

**EMERGENCY SUPPORT FUNCTION #7
RESOURCE SUPPORT**

ESF COORDINATOR: **Administrative Services Director**

LEAD AGENCY: **Administrative Services
(Finance and Human Resources)
Emergency Management Department**

SUPPORT AGENCIES: **Emergency Operations Center
All Departments
City of Snoqualmie Registered Volunteers
Washington Association of Volunteer Organizations Active in
Disasters (WAVOAD)
Zone 1 Emergency Coordinator
King County Emergency Coordination Center**

I. INTRODUCTION

A. Purpose

The purpose of ESF #7 – Resource Support is to assist the City of Snoqualmie (City), Emergency Operations Center (EOC), City Departments, and other organizations requiring administrative resource support prior to, during and/or after a disaster or emergency situation.

B. Scope

Resource support consists of emergency relief supplies, facility space, office equipment, office supplies, telecommunication, contracting services, transportation services (in accordance with ESF #1 – Transportation), security services, and personnel required to support immediate response activities. ESF #7 provides support for requirements not specifically identified in other ESF's, including excess and surplus property. Resource support may continue until the disposition of excess and surplus property, if any, is completed. Volunteer and Donation Management will also be covered under this ESF.

C. Situation

1. A public emergency or other significant event may be of such severity and magnitude as to require City response and recovery assistance to field efforts to save lives and protect property.
2. Critical resource shortages may include power, fuel in winter and potable water in times of drought, or water supply interruption or as a secondary

effect of flooding. There will be shortages in the local area of a wide variety of supplies necessary for emergency population survival, such as cots, sheets, blankets, pillows, tents for temporary shelter, and plastic and paper items for mass feeding. This support is generally provided to ESF #6—Mass Care.

D. Assumptions

1. The probable shortage of a critical resource may be known to government officials in advance of the actual shortage, allowing measures to be undertaken in order to lessen the impact. In some cases, shortages will occur completely without warning.
2. Local businesses and organizations are willing, whenever possible, to assist the community and the government during a period of resource shortage, particularly following a large-scale disaster.
3. Agency and departmental critical resources lists are fundamental to the effective response of the government to public emergency activations. Procurement transactions, pricing, and vendor relationships need to be established prior to events requiring activation of the Emergency Operations Center (EOC). Protracted procurement processes may result from insufficient or nonexistent critical resource lists.
4. Federal government assistance will be requested to supply unmet needs of response agencies.
5. Donations management response activities may be necessary before a public emergency declaration, and hence, require rapid coordination to mitigate potential donations problems in the response phase of disaster operations.
6. In the event of a public emergency causing large-scale loss of life and destruction of property, donors will offer assistance of virtually any kind, including cash, goods, equipment and loan of equipment, and the services of individuals.
7. Offers of assistance will be made directly to all levels of government (Federal and local) as well as to voluntary organizations.
8. In less-than-large-scale or “high-visibility” public emergencies, donations management will be handled by voluntary organizations with or without Federal or local jurisdiction involvement.

E. Policies

1. All activities within ESF #7 – Resource Support will be conducted in

- accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS).
2. Primary resource support responsibilities will be coordinated by the Finance Department (Finance) and the Human Resources Department (HR).
 3. ESF #7 provides support for requirements not specifically identified in other ESFs, including excess and surplus property. Resource support may continue until the disposition of excess and surplus property, if any, is completed.
 4. Support departments furnish resources to help meet ESF #7 requirements, including procurement personnel necessary to establish operations effectively at the EOC.
 5. In accordance with RCW 38.52.990 (9), in responding to a disaster, the Mayor or designee is directed to utilize the services, equipment, supplies and facilities of existing departments, offices and agencies of the state, political subdivisions and all other municipal corporations thereof including but not limited to districts and quasi municipal corporations organized under the laws of the State of Washington to the maximum extent practicable and the officers and personnel of all such departments, offices and agencies are directed to cooperate with and extend such services and facilities upon request notwithstanding any other provision of law.
 6. As a signatory to the Regional Disaster Framework (RDF), the City will conduct activities in accordance with the RDP whenever possible.
 7. Departments will utilize their personnel to the maximum extent possible; including use of personnel not assigned emergency responsibilities. The Human Resources Department is responsible for human resource activities within the City and as such, may assist other departments in identifying and designating employees and emergency workers to assist in disaster response and recovery. It may be necessary to hire temporary employees to meet staffing requirements.
 8. City departments, although retaining responsibility for the day-to-day supervision of their work force, should coordinate their personnel needs with the Administrative Services Department. Since non-essential activities may be canceled during an emergency, City employees may be required to work either overtime or “out of class” and shall be compensated in accordance with existing compensation policies. Requirements of the Fair Labor Standards Act (FLSA) shall apply.

9. When possible, all procurement will be supported by a written justification. However, the urgency associated with a resource need may necessitate verbal tasking directly from the Command Staff. In such situations, the Resource Unit of the Planning Section will document who is requesting the procurement and the reason for the request. The Resource Unit will also work with the contract and procurement office, in the Finance Section, to have and maintain a written inventory of resources obtained from the various operational departments within the City that are most likely to be needed in a public emergency. This list will be maintained as a separate document from the EOP in order to keep it current.

II. CONCEPT OF OPERATIONS

A. General

1. The City may not have all of the resources, either in type or quantity that may be required to combat the effects of all potential hazards during a disaster.
2. City departments and support agencies will perform tasks and expend resources under their own authorities in coordination with the EOC, including implementation of mutual aid agreements, as applicable, in addition to tasks received under the authority of this plan.
3. When an event requires a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills relevant to the type of event. The individual will advise and/or direct operations within the context of the Incident Command System structure.

B. Organization

1. The primary determination of resource needs is made by operational elements at the field level and coordinated through the EOC. Requests for resources flow upward and are tracked at the EOC. City resources will provide the primary source of personnel, equipment, materials, and supplies. Support that cannot be provided from City resources will be secured through direct procurement, donations, or mutual aid.
2. Resource requirements beyond the capacity of the City will be coordinated through the Zone 1 Emergency Coordinator (Zone 1 EC) and the King County Emergency Coordination Center (KC ECC). Requests will be

handled on a case by case basis and allocation will depend on availability of both the resource and a means of delivery.

3. The EOC will have available, or have immediate access to, resource and vendor lists for the most commonly used or anticipated resources to combat a given hazard.
4. Each City department shall develop and maintain a list of department resources and local contractors/suppliers from which to obtain resources. Pre-existing inventories of the community's resources and procedures regarding their use contributes significantly to the successful and efficient response to and recovery from major emergencies.
5. The EOC Manager or designee will designate a City representative to coordinate personnel needs, maintain liaison with volunteer organizations, and provide information to assist the City's employees with obtaining disaster assistance.
6. The City will commit all resources necessary to protect lives and property and to relieve suffering and hardship, whenever possible.
7. Additional personnel resources may be available through agreements with schools, colleges, private businesses and labor organizations. Requests for additional assistance will be coordinated with the EOC.
8. To the maximum extent possible, the continued operation of a free market economy using existing distribution systems will be utilized.
9. Mandatory controls on the allocation, utilization or conservation of resources can be used when necessary for the continued protection of public health, safety and welfare. Whenever possible, voluntary controls are preferred.
10. A Base may be established to coordinate and administer logistical functions of an incident. Per ICS, there will be only one Base per incident.
11. A Staging area will be identified by EOC and field personnel to provide a location for the assembly and assignment of resources. There may be more than one staging area based on the needs of the incident.
12. Volunteers will become an important resource in the event of a disaster. All Registered Volunteer Emergency Workers (VEW) must report to the staging area for assignments. Any person wanting to volunteer, who is not already registered with the City as a VEW, must report to the staging area for temporary registration and assignment. A representative of the City's

Emergency Management Department will be assigned to register temporary VEWs and activate VEWs as instructed by the Incident Commander (IC) or the EOC Manager. If no Staging area is established, then this function will be managed from the EOC.

13. During a disaster, the Emergency Management Department will recruit and register temporary VEWs per WAC 118-04-080. The Director of Emergency Management will be responsible for the coordination of volunteer emergency workers.
14. Prior to a disaster, the Emergency Management/Fire Department will be responsible for registering VEWs utilizing the guidelines provided in WAC 118-04-080. Volunteers will be registered as VEWs and provided identification cards which will include a classification (in accordance with WAC 118.100) appropriate to their qualifications (Appendix A - Emergency Worker Guidelines).
15. During a disaster, the Logistic Section will assist with recruiting and registering temporary VEWs per WAC 118-04-080 if the need is identified. The Emergency Management Director and the Administrative Services Director will serve as advisors concerning the coordination of VEWs.
16. Volunteers will become an important resource in the event of a disaster. All Registered Volunteer Emergency Workers (VEW) must report to a designated staging area for assignments. Any person recruited to volunteer, who is not already registered with the City as a VEW, must report to the staging area for temporary registration and assignment.
17. During a disaster the EOC may designate a Volunteer Coordinator, who will manage the Volunteer Management Program (VMP), arrange for supervision of key volunteer personnel, act as the Volunteer Management Liaison in the Logistics' Section of the EOC and coordinate the efforts of volunteer groups and local government.
18. The EM Director or designee will assist the Volunteer Coordinator and/or Logistics' Section in determining the Knowledge, Skills, Abilities, and Certifications that volunteers must have in order to assist with response and recovery.
19. It may become necessary for the City to distribute large quantities of needed items to their citizens after a disaster. Examples of this may be ice, water, and food. This will be coordinated with the KCECC and the Logistics Section of the Washington State Department of Emergency Management. A Point of Distribution (POD) will need to be identified, staffed, and set up. The City's EM Director, the Public Works Director,

and available staff will assist with coordination of the establishing and staffing of the POD. If a Point of Distribution (POD) is needed, consult with CEMP - ESF 11 App A for possible locations to set up a POD.

20. It may also become necessary to deal with the donations of goods or funds. Appendix G will outline the Cities policy on Donation Management. Donation Management will be coordinated between the Logistics Section and Finance/Administrative Section in the EOC.

C. Actions

a. Preparedness

1. Prepare and maintain emergency operating procedures, resource inventories, venter information, personnel rosters and resource mobilization information necessary for implementation of the responsibilities of the lead agency.
2. Maintain a list of City assets that can be deployed during an emergency; refer to the NIMS Resource Typing in organizing these resources, if applicable.
3. Assign and schedule sufficient personnel to implement identified tasks for an extended period of time.
4. Ensure lead agency personnel are trained in their responsibilities and duties.
5. Develop and implement emergency response strategies relating to Resource Support.
6. Develop and present training courses for staff assigned to EOC supporting the Resource Unit, Logistics and Finance/Administrative Sections.
7. Maintain liaison with other cities/counties support agencies.
8. Conduct All Hazards exercises involving the above assigned EOC staff.
9. The City will address planning issues on an ongoing basis to identify response zones, potential staging areas, and specific requirements. This includes addressing Volunteer and Donations Management.

b. Response

1. Coordinate operations at the Snoqualmie EOC and/or at other locations as

required.

