to their respective agency or organization as requested.
- The YOA and NGO's are responsible for interviewing, screening, registering, training, and supervising volunteers within their respective agencies/organizations.
- The YOA may delegate some of its volunteer and donations management to another organization through its Emergency Operation Center (EOC).

### **Donations**

- Donations may be given and delivered to the YOA whether or not they are requested, and may overwhelm local capabilities to handle and distribute the; donations may arrive without warning at any time of day.
- Donations will frequently arrive unsorted and may be packed in numerous different ways.
- Many individuals and organizations donate items that are not needed, and it may be a lengthy and costly process to manage and dispose of them; this problem can be reduced by developing and maintaining a current list of disaster needs, screening donation offers, and providing information to potential donors through the media.
- Some donations may be given with an expectation of repayment, may be expired or unusable, and/or may be provided illegally.
- Disaster survivors may respond negatively towards the distribution of donations, and may have unmet needs which may or may not be satisfied by additional donations.

## SECTION 2.0: VOLUNTEER MANAGEMENT

### 2.1 DEFINITIONS

A volunteer is someone who provides his/her services without receiving financial compensation. Disaster volunteers are commonly defined as being either spontaneous or affiliated. For the purposes of this plan, the following definitions will be used:

#### **Spontaneous Volunteer**

An individual who comes forward following a disaster to assist a governmental agency or NGO with disaster-related activities during the response or recovery phase without pay or consideration. By definition, spontaneous volunteers are not initially affiliated with a response or relief agency or pre-registered with an accredited disaster council. Spontaneous volunteers may also be referred to as unaffiliated, spontaneous unaffiliated volunteers (SUV) and convergent volunteers.

An impressed volunteer is an individual who is impressed into service by a government agency during a disaster event. Impressed volunteers are rarely encountered.

#### **Affiliated Volunteer**

An individual who is affiliated with either a governmental agency or NGO and who has been trained for a specific role or function in disaster relief or response during the preparedness phase. Affiliated volunteers can be in either ongoing programs that meet regularly or in reservist programs where they are only called into duty during times of disaster. Examples of affiliated volunteers may include members of auxiliary communication services, Community Emergency Response Teams (CERT), Volunteers in Police Service (VIPS), Search and Rescue (SAR), the American Red Cross (ARC), and the Salvation Army (TSA).

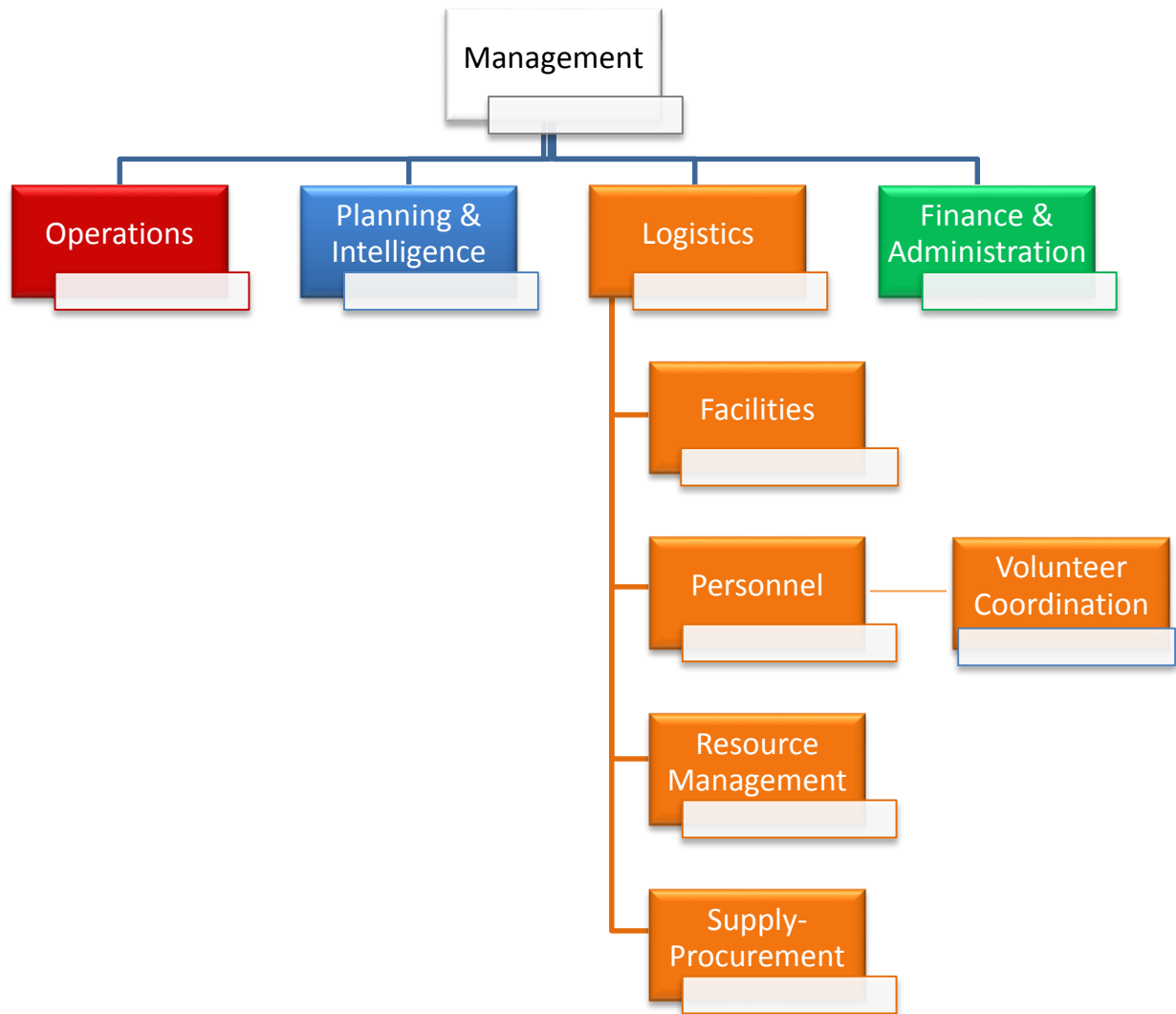
#### **Emergency Volunteer Center (EVC)**

An Emergency Volunteer Center (EVC) is a location used where volunteers are organized, assigned and deployed for their respective duties. When activated, the EVC helps spontaneous volunteers affiliate with an organization that is providing disaster services. For more information on the establishment and operation of an EVC, see the Yolo OA Emergency Volunteer Center Standard Operating Procedure (SOP).

### 2.2 ROLES AND RESPONSIBILITIES

Coordination of volunteers in the YOA is consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). In the EOC, volunteer coordination falls under the Personnel Unit of the Logistics Section. The Personnel Unit will be staffed by Human Resources. A pre-identified and trained Volunteer Coordinator will oversee volunteer coordination.





Each jurisdiction in the YOA is responsible for the coordination, mobilization, deployment, and demobilization of their volunteers. In the YOA EOC, the Volunteer Coordinator will coordinate and communicate with the cities and any partner agencies for effective volunteer coordination within the YOA. This includes:

- Leveraging and sharing resources for establishing EVCs
- Addressing duplication of efforts or gaps in services for EVCs
- Providing consistent messaging to the public about volunteering, including working with the Public Information Officer and the Joint Information Center
- Coordinating mutual aid through the proper levels of SEMS
- Responding to requests from within the EOC and other agencies

The YOA will assist the efforts of NGO's and governmental agencies in providing the maximum utilization of resources throughout the community during a disaster event.

The Yolo County Office of Emergency Services manages all YOA Disaster Service Worker (DSW) volunteers on a day to day basis using FEMA's Incident Resource Inventory System (IRIS), and keeps track of all training certificates. The cities of Davis and West Sacramento each manage their own Community Emergency Volunteer Team (CERT).

#### *Disaster Healthcare Volunteers (DHVs)*

For an emergency necessitating the use of volunteers under Emergency Support Function 6/8, the Yolo County Health and Human Services Agency (HHSA) will manage these volunteers as Disaster Healthcare Volunteers (DHVs). The DHV system is designed to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in the event of an emergency requiring medical resource. The DHV program is administered by the California Emergency Medical Services Authority (California EMS Authority). DHVs in the YOA are managed on a day to day basis by HHSA, and the DHV program will be run out of HHSA's department operations center during an emergency. HHSA will coordinate with the Volunteer Coordinator in the YOA EOC on the management of all DHV's. Please see the Yolo County HHSA Disaster Healthcare Volunteer Operational Plan for further information on DHVs.

Supporting volunteer agencies include but are not limited to:

#### **HandsOn Sacramento**

HandsOn Sacramento was created in response to the community's need for a full-service volunteer action center. HandsOn Sacramento serves the entire Sacramento region (Sacramento, Yolo, Placer, El Dorado and Nevada Counties) with more than 8,000+ registered volunteers and 450+ non-profits.

The YOA has established a Memorandum of Understanding (MOU) for HandsOn Sacramento to take the role of leading coordination for EVCs, working in tandem with the Volunteer Coordinator in the YOA EOC. HandsOn Sacramento will maintain a database of volunteers should they be needed in a disaster event.

#### **Sacramento 211**

Sacramento 211 is a public information line for the Sacramento area, available 24 hours a day and seven days a week. The YOA has established a Memorandum of Understanding (MOU) with Sacramento 211 for it to serve as the YOA public information line during a disaster event.

#### **California Volunteers**

The state office that manages programs and initiatives aimed at increasing the number of Californians engaged in service and volunteering.

#### **American Red Cross**

National non-governmental organization that manages and administers volunteer programs, providing an outlet for spontaneous volunteers during an event.

### **California Office of Emergency Services (CalOES)**

Coordinates the emergency activities of all state agencies in the event of an emergency and utilizes state resources to fulfill mutual aid requests and support emergency operations. Activates the State Emergency Operations Center and Regional Emergency Operations Center (REOC) when needed.

### **Federal Emergency Management Agency (FEMA)**

Supports overall activated of the federal government for incident management, and serves as the coordinating agency for the Volunteer and Donations Management Support Annex to the National Response Framework.

## **AFFILIATED VOLUNTEER PROGRAMS**

The YCOA recognizes people who wish to volunteer and help county staff respond to disaster events. Often, people will call up during a disaster and offer to help. While this is appreciated, the YCOA generally prefers to work with volunteers who are known ahead of time. This allows the YCOA to know the skills and training of volunteers, and for the volunteers to know the structure within which they will be working. There are several affiliated volunteer programs that can be utilized in the YCOA:

### **Community Emergency Response Team (CERT)**

The CERT program educates individuals about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills such as fire safety, light search and rescue, team organization, and disaster medical operations. Using training learned in the classroom and during exercises, CERT volunteers can assist others in their community following a disaster when professional responders are not immediately available to help. CERT volunteers are also encouraged to support emergency response agencies by taking an active role in emergency preparedness projects. Yolo County does not have a CERT program for the unincorporated area, however there are programs in the City of Davis, and the City of West Sacramento. All these programs are coordinated through the respective jurisdictional fire departments.