2. Develop, prioritize and implement strategies for the initial response to EOC requests.
3. Establish communications with appropriate field personnel to ensure readiness for timely response.
4. Participate in EOC briefings, development of Incident Action Plans and Situation Reports, and meetings.
5. Coordinate with support agencies, as needed, to support emergency activities.
6. Obtain other resources through the Statewide Emergency Management Mutual Aid, WAMAS, and Assistance Agreement and/or the Regional Mutual Aid Agreements, like the King County Regional Coordination Framework for Disasters and Planned Events.
7. Coordinate with other Jurisdictions' like functions to obtain resources and facilitate an effective emergency response among all participating agencies.
8. Monitor and direct volunteer and donations resources and response activities to include prepositioning for response/relocation due to the potential impacts of the emergency situation. (See Volunteer Management Plan Appendix F and Donation Management Appendix G).
9. Inventory, update, and maintain a database of offers of services, goods, and monetary donations.
10. Coordinate with other KC ECC to serve as an informational group on the availability and coordination of resources from volunteers and donations.

c. Recovery

The City Administrator may appoint a Recovery Coordinator to manage the City's recovery process and a Recovery Task Force made up of City staff and representatives from key organizations and community groups who have a vested interest in the community's recovery to assist in the recovery process and advise on matters related to recovery. The Recovery Task Force will be dynamic in nature, with involved personnel changing as projects and needs change. The duty of Recovery Coordinator may also be assigned to varying personnel as needed and appropriate. Members of the Administrative Department, like the Finance Officer, may be assigned to assist with the financial aspects of recovery.

d. Mitigation

Mitigation activities for this ESF are covered in the City of Snoqualmie's Hazard Mitigation Plan.

III. RESPONSIBILITIES

A. Lead Agency

1. Administrative Services Department

- a. Provide, direct, and coordinate ESF #7 operations.
- b. Locate and procure resources for the EOC and field operations to support emergency response and recovery or to promote public safety; (See Appendix H Finance Handbook).
- c. Coordinate the transfer of excess personal property and assist in its disposal when requested.
- d. Locate and coordinate the use of available space for incident management activities.
- e. Coordinate and determine the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.
- f. Procure required stock from vendors or suppliers when City resources are unavailable or have been expended.
- g. Coordinate the procurement of communications equipment and services.
- h. Provide support to the EOC for all ESF #7 Resource Support activities.
- i. Provide for the procurement of contractors services when necessary.
- j. Estimate the cost of providing resources, record purchases and track expenditures.
- k. Determine the initial "needs list" for donated goods and to identify operating facilities to be used for donations management, if this function is deemed necessary. Needs assessment is an ongoing process.

2. Emergency Management Department

- a. Provide technical personnel to assist in the identification and recruitment of individuals with specialized occupations needed to support incident response and recovery operations.
- b. Coordinate human resource activities including during a disaster including, but not limited to, hiring temporary workers and registering temporary emergency workers.
- c. Prior to a disaster, coordinate the VEW program within the City, including the registration process and coordinate with the City Police Department for the completion of the background investigation, in accordance with WAC 118.
- d. Develop a pool of personnel resources to be utilized by EOC and field personnel.
- e. During a disaster, complete Form EMD-078 Emergency Worker Daily Activity Report (Appendix 4).
- f. Maintain a supply of VEW registration materials, such as registration cards, identification forms and VEW guidelines.
- g. Provide a representative to the EOC, as needed, to monitor human resources and volunteer status.
- h. Develop a process for the completion and tracking of claims for injuries or invoices (for gas, equipment, etc.) of volunteers, for submission to King County ECC, WA EMD, and/or FEMA.
- i. Maintain emergency contact numbers for city employees and their designated contact utilizing the Employee Emergency Contact Form (Appendix 5).

3. Director of Emergency Management

- a. Pre-disaster - coordinate the VEW program, within the City, including the registration process and background investigation, in accordance with WAC 118.
- b. Maintain relationships with Volunteer Organizations' like the American Red Cross, Washington Association of Volunteer

Organizations Active in Disasters (WAVOAD), and Salvation Army,

- c. Develop relationships with Faith-based organizations to access their facilities, vehicles, and volunteer base during an emergency.
- d. Maintain a database of all registered Volunteer Emergency Workers and their training.
- e. Identify staging areas for donations, given the location, scope, and magnitude of the event.
- f. Consider appointing a Donations Coordinator to evaluate creating Donations Coordination Team and/or Center, as available staffing and resources allow.

B. Support Agencies

1. Emergency Operations Center

- a. Coordinate requests for resources through the Zone 1 ECC and/or KC ECC.
- b. Coordinate resources with other jurisdictions through mutual aid agreements.
- c. During a disaster, contract with vendors to improve the response and recovery efforts within the City.
- d. Coordinate the allocation, utilization and/or conservation of resources.
- e. Ensure that information is recorded and maintained for future use in submitting claims for assistance and processing invoices for payment.
- f. Evaluate situations in which volunteers, that are already trained and registered (i.e. CERT members, RACES/ARES members), can be utilized.
- g. If additional volunteers are needed, the first choice is to contact established volunteer agencies to identify possible volunteers that have already been vetted. Agencies like the American Red Cross, Washington Association of Volunteer Organizations Active in Disasters (WAVOAD), and some Faith-based organizations are potential organizations with established volunteer populations. If

still more are needed, coordinate with the Public Information Officer (PIO) to advertise for volunteers that have the necessary skills and with Human Resources to ensure all application and record check requirements are completed.

- h. If spontaneous volunteers are needed, utilize CEMP ESF 7 Appendix F for implementation of Volunteer Management Plan.
- i. Contact the Washington Association of Volunteers Active in Disasters to assist with the recruitment of volunteer resources, if additional resources are needed.
- j. Coordinate with the State of Washington Department of Emergency Management if a Point of Distribution (POD) is opened for mass distribution of supplies.

2. All Departments

- a. Develop departmental resource management standard operating procedures.
- b. Coordinate resources with other agencies and volunteers in order to maintain adequate reserves.
- c. Identify resource distribution and storage areas.
- d. Estimate costs of providing resources.
- e. Assess impact of emergency on available resources and identify repair, maintenance and replenishment needs.
- f. Develop procedures to utilize all City staff for emergency assignments, noting essential and non-essential employee categories, and identify staff that could be released to assist other departments.

3. Zone 1 ECC

- a. Establish protocols and procedures for resource sharing for jurisdictions and organizations within Zone 1.
- b. Provide staff to the Zone 1 ECC when the Regional Disaster Framework has been activated by a jurisdiction within Zone 1.
- c. Establish coordination between and among the jurisdictional EOCs

within the Zone.

- d. Receive, process and coordinate incoming requests for additional resources from jurisdictions within Zone 1.
- e. Coordinate with King County ECC and all jurisdictions in Zone 1 for the dissemination of incoming resources to insure equitable distribution of resources.

4. King County ECC

- a. Receive, process and coordinate incoming requests for additional resources from jurisdictions within Zone 1.
- b. Coordinate the dissemination of incoming resources with all jurisdictions within the County to insure equitable distribution of resources.
- c. Submit and coordinate requests for additional resources to the WA EMD.

IV. APPENDICES

- A. Volunteer Emergency Worker Registration Guidelines
- B. Volunteer Emergency Worker Registration Card
- C. Volunteer Emergency Worker Identification Card (Used of paper form is needed)
- D. Form EMD-078 Emergency Worker Daily Activity Report
- E. Employee Emergency Contact Information
- F. Volunteer Management Plan (VMP)
 - May utilize the Volunteer Reception Center (VRC) Standard Operating Procedures (SOP) from Regional Catastrophic Disaster Planning (RCDP) Group.
- G. Donation Management Plan (DMP)
- H. Finance Handbook

V. REFERENCES

- A. RCW 38.52 Emergency Management
- B. WAC 118 Emergency Management

APPENDIX A

Volunteer Emergency Worker (VEW) Registration Guidelines

Registration (WAC 118-04-080)

Registration is a prerequisite for eligibility of emergency workers for benefits and legal protection under chapter 38.52 RCW.

- (1) Emergency workers shall register in their jurisdiction of residence or in the jurisdiction where their volunteer organization is headquartered by completing and filing an emergency worker registration card with the local emergency management agency.
 - (a) The information provided during registration may be used by local authorized officials to conduct criminal history and driving record background checks.
 - (b) Failure to truthfully respond to statements set forth on the registration form may result in the denial of registration, revocation of registration as an emergency worker, or denial of compensation for claims or damage.
 - (c) Registration and subsequent issuance of an emergency worker identification card shall be at the discretion of the local emergency management agency director. Denial of registration should only be made for cause.
 - (d) Each emergency worker shall be assigned to an emergency worker class as listed in WAC 118-04-100 in accordance with their skills, abilities, licenses, and qualifications.

- (2) An employee of the state or of a political subdivision of the state who is required to perform emergency duties as a normal part of their job shall be considered as registered with the local emergency management agency in the jurisdiction in which they reside.
 - (a) When such individuals are outside the jurisdiction of their employment during a disaster or emergency, except when acting under the provisions of a mutual aid agreement, they should report to the on-scene authorized official and announce their capabilities and willingness to serve as a volunteer during the emergency or disaster. These individuals will be afforded the same protection as all other emergency workers.
 - (b) Such individuals, including volunteer fire fighters enrolled under chapter 41.24 RCW, shall not be eligible for compensation as emergency workers when, during an emergency or disaster, they are performing their normal duties in the geographic area they are normally assigned to work or in another geographic area under the provisions of a mutual aid agreement

- (3) Temporary registration.
 - (a) Temporary registration may be authorized:
 - (i) In those emergency situations requiring immediate or on-scene recruiting of volunteers to assist in time-critical or life-threatening situations.
 - (ii) In those training or exercise situations where certain duties can be performed by persons who have no permanent and specific emergency worker assignments and who are not registered emergency workers but whose participation may be essential or necessary for the conduct of the training or exercise activity such as persons serving as disaster victims during a medical exercise.
 - (b) Persons shall be temporarily registered during the period of service if they have filled out a temporary registration card, which includes name, date of birth, and address, as well as information describing the emergency, training, or exercise function they participated in, and the date and time they were involved in these activities, are issued a temporary identification card, and have reported to and are under the control and supervision of an authorized official operating under the provisions of chapter 38.52 RCW.
 - (c) When the lack of available time or resources precludes the completion of separate temporary registration and identification cards for each person, entry of the person's name, assignment, date and times of work, total hours worked, and miles driven (if applicable) on an emergency worker daily activity report, Form EMD-078 or equivalent, shall suffice until such time as the required forms can be completed. In these cases, the emergency worker's date of birth shall be used in lieu of an emergency worker identification card number in the appropriate block on the Form EMD-078.
 - (d) Period of service:
 - (i) The period of service for persons temporarily registered shall commence no earlier than the date and time of issuance of an emergency management division mission, evidence search mission, or training event number.
 - (ii) The period of service for persons temporarily registered shall terminate no later than the termination date and time of the emergency management division mission, evidence search mission, or training event number.
- (4) Any citizen commandeered for service in accordance with RCW 38.52.110 shall be entitled, during the period of this service, to all privileges, benefits and immunities provided by state law and state or federal regulations for registered emergency workers so long as that citizen remains under the direction and control of an authorized official. Such persons should complete temporary registration at the scene in order to facilitate the processing of any claim that may result from that service.