### **Amateur Radio Emergency Service (ARES)**

A primary responsibility of the Amateur Radio Service, as established by Part 97 of the Federal Communications Commission's regulations (47 CFR), is the performance of public service communications for the general public, particularly in times of an emergency when normal communications may be disrupted or inadequate. The Yolo County ARES is comprised of licensed amateurs who reside and/or work within the YCOA and who have voluntarily registered their equipment and skills and have expressed a desire to organize, train, and be prepared to provide auxiliary communication services for public service agencies and other relief organizations when disaster strikes or whenever called upon.

### **Radio Amateur Civil Emergency Service (RACES)**

The Radio Amateur Civil Emergency Service is a standby radio service provided for in Part 97.407 of the Federal Communications Commission (FCC) rules and regulations governing

amateur radio in the United States. When so activated, the Radio Amateur Civil Emergency Service will consist of only those amateur radio operators who have previously registered with State and local governments to provide emergency radio communications for them in times of emergency. Other amateur radio operations might be suspended and operations under the RACES rules might be restricted to certain frequencies within the amateur radio bands.

In addition to wartime communications, operations under the RACES rules can provide or supplement communications during emergencies where normal communication systems have sustained damage. It may be used in a wide variety of situations, including natural disasters, technological disasters, nuclear accidents, nuclear attack, terrorist incidents, and bomb threats.

### **Yolo Amateur Radio Society (YARS)**

The Yolo Amateur Radio Society / Mt. Vaca Radio Club (MVRC) is primarily a public service oriented club assisting with communications for many public events around the Sacramento Valley. These events include the Davis Double Century Bicycle Ride, Foxy's Fall Bike Ride, and many other local and regional events.

### **University of California (UC) Davis Veterinary Emergency Response Team (VERT)**

The VERT at the UC Davis School of Veterinary Medicine is a volunteer group comprised of faculty, students, and staff who are interested in learning hands-on skills and providing service for animal emergency response and disaster management. Members of VERT receive training in the ICS and NIMS and become registered DSW's. UC Davis VERT is a recognized and fully functional Medical Reserve Corps Unit 1393. UC Davis VERT may be activated on a local basis to assist veterinarians in the field who need additional expertise and resources in technical rescue or roadway incidents. UC Davis VERT is linked with the primary responders of the VMTH ambulatory service, which provides veterinary services and emergency response within a defined local radius. UC Davis VERT is combined of both veterinary students as well as faculty that can respond in various capacities to an event.

### **Yolo County Sherriff's Office**

#### **Team of Active Retired Seniors (STARS)**

The Sheriff's Team of Active Retired Seniors provides an opportunity for individuals ages 50 and above to volunteer in Yolo County through a variety of nonhazardous law enforcement activities. The STARS are a nonprofit organization that is overseen by the Sheriff's Office yet independently operated by dedicated STARS members.

The STARS organization provides opportunities for older adults to share their talents and life experiences by assisting Sheriff's Office personnel with routine duties which allows paid employee to focus on higher priority work. The STARS are trained in a wide range of areas allowing them to participate in interesting and exciting opportunities while contributing to the safety of the community.

### **Sherriff's Posse**

The Sheriff's Posse provides mounted and ground-support to the Sheriff as needed. It has expanded its scope to promote charitable and public service activities within the community and to promote health and safety among equine enthusiasts – riding and non-riding.

### **Sherriff's Reserve**

The Reserve Deputies are available to support and assist the department in the protection of life and property, the preservation of public peace, and the enforcement of the laws of the county and state. The Reserves also work security at private and community functions to raise money for community programs and to support the Reserve Program.

### **Sherriff's Cadet Program**

The Cadet Program offers young adults a personal awareness of the criminal justice system through training, practical experiences, competition, and other activities. Work experience is obtained from providing actual service at various events and functions at the local level including directing traffic, parking, crowd control, and giving assistance when requested such as helping to locate missing persons.

### **Sherriff Search and Rescue (SAR) Team**

The Yolo County Search and Rescue Team comprised of volunteers that provide assistance to the Yolo County Sheriff's Office in Search and Rescue operations and other support functions. The team is on-call 24 hours a day and is ready for both urban and wilderness searches in Yolo County. Response is based on availability of the members at the time of call out.

The un-paid members may receive training in various tactics and methods of search, rescue, human tracking, land navigation techniques, rope rescue, incident command system, search management, first aid and other support functions.

### **Animal Services**

Volunteers assist the shelter with the care of adoptable animals, making their stay the best it can be, greet the public and assist them with getting around the shelter and transporting rescue animals. Volunteers also assist the Yolo County SPCA at the shelter with Lost and Found and Pet Finder duties.

### **Aero Squadron**

The Yolo County Sheriff's Aero Squadron is composed of approximately 20 volunteer members who are interested in aviation and committed to assist in the cause of law enforcement in Yolo County. Our missions include drug interdiction/eradication, search and rescue, aerial surveillance, crime scene photography, general photography for law enforcement purposes, backup for

ground units, assist with high speed pursuits, and generally any requests that come from deputies on the ground.

## 2.3 ACTIVATION

The volunteer section of the Volunteer and Donations Management Annex will be activated through the EOC by the Emergency Operations Director and the Logistics Chief. Reasons for activation may include:

- A local or state emergency proclamation
- A federal declaration of major disaster or emergency
- When shortages of workers require augmentation of staffing support from outside resources
- When volunteers with particular knowledge, skills, and abilities could enhance emergency management efforts

The Volunteer Coordinator will work through the Personnel Unit and Logistics Section to notify those people and agencies tasked with specific implementation roles. Upon plan activation, one or more EVC's will be established to help manage volunteers (see the EVC Standard Operating Procedure for further information on how EVC's will be established). As part of this activation, the Volunteer Coordinator will work with the Public Information Officer to have 211 Sacramento activate the 211 information line and direct volunteers through the EVC as needed. The Public Information Officer will draft a press release (See Appendixes E and F) and use social media messaging to direct the public to the information line.

The choice of volunteer activation level depends on many factors such as the size and scope of the disaster, and what communications capabilities are available. The choice of activation level should be tailored to the specific incident. This plan identifies as guidance three levels of volunteer activation:

### Low Level Activation

A low level activation would involve establishing an EVC to serve any jurisdiction throughout the YOA, with the management of approximately **1-20 volunteers**.

Jurisdictions would primarily handle the management of volunteers on their own to support operations for a localized incident, and may request assistance from another jurisdiction in the YOA if needed. Volunteer coordination will occur through the Personnel Unit of the Logistics Section in the local EOC.

### Medium Level Activation

A medium level activation would typically involve establishing one or more EVC's to serve two or more of the seven jurisdictions throughout the YOA with approximately **20-100 volunteers**. A medium level activation could also occur in one jurisdiction if there is a high number of volunteers needed. Jurisdictions combine and leverage resources for volunteer management upon activation, which one jurisdiction identified as the lead. The lead agency would establish the EVC under their Personnel Unit to serve both jurisdictions, coordinating with the Personnel Unit in each of the other jurisdiction's EOC.

### High Level Activation

A high level activation would typically involve establishing multiple EVCs to serve the entire YOA during a major disaster event, with **over 100 volunteers** approximately, and would be managed by the YOA EOC. A high level activation could also occur in one or several jurisdictions if there is a very high number of volunteers needed. Local and multi-jurisdictional EVCs may roll over into a countywide EVC lead by the Personnel Unit in the YOA EOC. The Volunteer Coordinator in the YCOA EOC may reach out to outside volunteer agencies for assistance in operating EVCs.

Local government is often the first point of contact for volunteers, who will tend to congregate in public places where they may believe there are opportunities to volunteer. Local government typically bears the responsibility for responding to these requests and providing support for EVC operations.

### COMMUNICATION

Communications are critical to the successful activation and coordination of responsibilities for managing volunteers. Communication must occur between the EOC and the EVC, including the lead agency in charge for managing multiple EVCs if more than one is set up. Each EVC will need to communicate their needs directly to their lead agency who will coordinate with the EOC. There must also be communication between all jurisdictions and the YOA about coordination between EVC's activated in various jurisdictions.

In the event that direct communications via telephone is not possible, the EVC will employ other methods of communication including but not limited to:

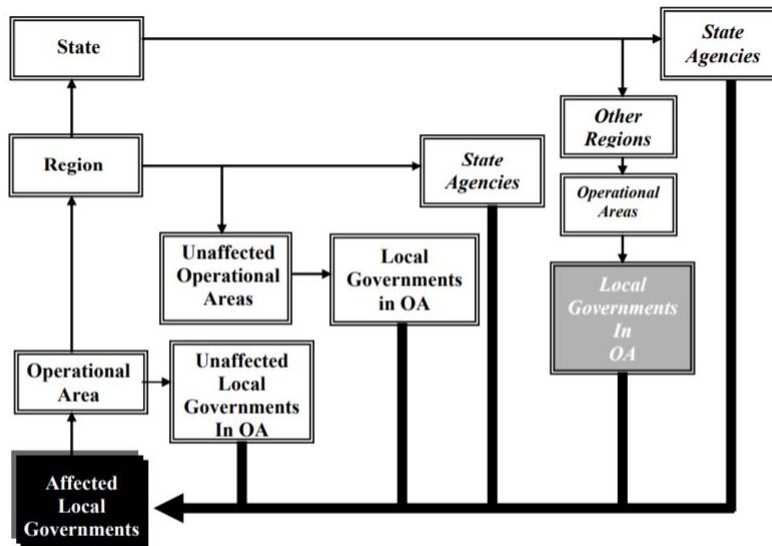
- E-mail
- Fax
- Voice and digital radios
- Amateur radio operators
- Other radio services
- Runners

A resource directory with agency names and contact information will enhance the communication abilities of the YCOA and should be prepared in advance.

### MUTUAL AID

The YOA may request mutual aid from other jurisdictions for staffing and other resources to assist with volunteer management operations. The Emergency Medical Services Authority (EMSA) would provide assistance with DHV's. Requests should be channeled through the EOC in accordance with the levels of SEMS:





### RISK MANAGEMENT

Any agency or organization that engages and utilizes volunteers will need to identify and manage their risks. Risk management planning considers the protection of both the organization and its volunteers. By developing and following a clear set of policies and procedures for training, interviewing, and verifying volunteers, the YOA can prevent problems and reduce risks associated with volunteer management.