- (5) Animals, such as dogs and horses used in search and rescue and other disaster response may be registered with the local emergency management agency.
 - (a) The purpose of this provision is to support those instances where a search dog or other animal must be transported on commercial aircraft. Registration as an emergency search and rescue animal will aid the airline in determining the proper method of transporting the animal.
 - (b) Registration of an animal also will facilitate the processing of claims for that animal should it become injured or killed during a training event or mission.

Classification of Emergency Workers *(WAC 118-04-100)*

The following classes of emergency workers and the scope of duties of each class are hereby established.

- (1) **Administration** includes, but is not limited to, technical, administrative, and clerical services and may involve recruiting, coordinating, and directing any emergency support activities.
- (2) **Aviation** includes duties performed by pilots licensed by the Federal Aviation Administration, operating Federal Aviation Administration approved aircraft, in support of emergency management activities. No compensation will be provided under chapter 38.52 RCW for those activities of air search which are the statutory responsibility of the Washington State Department of Transportation, Aviation Division.
- (3) **Communications** includes, but is not limited to, any emergency communications activities carried out in accordance with approved state or local emergency operations and communications plans.
- (4) **Engineering** includes, but is not limited to, structural, lifeline, electrical, civil, or mechanical engineering activities, inspection services, structural stability evaluation, and other emergency engineering-related activities such as construction, closure, demolition, repair, and maintenance of highways, roads, streets, bridges, as well as all types of buildings and facilities.
- (5) **Fire service** includes, but is not limited to, assisting fire fighting forces or agencies in both urban and rural areas, rescuing persons or protecting property, instructing residents regarding fire prevention, providing emergency information to individual citizens about methods of detecting fires and precautions to be observed to reduce fire hazards. This class does not include volunteer fire fighters enrolled under and while in the performance of duty under chapter 41.24 RCW.
- (6) **General** includes, but is not limited to, duties which can be performed by persons

without permanent specific emergency assignment. These emergency workers may include personnel who are not ordinarily a part of an emergency response organization and who do not have any specific training or qualifications, but whose participation is essential to a specific emergency operation such as conducting sandbagging operations during a flood. These persons may be necessary for training or exercise activities such as serving as disaster casualties. These personnel shall register as temporary emergency workers for the period of time they are participating in emergency activities.

- (7) **Hazardous materials** includes, but is not limited to, hazards materials incident response duties, such as planning and coordination of response resources conducted in accordance with approved state or local emergency operations and hazardous materials plans.
- (8) **Law enforcement** includes, but is not limited to, securing compliance with local, state, and federal laws, in a manner consistent with chapter 38.52 RCW, and assisting law enforcement officers with administrative and non-enforcement functions for the purpose of relieving commissioned personnel to carry out their enforcement duties.
- (9) **Mass care** includes, but is not limited to, the provision of food, clothing, and lodging in mass care centers for persons whose homes have been destroyed or have been made temporarily uninhabitable by emergency or disaster, evacuation service for other than medical cases, registration and information, health and welfare inquiries, provision of temporary housing, counseling performed by qualified counselors, and other necessary assistance to disaster victims. It includes all duties required by current shelter management guidelines and procedures published in approved state or local emergency operations and shelter plans.
- (10) **Medical** includes, but is not limited to, medical and surgical field teams, triage, general emergency and mobile hospitals, nursing service, first aid and ambulance service, sanitation, mortuary and laboratory service, medical-related radiological monitoring, precautionary measures for biological or chemical incidents, identification of sick and injured, and other medical and health services. This class also includes critical incident stress debriefing teams.
- (11) **Public education** includes, but is not limited to, duties involving public education and informational activities necessary to keep the public informed during an emergency or disaster as well as activities designed to prevent persons from becoming lost or injured during wilderness or other outdoor activities.
- (12) **Radiological** includes, but is not limited to, radiological monitoring, gathering and evaluating radiological data, providing technical guidance concerning radiological decontamination operations, reporting, and planning duties that are in accordance with approved state or local emergency operations and radiological emergency plans.
- (13) **Search and rescue** includes, but is not limited to, duties involving searching for, rescuing, or recovering by means of ground, marine, or air activity any person who

becomes lost, injured, or is killed while outdoors or as a result of a natural, human-caused, or technological disaster. These duties include instances involving searches for downed aircraft when ground personnel are used. This class includes urban search and rescue activities.

- (14) **Supply** includes, but is not limited to, procurement, warehousing, staging, sorting, and release of supplies, equipment, and materials required during a mission, emergency, or disaster.
- (15) **Training** includes, but is not limited to, all activities, public and private, relating to the education process and proficiency skill building for the enhancement of emergency preparedness under the concept of comprehensive emergency management, including but not limited to, specific courses, workshops, seminars, exercises, volunteer training activities, which includes the administration, reporting, and maintaining of appropriate records.
- (16) **Transportation** includes, but is not limited to, the planning, organizing, maintaining, operating, and coordinating available means of transportation for the movement of supplies, evacuees, personnel, service animals, livestock, and equipment.
- (17) **Underwater diving** includes, but is not limited to, the duties of underwater diving on any mission or training event. Workers serving in this capacity shall be certified in accordance with recognized national standards and shall provide proof of this certification to the local authorized official prior to conducting the task assigned.
- (18) **Utilities** includes, but is not limited to, assisting utility personnel in the repair of water, gas, electric, telephone, telegraph, steam, sewer, and other utility facilities.

Personal Responsibilities of Emergency Workers *(WAC 118-04-200)*

- (1) Emergency workers shall be responsible to certify to the authorized officials registering them and using their services that they are aware of and will comply with all applicable responsibilities and requirements set forth in these rules.
 - (a) Emergency workers have the responsibility to notify the on-scene authorized official if they have been using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
 - (b) Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of or while using narcotics or any illegal controlled substance is prohibited.
 - (c) Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of alcohol is prohibited.

- (d) Emergency workers participating in any mission, training event, or other authorized activity shall possess a valid operator's license if they are assigned to operate vehicles, vessels, or aircraft during the mission unless specifically directed otherwise by an authorized official in accordance with RCW 38.52.180. All emergency workers driving vehicles to or from a mission must possess a valid driver's license and required insurance.
 - (e) Use of private vehicles, vessels, boats, or aircraft by emergency workers in any mission, training event, or other authorized activity without liability insurance required by chapter [46.29](#) RCW is prohibited unless specifically directed otherwise by an authorized official in accordance with RCW 38.52.180.
 - (f) Emergency workers shall adhere to all applicable traffic regulations during any mission, training event, or other authorized activity. This provision does not apply to individuals who have completed the emergency vehicle operator course or the emergency vehicle accident prevention course and who are duly authorized under state law to use special driving skills and equipment and who do so at the direction of an authorized official.
- (2) Emergency workers have the responsibility to comply with all other requirements as determined by the authorized official using their services.
 - (3) When reporting to the scene, emergency workers have the responsibility to inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. Emergency workers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
 - (4) Emergency workers have the responsibility to check in with the appropriate on-scene official and to complete all required recordkeeping and reporting.

Emergency Worker Duty Status (WAC 118-04-220)

Emergency workers are considered to be on duty when they are performing their duties during a mission, evidence search mission, or training event authorized by the emergency management division and they are under the direction and control of an authorized official.

In no event shall a public agency, other than an authorized organization as defined in these rules, use the services, including for training, of an emergency worker unless the agency has received the prior approval of the emergency management division director. Emergency management division approval shall set forth the time and purpose of the activity and the proposed use of the emergency worker.

APPENDIX B

Volunteer Emergency Worker (VEW) Identification Card

(FRONT)

Example: Personnel Badge Templates



(BACK)



King Count RECC has a rapid-tag program that can be deployed in a disaster situation. These tags are an excellent resource to log and provide credentials for spontaneous volunteers. The following is a description of the rapid tag format:



APPENDIX C

Form EMD-078: Emergency Worker Daily Activity Report

CITY OF SNOQUALMIE STATE OF WASHINGTON EMERGENCY WORKER DAILY ACTIVITY REPORT											
County in which mission/incident took place:				King				Mission/Incident Number:			
Mission/Incident Name:								Date From:		Date To:	
Unit Name:											
Unit Address:											
EMERGENCY WORKER NAME	CARD No.	ASSIGNMENT OR TEAM	DATE		DATE		DATE		TOTAL HOURS	ROUND TRIP MILES (DRIVER)	
			IN	*OUT	IN	*OUT	IN	*OUT			
1.											
2.											
3.											
4.											
5.											
6.											
7.											
8.											
9.											
10.											
11.											
12.											
13.											
14.											
15.											
16.											
17.											
18.											
19.											
20.											
* The time a person could reasonably have expected to reach home without stopping enroute.											
TOTAL PERSONNEL:				TOTAL HOURS:				TOTAL MILEAGE:			
THIS FORM MUST BE SIGNED BY LOCAL EMERGENCY MANAGEMENT DIRECTOR/COORDINATOR OR EOC MANAGER.											
<i>By my signature below, I certify that these persons did participate in this mission/incident:</i>											
Print Name and Title						Signature					
EMD - 078 (02/00)											



Appendix D

EMPLOYEE EMERGENCY CONTACT INFORMATION

As an employee working for a municipal agency, you may be asked to assist the entire community and remain on the job or come into work to help operate the Emergency Operations Center (EOC) and to perform other duties. Or, in some instances, you may not be able to get home right away if the event occurs during your work hours. We will need your contact information immediately available in order to facilitate this. We also realize that during this time employees will be far more productive and at ease if they know that their loved ones are safe. Therefore, in the event of an emergency, we have created a record keeping system to help us locate you and check family members. You are required to update this form with HR when information changes.

Employee: _____

Spouse or Other Person Contacted? **Yes**

Where are they? _____

Are they OK? _____

What is their action plan? (Stay put, come to work location, get children, etc.) _____

No Attempt Time: 1. _____ **Initials:** _____

2. _____ **Initials:** _____

3. _____ **Initials:** _____

Personal Out of State Contact: _____ **Phone:** _____

Email Address Contact:

Contacted? **Yes Time:** _____

APPENDIX E

Volunteer Management Plan (VMP)

I. PURPOSE, SCOPE, SITUATIONS AND ASSUMPTIONS

A. Purpose

This Volunteer Management Plan (VMP), provides guidance for the departments and agencies within the City of Snoqualmie, with the purpose of outlining the concept of operations, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and governments to manage spontaneous, unaffiliated volunteers in the aftermath of a disaster event.