The Yolo County Public Agency Risk Management Insurance Authority (YCPARMIA) is a special district agency in Yolo County that provides non-profit risk management, insurance, and safety services to Yolo County and each of its jurisdictions. Yolo County and each of its jurisdictions assume responsibility for any volunteers working under them. All volunteers involved in disaster activities working directly for Yolo County and each of its jurisdictions shall be registered as Disaster Service Worker Volunteers (DSWs). The DSW Volunteer Program is a state-funded program that provides workers' compensation benefits and medical compensation to registered DSW volunteers who are injured while performing disaster-related activities or participating in pre-approved trainings and exercises. A DSW volunteer must be deployed by their registering entity in order to be eligible for workers' compensation benefits. Therefore, the role of the DSW registration at the EVC is critical for managing certain inherent risks. See the YOA Emergency Volunteer Center Standard Operating Procedure (SOP) for further information on risk management of volunteers at the EVC.

Safety and security are essential components of risk management. Planning for the safety and security of all volunteers should be a priority for any volunteer management program. With SEMS, safety is the responsibility of the safety officer within the EOC. All safety and security procedures should be adopted and enforced.

### PUBLIC INFORMATION

Dissemination of information to the public about volunteer opportunities and procedures is critical to the successful management of volunteers. In the absence of proper messaging, people may



converge at inappropriate sites and/or engage in activities that may place themselves at risk. Public information messages may not entirely prevent such behavior but can provide an extremely useful service to those who wish to help. Once the EVC is established, the Volunteer Coordinator should work with the Public Information Officer to craft a press release that should be distributed to the proper media channels in accordance with the policies and procedures described in the YOA Public Information Executive Summary. The EVC organizational infrastructure will be in place before sending out the first release. See Appendix X for a volunteer press release template and social media template. Public information for volunteering will be posted on the Yolo County website and will be provided to Sacramento 211.

## **2.4 DEMOBILIZATION**

As the level of volunteer activity decreases, the EVCs should work with the EOC on preparations for demobilization. A plan for recognizing volunteers should be considered as part of the demobilization process. Lessons learned should be incorporated into an After Action Report, and should be evaluated and reviewed for possible changes to this Annex. See the YOA Emergency Volunteer Center Standard Operating Procedure (SOP) for further information on the demobilization of the EVC's, including documentation and the tracking of all expenses. If the YOA designates EVC operations to an outside agency, those agencies should track all expenses and provide the appropriate documentation to the EOC during demobilization.

## SECTION 3.0: DONATIONS MANAGEMENT

### 3.1 DEFINITIONS

Donations are commonly defined as being either monetary or physical goods. For the purposes of this plan, the following definitions will be used:

#### **Monetary Donations**

Monetary donations are financial contributions from donors designated for disaster response, relief and recovery. This is the preferred method of contribution by most local and national organizations providing disaster relief and recovery and services.

#### **In-Kind Donations**

In-kind donations are the contributions of goods, both new and used, in a disaster. Most organizations only want new in-kind donations that are requested (e.g. baby formula or water) and can be provided in large quantities because of limited abilities to sort, organize & disperse items.

### 3.1 ROLES AND RESPONSIBILITIES

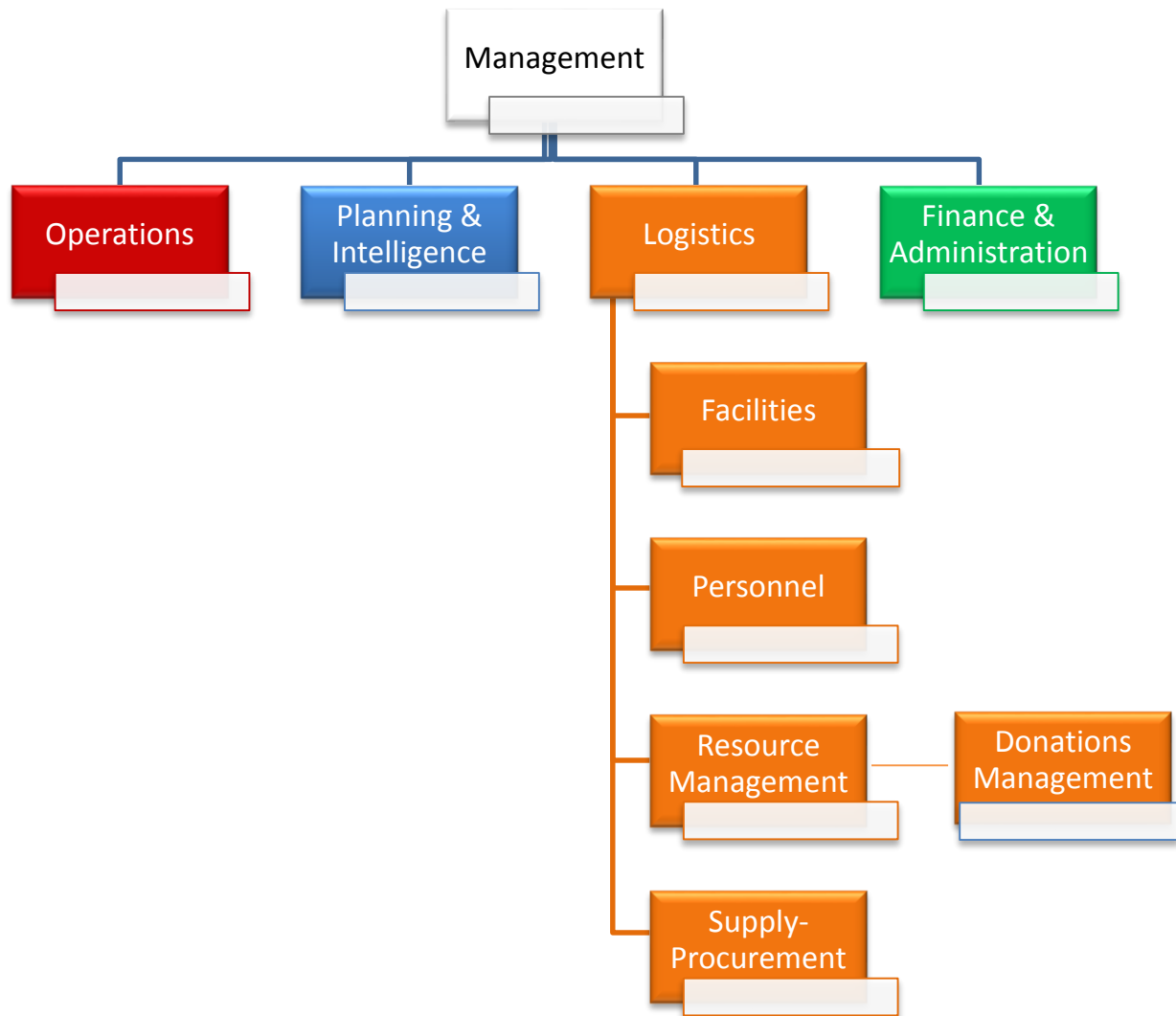
Management of donations in the YOA is consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). In the EOC, donations managements falls under the Resource Management Unit of the Logistics Section. A pre-identified and trained Donations Manager will oversee donations management.

The lead agency responsible for the coordination, mobilization, deployment, and demobilization of donations is the YOA. In the YOA EOC, the Donations Manager will coordinate and communicate with the cities and any partner agencies for effective donations management within the YOA. This includes:

- Coordinating resources within the OA
- Leveraging and sharing resources for establishing donation centers throughout the OA
- Working with the Public Information Officer to make sure accurate and consistent information is going out to the public regarding the donation of goods and money
- Coordinating mutual aid through the proper levels of SEMS
- Responding to requests from within the EOC and other agencies

The YOA will assist the efforts of NGO's and governmental agencies in providing the maximum utilization of donations and resources throughout the community during a disaster event.

The Yolo County Office of Emergency Services manages and tracks all YOA donations using FEMA's Incident Resource Inventory System (IRIS).



Supporting donations agencies include but are not limited to:

**Yolo Food Bank**

Non-profit organization that coordinates the storage and distribution of food throughout Yolo County, providing assistance with the management of food donations during an event. See Appendix X for a list of Yolo Food Bank partners throughout Yolo County.

**American Red Cross**

National NGO that manages and administers donations, providing an outlet for receipt of donations during an event.

**Salvation Army**

National NGO that provides a range of social services including food for the hungry, relief for disaster victims, assistance for the disabled, outreach to the elderly and ill, clothing and shelter to the homeless, and opportunities for underprivileged children. The Salvation Army tracks the level of need across the country with the Human Needs Index.

### **United Way**

National NGO that identifies and resolves pressing community issues and makes measurable changes in communities through partnerships with schools, government agencies, businesses, organized labor, financial institutions, community development corporations, voluntary and neighborhood associations, the faith community, and others.

### **California Office of Emergency Services (CalOES)**

Coordinates the emergency activities of all state agencies in the event of an emergency and utilizes state resources to fulfill mutual aid requests and support emergency operations. Activates the State Emergency Operations Center and Regional Emergency Operations Center (REOC) when needed.

### **Federal Emergency Management Agency (FEMA)**

Supports overall activated of the federal government for incident management, and serves as the coordinating agency for the Volunteer and Donations Management Support Annex to the National Response Framework.

## **2.3 ACTIVATION**

The donations section of the volunteer and donations management plan will be activated through the EOC by the Emergency Operations Director and the Logistics Chief. Reasons for activation may include:

- A local or state emergency proclamation
- A federal declaration of major disaster or emergency
- When shortages of resources require augmentation of support in the form of donations
- A large influx of donations coming in to the YOA

The Donations Manager will work through the Resource Management Unit and Logistics Section to notify those people and agencies tasked with specific implementation roles. Upon plan activation, donation centers will be established to help manage donations.

People wishing to donate physical materials will typically seek out the location where the disaster is occurring, or they may bring donations to their local government. Therefore, it is important to coordinate effective and efficient donations management throughout the Yolo County Operational area.

### **MONETARY DONATIONS**

The Yolo County website has an everyday link where people can submit monetary donations for emergency response via the web, and the Yolo County Department of Financial Services can tailor the site towards a specific disaster upon request. Upon activation of the Volunteer and Donations Management Annex, the Donations Manager will establish a hotline for people to provide monetary donations over the phones. The Donations Manager will coordinate with the Public Information Officer to put information for the hotline and the website on social media and on the Yolo County website. In addition, each Emergency Volunteer Center will have the ability to receive monetary donations in person. All County monetary donations will be dispersed into an account pre-

established by the Yolo County Department of Financial Services. Each of the cities in the OA will also have a pre-established account for receipt of monetary donations that will be managed by the respective financial department for each jurisdiction, and will coordinate with the Yolo County Department of Financial Services as needed.