When a major or catastrophic event occurs and the City of Snoqualmie may activate the VMP, this plan will activate to prescribe the activities taking place in the City of Snoqualmie. Activities described in this plan will be coordinated with the Regional Volunteer Reception Center (VRC), as established by the King County Emergency Coordination Center (KC ECC) and their Volunteer Management Supervisor (VMS) to ensure proper placement and utilization of spontaneous volunteers across the affected region.

This plan complements the efforts of the Puget Sound Regional Catastrophic Planning.

B. Scope

This Plan applies to all departments and personnel of the City of Snoqualmie along with the private sector, volunteer organizations, and community members. This VMP also governs support agencies that respond within the City of Snoqualmie to a disaster or emergency and that have responsibility involving the recruitment, processing, assignment, and/or management of volunteers.

C. General Policy

1. General

- a. The City of Snoqualmie is subject to the effects of many disasters, varying widely in type and magnitude. The impact of these disasters can be felt across the local community, regionally, and even across the State.
- b. The City of Snoqualmie Hazard Mitigation Plan (HMP) covers in detail the types of hazards that are specific to Snoqualmie.
- c. Disaster conditions resulting from natural phenomena or from technological threats, or a combination of any of those hazards, could result in the need for volunteers to assist in response and recovery activities.

2. Volunteers

- a. The City of Snoqualmie does not wish to operate or change an organization's system to recruit, train, or background check volunteers who are affiliated with a recognized volunteer organization.
- b. The City of Snoqualmie, does, however, reserve the right to coordinate these efforts within the City of Snoqualmie. This includes restricting and/or modifying:
 - i. The locations in which volunteers may work.
 - ii. The types of Personal Protective Equipment (PPE) that is necessary to be used.
 - iii. The types of task that Volunteers may do.
 - iv. The amounts and types of training, knowledge, skills, abilities, and certification that Volunteers are required to have.
 - v. Volunteers to be able to communicate adequately utilizing verbal and written English.
- c. All spontaneous volunteers who are not affiliated with a recognized volunteer organization must acquire a Volunteer Emergency Worker Credential to provide volunteer services after a disaster. During an event, an assigned Emergency Management/Fire department will work to credential all new Volunteer Emergency Workers. Emergency Worker Credentials are approved by the City of Snoqualmie's Office of Emergency Management.
- d. All spontaneous volunteers must check in at the designated staging area. If a Volunteer Reception Center (VRC) is opened in King County, volunteers can be directed to go to one of those centers. The Reception Center may be identified after the event and after facilities have been assessed and deemed safe to operate from and adequate supplies and resources are available to operating a Volunteer Reception Center.
- e. Additional requirements or assessments of volunteers may be necessary to meet jurisdictional or legal requirements or needs. For assistance with this the VMS will consult with the Administrative Services Department so that knowledge, skills, and abilities are assessed for proper placement with needed tasks to be accomplished, as reasonably possible.
- f. Recognized local and national volunteer organizations have been recruiting, training, credentialing, and background checking volunteers for many years. These volunteer organizations are skilled in the volunteer management process, and they should be the first source for processing and managing volunteers after a major emergency or catastrophic disaster, if possible.
- g. Volunteers outside the local area should be encouraged to work through recognized community, State, or national volunteer organizations where they live. These organizations are capable of receiving volunteers in areas across the State or nation and then providing assistance for a particular disaster.

- h. The City of Snoqualmie has the following Registered Volunteer Disaster Workers organizations that have had criminal back ground check, are trained in their assigned tasks, and are familiar with the city and its polices:
- Snoqualmie / North Bend Community Emergency Response Team (CERT)
 - Snoqualmie Emergency Communications and Support Team (SECAST)
 - Snoqualmie Fire Department Volunteers

D. Planning Assumptions

1. This plan is heavily dependent on the City of Snoqualmie having the resources, personnel, and supplies necessary to coordinate, manage and care for volunteers. Furthermore, it is assumed that the City of Snoqualmie could become quickly overwhelmed and therefore may not be able to safely and reasonable accommodate spontaneous volunteers due, in part, to the limited personnel available in the City of Snoqualmie.
2. If the City of Snoqualmie becomes overwhelmed, and therefore may not be able to safely and reasonable accommodate spontaneous volunteers, they will be heavily dependent on King County ECC and recognized volunteer organizations to supply the vast majority of resources to successfully implement the VPM.
3. An overwhelming number of spontaneous, unaffiliated volunteers will arrive in the impacted area in order to assist with the response and recovery efforts.
4. All City of Snoqualmie staff involved in the management of volunteers may be expected to perform additional duties and responsibilities during disaster and emergency situations.
5. Assistance to the City of Snoqualmie by other response organizations is expected to supplement efforts, in an efficient, effective, and coordinated response, when the City of Snoqualmie determines their own resources to be insufficient.
6. Effective response to a catastrophic incident will occur when local jurisdictions coordinate efforts at the county level. County volunteer liaisons will then coordinate on a regional and state level.
7. Both Federal and State disaster assistance will supplement, not be a substitute for, the response provided by the City of Snoqualmie. This assistance is provided only when jurisdictional resources are clearly insufficient to cope with the effects of the disaster.
8. During a disaster affecting the City of Snoqualmie, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable influx of unaffiliated volunteers.
9. In a catastrophic event, a Federal declaration will occur, which will bring assets from the Federal Government and Non-Governmental Organizations (NGOs). However, we

should assume that they will not be able to get here within the first 72 hours of any catastrophic event.

10. The use of volunteers will require transportation, supplies, direction and possibly shelter. Before taking on the task of taking on spontaneous, unaffiliated volunteers, the City of Snoqualmie will need to ensure they have the capacity and capability to address their needs and can reasonably provide the necessary staffing to coordinate volunteers.
11. Washington State Emergency Management Division will support the region with carrying out volunteer management and coordinate with federal and private agencies.
12. King County Office of Emergency Management will coordinate with federal, state, volunteer and private agencies for the deployment of volunteers within the County.
13. The American Red Cross, Washington Volunteer Organizations Active in Disasters (WAVOAD) and other recognized Volunteer Organizations, will ensure that their volunteers have the proper Knowledge, Skills, and Abilities to perform assigned tasks.
14. The American Red Cross, Washington Volunteer Organizations Active in Disasters (WAVOAD) and other recognized Volunteer Organization will ensure that their volunteers are medically able and of proper body and mind to perform assigned tasks.
15. The American Red Cross, Washington Volunteer Organizations Active in Disasters (WAVOAD) and other recognized Volunteer Organizations, are responsible for managing all aspects of volunteer recruitment, training, and deployment for their volunteers.

II. CONCEPT OF OPERATIONS

A. General

1. The National Incident Management System (NIMS) and the Incident Command System (ICS) will be used in all emergency and disaster situations.
2. As unaffiliated volunteers arrive in the impacted area or surges in volunteers occur and overwhelm the system, resources will be requested to assist with volunteer management. This could include requests to the next level of government or to non-governmental entities.
3. This VMP defines the actions and roles necessary to provide a coordinated response by departments and partner agencies of the City of Snoqualmie, in consultation and coordination with the KC ECC and recognized volunteer organizations.
4. When the VMP is activated, it will be activated at the City of Snoqualmie level. This plan describes actions taken in the City of Snoqualmie and its efforts to coordinate locally on volunteer management.

5. Conference calls with activated entities within the county will occur at least daily to coordinate volunteer management activities and may include agencies in King County and/or Washington State.

B. Volunteer Management Plan (VMP) Activation

1. Before this VMP is activated, a need or potential need for volunteer management must be identified. Indicators that volunteer management is or may be required include, but are not limited to, the following:
 - a. Citizens who have not previously affiliated with a response organization looking for opportunities to assist with the response and recovery efforts.
 - b. The arrival of large numbers of out-of-area volunteers.
 - c. Requests for volunteers from any response agency or organization.
 - d. Regional entity requesting volunteers and/or volunteer management from the City of Snoqualmie.
 - e. KC ECC may request the City of Snoqualmie to assist with the activation of a Regional Volunteer Reception Center (RVRC).
2. Once the need for volunteers and volunteer management has been identified, the Unified Command (UC), Incident Command (IC), or Emergency Operation Manager will request the activation of the Volunteer Management Unit (VMU) utilizing the VMP. Members of this Unit can be the Volunteer Management Liaison, appointed by the Emergency Management Director, City staff, assigned SECAST member(s), CERT member(s) and other applicable staff from community partners.
 - a. If possible, each department of the City of Snoqualmie with responsibilities in this VMP will be contacted upon plan activation.
 - b. If possible, each department with responsibilities in this VMP will then communicate the activation to its personnel as needed to ensure an effective response.
3. Once activated, the Volunteer Management Unit (VMU), assigned to the Logistics Unit within the EOC, will strive to maintain continuous contact with the Resource Unit of the Planning Section to plan for effective use of the volunteers. As stated prior, the first priority will be to use volunteers who already are affiliated with the City of Snoqualmie and affiliated with other recognized volunteer organizations like the American Red Cross, Washington Association of Volunteer Organizations Active in Disasters, and the Salvation Army.
4. The Volunteer Management Liaison (VML) at the EOC will work with representatives from the primary and support agencies for volunteer management to assess what resources are required to meet the growing need for volunteer management. Potential requirements include, but are not limited to, those listed below.
 - a. Facilities to serve as:

- i. Volunteer Reception Centers
 - ii. Portable volunteer staging area
 - iii. Housing, feeding, and sanitation
- b. Transportation
- c. Water and Food
- d. Communications
 - i. Radios
 - ii. Phone Bank/Call Center
- e. Personnel
 - i. Volunteer Reception Center staff
 - ii. Security for the Volunteer Reception Center
 - iii. Receiving agency liaisons at the Volunteer Reception Center
- f. Office equipment and supplies
- g. Volunteer Reception Center go-kits

C. Volunteer Management

The scope of volunteer management is to organize and vet City of Snoqualmie volunteers and unaffiliated volunteers and assign them to a supervising agency, organization, or appropriate support organization and/or volunteer organization.

This VMP is designed to be scalable and will be used for very large or catastrophic disasters as well as disasters on a smaller scale. The design and operation of the volunteer management system are flexible in order to provide appropriate support to these situations. Activation is dependent on the type and level of assistance needed. In many cases, the level of assistance needed will not necessitate activation of the entire volunteer management system, since some donation and volunteer needs during disasters can be handled by the City of Snoqualmie as part of their normal disaster operations and by recognized volunteer organizations managing their own operations.

D. Volunteer Management Levels

Three levels of volunteer management have been identified to permit flexibility in the system so that it meets the unique needs of the disaster.

Any time this VMP is activated, in whole or part, coordination with the EOC is essential to ensure volunteer needs, information on the availability of volunteers, and pertinent information on the volunteer management program are provided to the media for dissemination to the public.

1. **Volunteer Management–Level A:**

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
<ul style="list-style-type: none"> a) This level will be used in disasters that are small, limited, or localized in nature. b) Spontaneous volunteers will generally come from surrounding neighborhoods. c) Incident Commander, first responders will identify the need for volunteer management. d) Typically consistent with a Level I or II EOC Activation. 	<ul style="list-style-type: none"> a) The City will use its already registered disaster volunteers. b) No need to stand up or activate a Volunteer Reception Center (VRC). c) Recognized volunteer organizations will each appoint a Volunteer Management Liaison who will manage spontaneous volunteers on site. 	<ul style="list-style-type: none"> a) Sandbagging b) Debris clearance

2. **Volunteer Management–Level B:**

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
<ul style="list-style-type: none"> a) This level will be used in disasters that are medium to large. b) Local and regional media often results “gawkers” and those who want to help. c) Typically consistent with a Level II or III EOC Activation. 	<ul style="list-style-type: none"> a) May need to coordinate an activation of a Volunteer Reception Center (VRC). b) Not all components of the VMP or Volunteer Reception Center Standard Operating Procedures (SOPs) will need to be activated. c) Volunteer Reception Center staff may fill multiple roles. d) May need to request that the KC ECC establish a Regional Volunteer Reception Center (VRC). e) If the City cannot support this level of activation, they will notify the KC ECC and request assistance. 	<ul style="list-style-type: none"> a) Same as above b) Staffing of Reception Centers c) Staffing of Call Centers d) Staffing at Police Neighborhood Centers

3. **Volunteer Management–Level C:**

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
<ul style="list-style-type: none"> a) This level will be used in a very large or catastrophic disaster. b) Generates a large amount of spontaneous volunteers. c) Volunteer activity will overwhelm the City of Snoqualmie. 	<ul style="list-style-type: none"> a) May need to stand up or activate a Volunteer Management Unit at the EOC. b) May need to request that the KC ECC establish a Regional Volunteer Reception Center (VRC). c) May send staff and/or volunteers to assist with regional Volunteer Reception Center. d) May need to establish Phone Bank/ Call Center to support Volunteer Reception Center activities. e) If the City cannot support this level of activation, they will notify the KC ECC and request assistance. 	<ul style="list-style-type: none"> a) Same as above

E. **Facility Management**

1. Phone Bank/Call Center

The Volunteer Management Liaison will discuss with the Section Chiefs at the EOC and the Public Information Officer the need for opening up the Phone Bank/Call Center, in order to take calls inquiring about the status of the current situation, types of volunteer opportunities that are available, and giving information on donation management.

2. **Volunteer Reception Center**

The opening of a Volunteer Reception Center will be coordinated on a regional basis with King County ECC. The City doesn't have the resources to staff or equip a center on its own.

F. **Public Information and Outreach**

One of the keys to keeping volunteers from impeding the response and recovery processes of a catastrophic incident, and essentially becoming a second disaster; is timely, informative, and accurate information distributed to the public. For example, it is important to make it clear what the needs are in the impacted areas, appropriate ways to help, and what is not needed. Messages should be coordinated through the KC ECC and JIC when appropriate and able.

1. Pre-disaster messages
 - a. Coordinated through the KC ECC
2. Joint Information System/Joint Information Center (JIC)
3. Media

G. **Recovery**

1. Volunteers will continue to work for and be managed by their assigned department until their job is completed and there is no longer need for their services or the appropriate Volunteer Management Unit personnel deactivates them.

H. **VMP Demobilization**

1. The Volunteer Management Liaison shall coordinate demobilization with the Demobilization Unit of the Planning Section and other appropriate departments and agencies.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. The departments and staff members of the City of Snoqualmie have emergency assignments in addition to their normal, day-to-day duties. The duties, roles, responsibilities, and how each of departments and their staff are organized during a disaster are outlined in the Basic Plan Section of the City of Snoqualmie Comprehensive Emergency Management Plan (CEMP).

B. The following is the assignment of responsibilities to roles/organizations of the City of Snoqualmie Volunteer Management Structure. The designated emergency assignment applies to all parts of the VMP when a specific part is not designated. The expected support from external organizations and agencies is also included.

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1. Roles/organizations:

Agency/ Organization	Potential Roles
Snoqualmie / North Bend - Community Emergency Response Team (CERT)	<ol style="list-style-type: none"> 1. Provide a ready pool of trained and registered Disaster Volunteer Workers. 2. Assist with organizing additional spontaneous volunteers. 3. Assist in light USAR. 4. Assist in light First Aid. 5. Assist in amateur damage assessment. 6. Assist with Shelter Staffing. 7. Assist with POD. 8. Assist with sand-bagging.
Snoqualmie - Faith Based Partners	<ol style="list-style-type: none"> 1. Pool of volunteers 2. Facilities to use as a Volunteer Reception Center
Snoqualmie Emergency Communications and Support Team (SECAST) (Ham Radio)	<ol style="list-style-type: none"> 1. Provide a ready pool of trained and registered Disaster Volunteer Workers. 2. Assist with organizing additional spontaneous volunteers. 3. Assist in coordinating Amateur Radio (i.e. Ham Radio) communications.
Washington Association of Volunteer Organizations Active in Disaster (WAVOAD)	<ol style="list-style-type: none"> 1. Provide a ready pool of trained and registered Disaster Volunteer Workers 2. Assist with organizing additional spontaneous volunteers.
United Way of King County	<ol style="list-style-type: none"> 1. Provide a ready pool of trained and registered Disaster Volunteer Workers. 2. Assist with organizing additional spontaneous volunteers.
American Red Cross	<ol style="list-style-type: none"> 1. Provide a ready pool of trained and registered Disaster Volunteer Workers. 2. Assist with organizing additional spontaneous volunteers.
King County Humane Society	<ol style="list-style-type: none"> 1. May provide a pool of trained volunteers to deal with animal care issues.
Volunteer Management Liaison	<ol style="list-style-type: none"> 1. Identify and Recruit Volunteer Management Partners. 2. Coordinate the development of Volunteer Management Program for the City of Snoqualmie and Standard Operating Procedures (SOPs) for the volunteer management

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	function. 3. Determine which volunteer management functions should be activated before and after a disaster occurs. 4. Serve in the Logistic Section at the EOC.
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- a. City of Snoqualmie HR Dept. will assist the Volunteer Management Liaison with reviewing of volunteer applications to find the best fit for his/her talents and skills.
- b. City of Snoqualmie Police Department may serve as a resource for identifying a pool of volunteers and a facility for use as a Volunteer Reception Center.
- c. City of Snoqualmie Fire Volunteers may provide a pool of trained volunteers.
- d. Public Health-Seattle & King County may provide public education that can be distributed by volunteers out into the community.
- e. King County ECC will help to ensure regional approach and provide logistical support for the use or, training of and deployment of spontaneous volunteers.
- f. City of Snoqualmie Emergency Management Commission as many have signed as mutual aid agreements with the City may be able to provide volunteers and/or logistical support of volunteers following a disaster.

2. Potential Tasks:

The following list of Potential Tasks may be assisted by the Volunteer Management Liaison, or designee, to any person or agency that they deem appropriate:

- a. Coordinate the development of a volunteer management program for the City of Snoqualmie and Standard Operating Procedures (SOPs) for the volunteer management function.
- b. Determine which volunteer management functions should be activated before and after a disaster occurs.
- c. Identify suitable candidates for managing the various volunteer management functions.
- d. Locate volunteers and volunteer agencies to work in the volunteer management functions.
- e. Coordinate with the EOC and the Public Information Office to collect information about needed volunteers.
- f. Coordinate with the EOC and the Public Information Office to disseminate information to the community about available volunteer opportunities.
- g. Determine when to terminate or consolidate volunteer management functions.

City of Snoqualmie Comprehensive Emergency Management Plan
ESF #7 Resource Support

- h. Ensure that a volunteer management program coordinating the efforts of the volunteer groups and local government is planned and ready for activation.
- i. Coordinate with other City of Snoqualmie partner organizations and agencies as the situation demands.
- j. Meet to coordinate, update, and collaborate on the volunteer management system and operational process before, during, and after a disaster.
- k. Provide advice on suitable candidates for managing the volunteer management functions.
- l. Assist in locating volunteers to work in a Volunteer Reception Center.
- m. Assist in maintaining records on volunteer recruitment and management activities.
- n. Work with the County to select a site(s) for a Volunteer Reception Center and coordinate equipping and staffing the facility.
- o. Select a site for a Call Center and coordinate equipping and staffing the facility.
- p. Develop operating guidelines for operation of the Call Center.
- q. Coordinate training of volunteers for the operations of the Call Center.
- r. Identify needed volunteers.
- s. Manage the Call Center.
- t. Coordinate field logistics, media releases, emergent organizations, and spontaneous volunteers.
- u. Establish the internal volunteer management program.
- v. Determine support requirements.
- w. Recruit, select, assign, train, and supervise volunteers.
- x. Provide knowledge of resources that can be brought to bear in an emergency.
- y. Provide own response plans.
- z. Provide specialized personnel and equipment resources needed in an emergency.
- aa. Provide electronic and print-media support for program activities and emergency response and recovery operations.
- bb. Maintain law and order.
- cc. Establish and secure perimeters.
- dd. Control and limit access.

3. Support Functions:
 - a. Initial support from local response organizations may be provided without a local or county disaster declaration. If the situation warrants, the Incident Commander or the Director of Emergency Management may request that a local disaster be declared to support and supplement ongoing operations. The King County Regional Disaster Framework will be activated to support the coordination of volunteers on a regional level.
 - b. Initial support from State agencies may be provided without a State disaster declaration. If the situation warrants, State of Washington Military Department Emergency Management Division Officials will request that a State disaster be declared to support and supplement ongoing operations.

IV. DIRECTION, CONTROL AND COORDINATION

A. Authority to Initiate Actions

The City of Snoqualmie's Director of Emergency Management, City Mayor, City Administrator, or the Incident Commander all have the authority and responsibility to implement this VMP, which is the official operations source for City of Snoqualmie pertaining to all emergencies and disasters managing volunteers when a coordinated response is required, if they deem there are adequate resources to staff the plan.

The Director of Emergency Management or the Incident Commander may assign any part of the VMP utilizing the UCS/ ICS Systems.

All volunteer management activities will be coordinated with the KC ECC, if possible. Regular communication will occur between the KC ECC and the City of Snoqualmie EOC, if possible.

Regional conference calls will occur regularly between volunteer liaisons in each county to enhance coordination and collaboration, if possible.

B. Command Responsibility for Specific Actions

1. The City of Snoqualmie's Volunteer Management Liaison or designee will manage the volunteer management program, supervise key volunteer management personnel, act as the Volunteer Management Liaison in the Logistics' Section of the EOC and coordinate the efforts of volunteer groups and local government.
 - a. These duties can be assigned to other City staff if needed. Consideration should be given to staff that have experience working with volunteers, i.e. Park and Recreation staff or Human Resources.
2. Volunteers working as an integral part of a recognized volunteer group (e.g., the American Red Cross, Washington Volunteer Organizations Active in Disasters (WAVOAD), and Salvation Army) will respond to direction from those organizations.