### **IN-KIND DONATIONS**

The YOA will have pre-established distribution points that can be set up for receipt of donations. Each city will have at least one distribution point, along with one at the Tribe (see Appendix X for locations and contact information). In addition to the distribution points throughout the YOA, Yolo County will establish a warehouse staging area where donations can be stored until they are needed (see Appendix X for location and contact information). Upon activation of the Volunteer and Donations Management Annex, the Donations Manager will activate the distributions points throughout the OA, as well as the warehouse staging area. The Donations Manager will coordinate with the Public Information Officer on distribution of information regarding the distribution points.

Each distribution point will have a Distribution Point Manager that will oversee management and tracking of all donations (see Appendix X for a donations tracking form). The OA warehouse staging area will have a Warehouse Manager that will oversee warehouse operations. The Distribution Point Managers, the Warehouse Manager, and the Donations Manager in the EOC will all work closely together to ensure that all donations are being received and moved effectively and efficiently as needed. Several runners will be utilized to move donations around the OA as needed.

### **MUTUAL AID**

The YOA may request mutual aid from other jurisdictions for staffing and other resources to assist with donations management. Requests should be channeled through the EOC in accordance with the levels of SEMS. See Appendix X for a diagram of the mutual aid process.

### **PUBLIC INFORMATION**

Proper public messaging is critical for limiting the influx of in-kind and goods and for encouraging monetary donations. The Donations Manager should work closely with the Public Information Officer and the Joint Information Center (JIC) to provide consistent messaging to the public about what they can donate and where they can donate. Public information for donating will be posted on the Yolo County web site and will be provided to Sacramento 211. The 211 line utilized by the YOA during an emergency will be a critical source of information for the public. See Appendix X for a donations press release template.

## **2.4 DEMOBILIZATION**

As the level of donations activity decreases, the Donations Manager should work on preparations for demobilization, including deactivation of distribution sites. All excess donations will be stored or distributed to local agencies; food will be distributed by the Yolo Food Bank to local food banks. Lessons learned should be incorporated into an After Action Report, and should be evaluated and reviewed for possible changes to this Annex.

## **SECTION 4: PLAN MAINTENANCE**

This Volunteer and Donations Management Support Annex is developed under the authority of the Yolo County Operational Area.

### **4.1 PLAN UPDATE**

The plan may be modified as needed after an incident, exercise, or change in procedures, law, rules, or regulations pertaining to volunteer and donations management. The Yolo County Office of Emergency Services (OES) is responsible for plan distribution, review, update, testing, training, and how an after action report will be conducted after the plan has been implemented.

### **4.2 PLAN TRAINING AND EXERCISE**

The plan should be tested in applicable local and countywide exercises. The plan may be implemented either by exercise or in response to a real emergency.

### **4.3 AFTER ACTION REVIEW**

The Yolo County OES will conduct an after action review of the plan following activation of the plan or a component of it.

## APPENDIX A: RECORD OF CHANGES

(Note: File each revision transmittal letter behind this record page.)

Version Number	Implemented BY	Date	Approved By	Approval Date	Description of Change
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					





## **APPENDIX C: DONATIONS POINT LOCATIONS AND CONTACT LIST**

### **Winters**

Winters Community Center  
201 Railroad Ave.  
Winters, CA  
(530) 795-4233

### **Yolo County and Woodland**

Yolo County Fairgrounds  
1250 Gum Ave.  
Woodland, CA  
(530) 402-2222

## APPENDIX D: DONATIONS RECORD FORM

**RECORD OF DONATION OFFER**

Call received by: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Donor Name and Information:**

Salutation: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Phone 1: \_\_\_\_\_

Phone 2: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Country: \_\_\_\_\_

 Donated (free)  Goods or  Services Commercial (vendor)  Goods or  Services**Type of Resource:** (e.g., people, food, equipment): \_\_\_\_\_

Category: (e.g., clothing, water, bedding): \_\_\_\_\_

Sub-category: (e.g., shoes, blankets, chairs): \_\_\_\_\_

**Description/Notes:** \_\_\_\_\_

Total Quantity: \_\_\_\_\_ Units (#): \_\_\_\_\_ Measure (e.g., box, each): \_\_\_\_\_

Packaging \_\_\_\_\_ Amount (#): \_\_\_\_\_ Size (e.g., can, dozen, gallon): \_\_\_\_\_

Palletized: Yes No Transportation required: Yes No

Refrigeration required: Yes No Restrictions: Yes No

Resource Location: \_\_\_\_\_

Estimated Value: \_\_\_\_\_ Available until: \_\_\_\_\_

Follow-up required: Yes No Action taken: \_\_\_\_\_

## APPENDIX E: PIO VOLUNTEER PRESS RELEASE TEMPLATE

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT: [City/County/Tribal Public Information Officer]

### How to Volunteer in [jurisdiction]

[jurisdiction] – In response to [XXX disaster], [jurisdiction] has opened a local Emergency Volunteer Center. The Emergency Volunteer Center has information about a variety of community needs and will match people who want to help with appropriate volunteer opportunities.

Volunteers can visit the Emergency Volunteer Center at [location] between [opening time] and [closing time], or they may call [phone number] to learn about current volunteer needs.

## APPENDIX F: PIO DONATIONS PRESS RELEASE TEMPLATE

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT: [City/County/Tribal Public Information Officer]

### How to Donate in [jurisdiction]

[city, state] –[jurisdiction] is encouraging people to make monetary contributions in response to [XXX disaster]. Financial contributions are the best way to help residents affected by the disaster and enables community-based organizations to give help where it is needed as quickly as possible. Donations can be made directly to [jurisdiction] by visiting the [jurisdiction] donation [webpage](#) or by calling [phone number]. Monetary donations for disaster response and recovery efforts are tax-deductible in [jurisdiction].