3. Each individual supervising a volunteer management function will select an appropriate assistant or designee to run the operation in his or her absence.
4. Each volunteer group assisting in the disaster will designate a specific individual with authority to accept task assignments, and coordinate with the Volunteer Management Liaison.

V. INFORMATION COLLECTION AND DISSEMINATION

A. Identify the type of information needed.

See applicable forms and SOPs.

B. Determine where the information is expected to come from.

Information updates will come from any agency/ organization that is operating a Phone Banking/ Call Center, Volunteer Reception Center, or utilizing volunteers for assistance with response and recovery activities.

C. Identify who will use the information.

Information will be compiled by the Volunteer Management Liaison, or designee, and then submitted to the Planning Section for including into Situation Reports. Information will also be shared with other Sections/ Units as necessary in order to fill resource requirements and satisfy other documentation requirements. The Volunteer Management Liaison will also provide a Volunteer Management Situation Report to the Snoqualmie EOC, KC ECC and appropriate agencies, partners, and volunteer organizations.

D. Establish how the information will be shared.

All information will flow into and out of the EOC through proper communications systems and methods. The preferred method is Fax/ Emailing of completed forms. However, Phone, Radio and other approved communications methods are appropriate if Fax/ Emailing is not available or appropriate to communicate needs.

E. Select the appropriate format for providing the information.

The Volunteer Management Liaison will use the Volunteer Management Program Situation Report to communicate necessary information out of the Volunteer Management Unit or other appropriate unit. Appropriate departments/ unit will utilize the forms in the VMP to communicate the necessary information to implement the VMP. This includes utilizing forms in the VMP SOPs to communicate information between agencies, units, organizations, departments and the EOC.

F. Determine specific times when the information will be needed.

1. Initial reports

Situation Reports should be submitted every 4 - 8 hours, as appropriate, to the Volunteer Management Liaison. The Volunteer Management Liaison should submit Volunteer Management Program Situation Reports every 8 hours, as appropriate. Times may be altered as needed, utilizing appropriate reporting structure.

2. **Periodic unscheduled updates**

Situation Reports can be submitted periodically at minimum, or if there is a significant change since the last Situation Report that is critical to communicate timely, at least every 24 hours to the Situations Unit and other appropriate personnel.

3. **Termination of incident**

Incident Termination, including termination of VMP activities, can be made by the Director of Emergency Management, Volunteer Management Liaison, Incident Commander or designee. All decisions should be communicated and authorized by the EOC.

VI. ADMINISTRATION, FINANCE AND LOGISTICS

A. **Agreements and Understandings**

Should City of Snoqualmie resources prove to be inadequate during emergency operations, requests may be made for assistance from local jurisdictions and other agencies in accordance with existing or emergency negotiated mutual aid agreements and understandings. Such assistance may take the form of equipment, supplies, personnel, or other available capabilities. Duly authorized officials enter into all agreements and understandings. Copies of existing agreements are on file in the Emergency Operations Center.

B. **Policies**

1. The Volunteer Management Liaison will work with the Finance and Administration Section of the EOC to establish the needed SOPs for keeping financial records for volunteer management, reporting, tracking resource needs, tracking the source and use of spontaneous volunteers, acquiring ownership of donated resources, and compensating the owners of private property used by the jurisdiction.

C. **Reporting**

During emergency operations, the Volunteer Management Liaison will compile and provide a daily summary of significant volunteer management activities to the EOC for use in staff briefings and inclusion in periodic Situation Reports. If the EOC has been deactivated, a periodic summary of activities will be provided to local EM officials and the heads of volunteer organizations participating in the recovery process.

Reports will include the following information, if information is available:

1. Phone Bank/Call Center
 - a. Number of calls by type (volunteer inquiries, request for volunteers, referrals to agencies for disaster assistance, requests for information, etc.)
 - b. Major issues or challenges
 - c. Volunteer Deployment
 - d. Number of volunteers processed
 - e. Number of volunteers assigned to tasks
 - f. General types of jobs to which volunteers have been dispatched
 - g. Number of workers in the facility
 - h. Number of volunteer hours worked
 - i. Number of available volunteers and types of services offered
 - j. Current hours of operation
 - k. Expenses incurred
 - l. Major operational activities
 - m. Support activities (e.g., feeding, lodging)
 - n. Major issues or challenges
 - o. Unmet volunteer needs

D. Records

1. Expenses incurred in operating the volunteer management system are generally not recoverable. However, in the event that State and/or Federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during volunteer management operations.

E. Post-Incident Review

The Volunteer Management Liaison will be included in the City's review of the emergency operations in the aftermath of a major emergency or disaster. The purpose of this review is to identify needed improvements in its procedures, its facilities, and its equipment.

F. Training

1. The Volunteer Management Liaison should attend training in volunteer management, as needed.

G. Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises should periodically include a Volunteer Management Liaison.

VII. VMP DEVELOPMENT AND MAINTENANCE

- A. The City of Snoqualmie is responsible for developing and maintaining this VMP.
- B. Individuals, departments, agencies, and volunteer organizations assigned responsibilities in this VMP and its appendices are responsible for developing and maintaining appropriate SOPs or SOGs to carry out those responsibilities.
- C. This plan will be reviewed and updated in accordance with the standards established in the City of Snoqualmie CEMP.
- D. This VMP should be activated whenever possible when an exercise of a simulated emergency is conducted regardless of actual events, in order to provide practical, controlled operations experience to those who have response responsibilities.
- E. An After-Action Report (AAR) will be conducted as deemed necessary following exercises and actual events. The effectiveness of this VMP and any recommended changes should be part of the AAR process.

VII. AUTHORITIES AND REFERENCES

A. Legal Authority

- 1. Federal
 - a. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended
 - b. Homeland Security Presidential Directive 5 (HSPD-5)
 - c. The National Response Framework (NRF), January 2008
 - d. NRF, Volunteer and Donations Management Support Annex. January 2008
- 2. State
 - a. Emergency management personnel immunity
 - b. Washington Administrative Code, 2000, Chapter 118-04, Emergency Worker Program, <http://apps.leg.wa.gov/WAC/default.aspx?cite=118-04>
 - c. Volunteer immunity
 - d. Good Samaritan law
 - e. State employee immunity
 - f. State board of health rules and regulations

3. Local
 - a. Snoqualmie Municipal Code 2.48
 - b. City of Snoqualmie Comprehensive Emergency Operations Plan
 - c. City of Snoqualmie Hazard Mitigation Plan
4. Volunteer, quasi-governmental
 - a. Act 58-4-1905 American National American Red Cross Statement of Understanding, Dec. 30, 1985
 - b. Mennonite Disaster Services Agreement with Federal Disaster Assistance Administration (FDAA).
 - c. Salvation Army Charter, May 12, 1974
 - d. Washington Volunteer Organizations Active in Disasters (WAVOAD)
<http://www.wavoad.org/cms/about>

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VIII. Forms

Snoqualmie CEMP ESF 7 Support Services Volunteer Management Volunteer Reception Center – Situation Report			
From (Title) :	To: Snoqualmie EOC – Volunteer Management Liaison	Date and Time of Last Sit. Rep. (00/00 00:00 TO 00/00 00:00):	Date and Time of Sit. Rep. (00/00 00:00 TO 00/00 00:00):
Phone Bank / Call Center Location Name		Phone Bank / Call Center Address	
Phone Bank / Call Center Phone Number		Phone Bank / Call Center Fax Number	
Agency Name		Agency Contact	
Agency Address		Agency Phone & Ext.	
Data Breakdown			
Item:		Number (Since last Sit-Rep)	
Volunteers processed			
Volunteers assigned to tasks			
Workers in facility			
Volunteer hours worked			
Number of available volunteers			
General Information (Since last Sit-Rep)			
Types of jobs to which volunteers have been dispatched:			
Types of services extra volunteers can do:			

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**Snoqualmie CEMP ESF 7 Support Services
Volunteer Management
Volunteer Reception Center – Situation Report**

Current hours of operation:

Expenses incurred:

Major operational activities:

Support activities (e.g., feeding, lodging):

Major issues or challenges:

Unmet volunteer needs:

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Snoqualmie CEMP ESF 7 Support Services Volunteer Management Phone Bank/ Call Center – Situation-Report			
From (Title) :	To: Snoqualmie EOC – Volunteer Management Liaison	Date and Time of Last Sit. Rep. (00/00 00:00 TO 00/00 00:00):	Date and Time of Sit. Rep. (00/00 00:00 TO 00/00 00:00):
Phone Bank / Call Center Location Name		Phone Bank / Call Center Address	
Phone Bank / Call Center Phone Number		Phone Bank / Call Center Fax Number	
Agency Name		Agency Contact	
Agency Address		Agency Phone & Ext.	
Number of Calls:			
Type of Call:		Number of Calls (Since last Sit-Rep.)	
Volunteer Inquiries			
Request for Volunteers			
Referrals to Agencies for Disaster Assistance			
Requests for Information			
Other			
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Snoqualmie CEMP ESF 7 Support Services Volunteer Management Volunteer Management Program Situation Report
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From (Title) :	To: Snoqualmie EOC , KC ECC, Recognized Volunteer Organizations EOCs	Date and Time of Last Sit. Rep. (00/00 00:00 TO 00/00 00:00):	Date and Time of Sit. Rep. (00/00 00:00 TO 00/00 00:00):
Agency Name		Agency Contact	
Agency Address		Agency Phone & Ext.	
Data Breakdown		Volunteer Management Level (A,B or C)	
Item:		Number (Since last Sit-Rep.)	
Volunteers processed			
Volunteers assigned to tasks			
Workers in facilities			
Volunteer hours worked			
Number of available volunteers			
General Information (Since last Sit-Rep)			

Types of jobs to which volunteers have been dispatched:

--

Snoqualmie CEMP ESF 7 Support Services Volunteer Management Volunteer Management Program Situation Report
--

Major operational activities:

Major issues or challenges:

Unmet volunteer needs:

List of Volunteer Coordination Centers:

List of Volunteer Phone Bank/ Call Centers:

List of Volunteer Organizations Partnering with and assigned tasks from VMP:
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Acronyms and Abbreviations

AAR	After-Action Report
CEMP	Comprehensive Emergency Management Plan
DEM	Department of Emergency Management
EOC	Emergency Operations Center
ESF	Emergency Support Function
FDAA	Federal Disaster Assistance Administration
FEMA	Federal Emergency Management Agency
HSPD	Homeland Security Presidential Directive
IC	Incident Command
ICS	Incident Command System
JIC	Joint Information Center
LAVAD	Local Area Volunteers Active in Disasters
NIMS	National Incident Management System
NRF	National Response Framework
SOG	Standard Operating Guideline
SOP	Standard Operating Procedure
UC	Unified Command
VRC	Volunteer Reception Center
VMP	Volunteer Management Plan
VMS	Volunteer Management Supervisor
KCECC	King County Emergency Coordination Center

APPENDIX G

Donation Management Plan (DMP)

IX. PURPOSE, SCOPE, SITUATIONS, AND ASSUMPTIONS

A. Purpose

This Donations Management Plan (DMP) provides guidance for the departments and agencies within the City of Snoqualmie, with the purpose of outlining the concept of operations, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and governments to manage donations of goods, services, and monetary donations in the aftermath of a disaster event.

Any reference to donated goods and services in this annex means unsolicited and non-designated goods. This plan does not affect the established procedures of agencies regarding their respective procedures for solicited goods and services. The procedures outlined are for the coordination, acceptance, control, receipt, storage, distribution, and disposal of donation management responsibilities.

When a major or catastrophic event occurs and the City of Snoqualmie decides to activate the DMP, this plan will activate to prescribe the activities taking place in the City of Snoqualmie. Activities described in this plan will be coordinated with regional and state efforts.

This plan complements the efforts of the Puget Sound Regional Catastrophic Planning Group.

B. Scope

This Plan applies to all departments and personnel of the City of Snoqualmie along with the private sector, volunteer organizations, and community members. This DMP also governs support agencies that respond within the City of Snoqualmie to a disaster or emergency and that have responsibility involving the receiving, processing, transporting, and/or distribution of donations.

C. General Policy

1. Donations

- a. The City of Snoqualmie does not wish to operate or change an organization's system to receive, process, transport and/or distribute donated goods and services.
- b. The City of Snoqualmie, does, however, reserve the right to coordinate these efforts within the City of Snoqualmie. This includes restricting and/or modifying:
 - i. The locations in which donations may be brought.
 - ii. The areas and/or buildings where organizations personnel are allowed to enter.

- iii. The types of Personal Protective Equipment (PPE) that are necessary to be used in Donation Reception Centers.
- iv. The types, quantity, quality, and condition of goods that enter into the affected areas of the City.
- c. The City recognizes that Washington State Emergency Management Division as the overall lead for donations management during a disaster. However, the City has the ultimate responsibility for managing disaster response and recovery and may engage in the donations management process, as required and able, based on available resources and personnel.
- d. The City recognizes that the Puget Sound RCPGP Region, which King County is a partner in, will utilize the Washington State Donations Management Plan for Regional Coordination efforts, which may be used as a guide for the City's planning efforts.
- e. The City will strive to stress to donors the preference for cash donations to recognized charitable organizations working to assist victims of the disaster; however, if the donor wants to donate in-kind goods or services, the City will encourage people to use the National Donations Management Network (NDMN), through the WA State EMD, to connect the donor with the organization needing that particular donation.
- f. Donors will be discouraged from sending unsolicited donations directly to the disaster site, unless directed by the City of Snoqualmie.
- g. The City may direct people to the National Donations Management Network (NDMN) portal through WA State EMD. WA State EMD maintains an MOU with NDMN. For more information on the NDMN see: www.aidmatrix.org or see WA State CEMP ESF 7: Appendix 1: Donated Goods

D. Planning Assumptions

- 1. In the event of a public emergency causing large-scale loss of life and destruction of property, donors will offer assistance of virtually any kind, including cash, goods, equipment and loan of equipment, and the services of individuals.
- 2. Offers of assistance will be made directly to all levels of government (Federal and local) as well as to voluntary organizations.
- 3. In less-than-large-scale or "high-visibility" public emergencies, donations management will be handled by voluntary organizations with or without City involvement.
- 4. This plan is heavily dependent on the City of Snoqualmie having the resources, personnel, and supplies necessary to coordinate, manage and distribute donated goods and/or services. Furthermore, it is assumed that the City of Snoqualmie could become quickly overwhelmed and therefore may not be able to safely and reasonable accommodate donations due, in part, to the limited personnel and resources available in the City of Snoqualmie.

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5. If the City of Snoqualmie becomes overwhelmed; and therefore, may not be able to safely and reasonably accommodate donations of goods, they will be heavily dependent on King County ECC and recognized organizations to supply the vast majority of resources to successfully implement the DMP.
6. An overwhelming number of unsolicited and undesignated donations will arrive in the impacted area.
7. All City of Snoqualmie staff involved in the management of donations of goods and/or services may be expected to perform additional duties and responsibilities during disaster and emergency situations.
8. Assistance to the City of Snoqualmie by other response organizations is expected to supplement efforts, in an efficient, effective, and coordinated response, when the City of Snoqualmie determines their own resources to be insufficient.
9. Effective response to a catastrophic incident will occur when local jurisdictions coordinate efforts at the county level. County Donations Coordinator will then coordinate on a regional and state level.
10. During a disaster affecting the City of Snoqualmie, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable influx of donations.
11. Washington State Emergency Management Division is the overall lead for donations management during disaster.
12. The American Red Cross, and other recognized non-governmental organizations (NGOs), will ensure the proper documentation, tracking, and accounting for donations of goods and services.

X. CONCEPT OF OPERATIONS

A. General

1. The National Incident Management System (NIMS) and the Incident Command System (ICS) will be used in all emergency and disaster situations.
2. As unsolicited and undesignated donations arrive in the impacted area or surges in donations occur and overwhelm the system, resources will be requested to assist with donations management. This could include requests to the next level of government or to non-governmental entities.
3. This DMP defines the actions and roles necessary to provide a coordinated response by departments and partner agencies of the City of Snoqualmie, in consultation and coordination with the KCECC and recognized volunteer organizations.
4. When the DMP is activated, it will be activated at the City of Snoqualmie level. This plan describes actions taken in the City of Snoqualmie and its efforts to coordinate locally on donations management.
5. Conference calls may be with activated entities within the county will occur at least daily to coordinate donation management activities and may include agencies in King County and/or Washington State.

B. Donations Management Plan (DMP) Activation

1. Before this DMP is activated, a need or potential need for donations management must be identified. Indicators that donations management is or may be required, include but are not limited to, the following:
 - a. Citizens contact the City and are looking for opportunities to donate goods and/or services.
 - b. The arrival of large numbers of unsolicited goods from out-of-area donors.
 - c. Requests for a designed Donations Reception Center from any response agency or organization.
 - d. Regional entity requesting donations and/or donation management from the City of Snoqualmie.
 - e. KCECC may request the City of Snoqualmie to assist with the activation of a Regional Donations Reception Center (RDRC).
2. Once the need for donations and donations management has been identified, the Unified Command (UC), Incident Command (IC), Emergency Operations Coordinator will request the activation of the Donations Management Unit (DMU) utilizing the DMP. Members of this Unit can be the Volunteer Management Liaison, Parks and Recreation staff, Finance Department Staff, assigned CERT member(s) and other applicable staff.

- a. If possible, each department of the City of Snoqualmie with responsibilities in this DMP will be contacted upon plan activation.
 - b. If possible, each department with responsibilities in this DMP will then communicate the activation to its personnel as needed to ensure an effective response.
3. Once activated, the Donations Management Unit (DMU), assigned to the Logistics Unit within the EOC, will strive to maintain continuous contact with the Resource Unit of the Planning Section to plan for effective use of the donations. As stated prior, the first priority will be direct donations through the National Donations Management Network (NDMN) and/or affiliated Agencies with the City of Snoqualmie and affiliated with other recognized donation organizations like the American Red Cross, Salvation Army, and the Good Will.
4. The Donations Management Leader (DML) at the EOC will work with representatives from the primary and support agencies for donations management to assess what resources are required to meet the growing need for donation management. Potential requirements include but are not limited to those listed below.
- a. Facilities to serve as:
 - i. Donations Reception Centers
 - b. Transportation
 - c. Communications
 - i. Radios
 - ii. Phone Bank/Call Center
 - d. Personnel
 - i. Donations Reception Center staff
 - ii. Security for the Donations Reception Center
 - iii. Receiving agency liaisons at the Donation Reception Center
 - e. Office equipment and supplies
 - f. Donation Reception Center go-kits

C. Donation Management

This DMP is designed to be scalable and will be used for very large or catastrophic disasters as well as disasters on a smaller scale. The design and operation of the donation management system are flexible in order to provide appropriate support to these situations. Activation is dependent on the type and level of assistance needed and the amount of unsolicited goods being received. In many cases, the level of assistance needed will not necessitate activation of the entire donation management system, since some donation needs during disasters can be handled by the City of Snoqualmie as part of their normal disaster operations and by recognized volunteer organizations managing their own operations.

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D. Donations Management Levels

Three levels of donation management have been identified to permit flexibility in the system so that it meets the unique needs of the disaster.

Any time this DMP is activated, in whole or part, coordination with the EOC is essential to ensure volunteer needs, information on the availability of volunteers, and pertinent information on the volunteer management program are provided to the media for dissemination to the public.

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1. **Donation Management–Level A:**

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
<p>e) This level will be used in disasters that are small, limited, or localized in nature.</p> <p>f) Unsolicited donations will generally come from surrounding neighborhoods.</p> <p>g) Incident Commander, first responders will identify the need for donation management.</p> <p>h) Typically consistent with a Phase I or II EOC Activation.</p>	<p>d) The City will use its already existing relationships with organizations to manage donations.</p> <p>e) No need to stand up or activate a Donation Reception Center (DRC)</p> <p>f) Recognized agencies and/or organization will each appoint a Donation Management Leader who will manage unsolicited and solicited donations on site.</p>	<p>c) Sorting of Goods</p> <p>d) Assisting with Paperwork and documentation</p> <p>e) Assist with distributing goods to individuals</p>

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2. **Donation Management–Level B:**

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
<p>d) This level will be used in disasters that are medium to large.</p> <p>e) Local and regional media often results in “gawkers” and those who want to donate.</p> <p>f) Typically consistent with a Phase II or III EOC Activation.</p>	<p>f) May need to coordinate an activation of a Donation Reception Center (DRC).</p> <p>g) Not all components of the DMP or Donation Reception Center Standard Operating Procedures (SOP’s) will need to be activated.</p> <p>h) Donation Reception Center staff may fill multiple roles.</p> <p>i) May need to request that the KCECC establish a Regional Donation Reception Center (VRC).</p> <p>j) If the City cannot support this level of activation, they will notify the KCECC and request assistance.</p>	<p>e) Same as above</p> <p>f) Staffing of Donation Reception Centers</p> <p>g) Staffing of Call Centers</p> <p>h) Staffing at Police Neighborhood Centers</p>

3. **Donation Management–Level C:**

Level Trigger	Action Resulted	Typical Activates performed by Volunteers
<p>g) This level will be used in a very large or catastrophic disaster.</p> <p>h) Generates a large amount of unsolicited donations.</p> <p>i) Donation activity will overwhelm the City of Snoqualmie</p>	<p>k) May need to stand up or activate a Donation Management Unit at the EOC.</p> <p>l) May need to request that the KCECC establish a Regional Donation Reception Center (DRC).</p> <p>m) May send staff and/or volunteers to assist with regional Donation Reception Center.</p> <p>n) May need to establish Phone Bank/ Call Center to support Donation Reception Center activities.</p> <p>o) If the City cannot support this level of activation, they will notify the KCECC and request assistance.</p>	<p>b) Same as above</p>

E. Facility Management

1. Phone Bank/Call Center

The Donation Management Leader will discuss with the Section Chiefs at the EOC and the Public Information Officer the need for opening up the Phone Bank/Call Center, in order to take calls inquiring about the status of the current situation, types of donation opportunities that are available, and giving information on donation management.