At this time, there is [no request for specific donated goods OR request for XXX]. If you have goods you would like to donate, please visit your nearest donation point (see list and map below) and your donation will be registered. [jurisdiction] encourages people not to send unsolicited donations to the disaster area. Unsolicited donations may not reach the proper people or their current needs.

[attach donation point list and map]

## APPENDIX G: MEMORANDUMS OF UNDERSTANDING

HandsOn Sacramento

Yolo Food Bank

**MEMORANDUM OF UNDERSTANDING BETWEEN HANDSON SACRAMENTO  
AND THE COUNTY OF YOLO**

This Memorandum of Understanding ("MOU") is made by and between The Regional Center for Volunteerism/HandsOn Sacramento and the County of Yolo, and is entered effective as of the date of the last signature below with respect to the following recitals:

**RECITALS**

- A. Disasters may overwhelm the personnel capabilities of the County of Yolo to manage volunteers, necessitating the need for assistance.
- B. HandsOn Sacramento is the Yolo County Voluntary Organization Active in Disaster (VOAD) tasked with the provision of volunteer management services as requested. HandsOn Sacramento can service an emergency volunteer center in a disaster.
- C. References and authorities:
  - California Emergency Services Act, §8657
  - Disaster Service Workers Volunteer Program Regulations, Cal. Code of Regs. Title 19, §2570-2733.3
  - Good Samaritan Act, Cal. Health and Safety Code §1799.102
  - Volunteer Protection Act of 1997, U.S. Public Law 105-19
  - California Private Non-Profit Organization Assistance Program; Title 19, Division 2, Chapter 6, Article 2 of the California Code of Regulations §2994
- D. Definitions:
  - Emergency Volunteer Center - A centralized clearinghouse established to increase the capacity of communities to coordinate spontaneous volunteers during disaster response and recovery activities.
  - Voluntary Organization Active in Disaster - A coalition of (usually not-for-profit, faith-based, government) second responder organizations in the United States.
  - Disaster Service - All activities authorized by and carried out pursuant to the California Emergency Services Act.

**AGREEMENT**

- 1. This MOU is intended to identify the roles and responsibilities of the participating parties and does not provide for monetary compensation from the County of Yolo. However, if HandsOn Sacramento receives a written request to respond to a state declared disaster in the County of Yolo that incurs extraordinary costs associated their response, HandsOn Sacramento would likely apply for reimbursement through the State of California Private Non-Profit Organization Assistance Program.
- 2. HandsOn Sacramento agrees to assist the County of Yolo with the management of volunteers in the Yolo Operational Area when requested, including but not limited to



staffing an emergency volunteer center; maintaining a volunteer database; and maintaining an informational website.

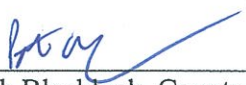
3. The County of Yolo will notify HandsOn Sacramento when this agreement is activated because of a disaster situation that may bring in volunteers.
4. This Agreement constitutes the entire agreement between the County of yolo and HandsOn Sacramento and supersedes all prior negotiations, representations, or agreements, whether written or oral. In the event of a dispute between the parties as to the language of this Agreement or the construction or meaning of any term hereof, this Agreement shall be deemed to have been drafted by the parties in equal parts so that no presumptions or inferences concerning its terms or interpretation may be construed against any party to this Agreement.
5. This MOU shall have a three year term with automatic renewal. Should any party believe that changed circumstances warrant termination of this MOU or that another party is not abiding by the terms and spirit of this MOU, it will notify the other parties in writing prior to the first day of each calendar year to provide an opportunity to discuss concerns. Any party may withdraw from this MOU on 30 days written notice to the other parties. The withdrawal of one party will not terminate the MOU, but the remaining parties may elect to modify the terms of the MOU to reflect changed circumstances. The MOU may be terminated at any time upon agreement of all who remain a party to the MOU.
6. This MOU itself is not confidential and, upon execution, is subject to disclosure under the Public Records Act. Should any party receive a Public Records Act request for documents considered confidential under this MOU, that party will give notice to the other parties prior to responding to the request.
7. Liability and insurance. All employees of the County of Yolo are registered as Disaster Service Workers and are insured under the Yolo County Public Agency Risk Management Insurance Authority.
8. HandsOn Sacramento is a referral or intermediary agency. All volunteers who register via HandsOn Sacramento and are referred to a volunteer assignment at a government entity in the County of Yolo will fall under the Disaster Service Worker umbrella and are insured under the State Compensation Insurance Fund as required by the California Labor Code.  
  
All volunteers who register via HandsOn Sacramento and are referred to a volunteer assignment at a non-profit and/or faith-based organization will fall under the liability insurance of that entity.
9. All parties will conduct annual training and exercise on their roles and responsibilities related to this MOU.



IN WITNESS WHEREOF, the parties have executed this Agreement as of the day and year set forth below.

YOLO COUNTY

THE REGIONAL CENTER FOR  
VOLUNTEERISM/HANDSON  
SACRAMENTO

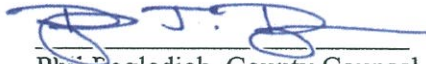
By   
Patrick Blacklock, County Administrator

By   
Richard Abrusci, President/CEO

Date 11/15/18

Date 25 October 2018

Approved as to Form:

  
Phil Fogledich, County Counsel