2. Donation Reception Center

The opening of a Donation Reception Center will be coordinated on a regional basis with King County ECC.

F. Public Information and Outreach

One of the keys to keeping donations from impeding the response and recovery processes of a catastrophic incident, and essentially becoming a second disaster; is timely, informative, and accurate information distributed to the public. For example, it is important to make it clear what the needs are in the impacted areas, appropriate ways to help, and what is not needed. Messages should be coordinated through the KCECC and JIC when appropriate and able.

1. Pre-disaster messages
 - a. Coordinated through the KCECC
2. Joint Information System/Joint Information Center (JIC)
3. Media

G. Recovery

1. Donations will continue to arrive and be managed by their assigned department until their job is completed and there is no longer need for their services or the appropriate Donations Management Unit personnel deactivates them.

H. DMP Demobilization

1. The Donations Management Leader shall coordinate demobilization with the Demobilization Unit of the Planning Section and other appropriate departments and agencies.

XI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

- A. The departments and staff members of the City of Snoqualmie have emergency assignments in addition to their normal, day-to-day duties. The duties, roles, responsibilities, and how each of the departments and their staff are organized during a disaster are outlined in the Basic Plan Section of the City of Snoqualmie Comprehensive Emergency Management Plan (CEMP).
- B. The following is the assignment of responsibilities to roles/organizations of the City of Snoqualmie Donation Management Structure. The designated emergency assignment applies to all parts of the VMP when a specific part is not designated. The expected support from external organizations and agencies is also included.

1. Roles/organizations:

Agency/ Organization	Potential Roles
United Way of King County	3. Assist with organizing and distributing donations.
American Red Cross	3. Assist with organizing and distributing donations.
Good Will	1. Assist with organizing and distributing donations.

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Donation Management Leader	<ol style="list-style-type: none"> 5. Identify Donation Management Partners 6. Coordinate the development of Donation Management Program for the City of Snoqualmie and Standard Operating Guidelines (SOPs) for the volunteer management function. 7. Determine which donation management functions should be activated before and after a disaster occurs. 8. Serve in the Logistic Section at the EOC
King County ECC	<ol style="list-style-type: none"> 1. Help to ensure regional approach and provide logistical support for the collection, storage and distribution of donations.
City of Snoqualmie Emergency Management Council	<ol style="list-style-type: none"> 2. Many have signed mutual aid agreements with the City may be able to provide donations and/or logistical support of donations following a disaster.
City of Snoqualmie Police Department	<ol style="list-style-type: none"> 1. Maintain law and order. 2. Establish and secure perimeters. 3. Control and limit access to facilities and donation sites.

2. Potential Tasks:

The following list of Potential Tasks may be assigned by the Donation Management Leader, or designee, to any person or agency that they deem appropriate:

- a. Coordinate the development of a donation management program for the City of Snoqualmie and Standard Operating Guidelines (SOPs) for the volunteer management function.
- b. Determine which donation management functions should be activated before and after a disaster occurs.
- c. Identify suitable candidates for managing the various donation management functions.
- d. Locate donation agencies to work in the donation management functions.

- e. Coordinate with the EOC and the Public Information Office to collect information about needed donations.
 - f. Coordinate with the EOC and the Public Information Office to disseminate information to the community about where to direct donations.
 - g. Determine when to terminate or consolidate donation management functions.
 - h. Coordinate with other City of Snoqualmie partner organizations and agencies as the situation demands.
 - i. Meet to coordinate, update, and collaborate on the donation management system and operational process before, during, and after a disaster.
 - j. Assist in locating volunteers and staff to work in a Donation Reception Center.
 - k. Assist in maintaining records on donation management activities.
 - l. Work with the County to select a site(s) for a Donation Reception Center and coordinate equipping and staffing the facility.
 - m. Select a site for a Call Center and coordinate equipping and staffing the facility.
 - n. Develop operating guidelines for operation of the Call Center.
 - o. Coordinate training of volunteers for the operations of the Call Center.
 - p. Identify needed volunteers.
 - q. Manage the Call Center.
 - r. Coordinate field logistics, media releases, emergent organizations, and unsolicited donations.
 - s. Establish the internal donation management program.
 - t. Determine support requirements.
 - u. Recruit, select, assign, train, and supervise volunteers, as needed.
 - v. Provide knowledge of resources that can be brought to bear in an emergency.
 - w. Provide own response plans.
 - x. Provide specialized personnel and equipment resources needed in an emergency.
 - y. Provide electronic and print media support for program activities and emergency response and recovery operations.
3. Support functions
- a. Initial support from local response organizations may be provided without a local or county disaster declaration. If the situation warrants, the Incident Commander or the Director of Emergency Management may request that a local disaster be declared to support and supplement ongoing operations. The King County Regional Disaster Plan will be activated to support the coordination of donations on a regional level.

- b. Initial support from State agencies may be provided without a State disaster declaration. If the situation warrants, State of Washington Military Department Emergency Management Division Officials will request that a State disaster be declared to support and supplement ongoing operations.

XII. DIRECTION, CONTROL, AND COORDINATION

A. Authority to Initiate Actions

The City of Snoqualmie's Director of Emergency Management, Emergency Management Director/City Mayor, or the Incident Commander all have the authority and responsibility to implement this DMP, which is the official operations source for City of Snoqualmie pertaining to all emergencies and disasters managing volunteers when a coordinated response is required.

The Director of Emergency Management or the Incident Commander may assign any part of the DMP utilizing the UCS/ ICS Systems.

All donation management activities will be coordinated with the KCECC, if possible. Regular communication will occur between the KCECC and the City of Snoqualmie EOC, if possible.

Regional conference calls will occur regularly between Donation Leaders in each county to enhance coordination and collaboration, if possible.

B. Command Responsibility for Specific Actions

1. Members of the Logistics and Finance Section of the EOC or designee will manage the donation management program, supervise key donation management personnel, act as the Donation Management Liaison/ Leader in the Logistics' Section of the EOC and coordinate the efforts of volunteer groups and local government.
 - a. These duties can be assigned to other City staff if needed. Consideration should be given to staff that have experience working with donation, i.e. Finance Staff.
2. Each individual supervising a donation management function will select an appropriate assistant or designee to run the operation in his or her absence.
3. Each donation group assisting in the disaster will designate a specific individual with authority to accept task assignments, and coordinate with the Donation Management Leader.

XIII. INFORMATION COLLECTION AND DISSEMINATION

A. Identify the type of information needed.

1. See applicable forms and SOPs.

B. Determine where the information is expected to come from.

1. Information updates will come from any agency/ organization that is operating a Phone Banking/ Call Center, Donation Reception Center, or utilizing volunteers for assistance with response and recovery activities.

C. Identify who will use the information.

1. Information will be compiled by the Donation Management Leader, or designee, and then submitted to the Planning Section for including into Situation Reports. Information will also be shared with other Sections/ Units as necessary in order to fill resource requirements and satisfy other documentation requirements. The Donation Management Liaison will also provide a Donation Management Situation Report to the Director of EM, Liaison Officer, KCECC and appropriate agencies, partners, and volunteer organizations.

D. Establish how the information will be shared.

1. All information will flow into and out of the EOC through proper communications systems and methods. The preferred method is Fax/ Emailing of completed forms. However, Phone, Radio and other approved communications methods are appropriate if Fax/ Emailing is not available or appropriate to communicate needs.

E. Select the appropriate format for providing the information.

1. The Donation Management Leader will use the provided information to include in the Situation Report to communicate necessary information out of the Donation Management Unit or other appropriate unit. Appropriate departments/ unit will utilize the forms in the DMP to communicate the necessary information to implement the DMP. This includes utilizing forms in the DMP SOPs to communicate information between agencies, units, organizations, departments and the EOC.

F. Determine specific times when the information will be needed.

1. Initial reports

Situation Reports should be submitted every 4 - 8 hours, as appropriate, to the Donation Management Leader. The Donation Management Leader should submit information for Situation Reports every 8 hours, as appropriate. Times may be altered as needed, utilizing appropriate reporting structure.

2. Periodic unscheduled updates

Situation Reports can be submitted periodically at minimum, or if there is a significant change since the last Sit Rep that is critical to communicate timely, at least every 24 hours to the Situations Unit and other appropriate personnel.

3. **Termination of incident**

Incident Termination, including termination of DMP activities, can be made by the Director of EM, Donation Management Leader or designee. All decisions should be communicated and authorized by the EOC.

XIV. ADMINISTRATION, FINANCE, AND LOGISTICS

A. **Agreements and Understandings**

Should City of Snoqualmie resources prove to be inadequate during emergency operations, requests may be made for assistance from local jurisdictions and other agencies in accordance with existing or emergency negotiated mutual aid agreements and understandings. Such assistance may take the form of equipment, supplies, personnel, or other available capabilities. Duly authorized officials enter into all agreements and understandings. Copies of existing agreements are on file in the Emergency Operations Center.

B. **Policies**

The Donation Leader will work with the Finance Section of the EOC to establish the needed SOPs for keeping financial records for donation management, reporting, tracking resource needs, tracking the source and use of unsolicited donations, acquiring ownership of donated resources, and compensating the owners of private property used by the jurisdiction.

C. **Reporting**

During emergency operations, the Donation Management Leader will compile and provide a daily summary of significant volunteer management activities to the EOC for use in staff briefings and inclusion in periodic Situation Reports. If the EOC has been deactivated, a periodic summary of activities will be provided to local EM officials and the heads of volunteer organizations participating in the recovery process.

Reports will include the following information, if information is available:

1. **Phone Bank/Call Center**
 - a. Number of calls by type (donation inquiries, request for donations, referrals to agencies for disaster assistance, requests for information, etc.)
 - b. Major issues or challenges
2. **Donation Reception Center (Staging Area, Distribution Points, and Financial Accounting)**
 - a. Number and type of bulk donations received (truckloads, pallets, etc.)
 - b. Significant donations and disposition
 - c. Goods delivered to distribution points (truckload, pallets, boxes)
 - d. Unneeded goods delivered to other agencies

- e. Current hours of operation
- f. Number of persons employed (volunteers and paid workers)
- g. Major operational activities
- h. Support activities (feeding, lodging, etc.)
- i. Major issues or challenges
- j. Cash Received
- k. Cash Distributed

D. Records

Expenses incurred in operating the volunteer management system are generally not recoverable. However, in the event that State and/or Federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during volunteer management operations.

E. Post-Incident Review

The Donation Management Leader will be included in the City's review of the emergency operations in the aftermath of a major emergency or disaster. The purpose of this review is to identify needed improvements in its procedures, its facilities, and its equipment.

F. Training

The Donation Management Leader should attend training in volunteer management, as needed.

G. Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises should periodically include a Donation Management component.

VII. DMP DEVELOPMENT AND MAINTENANCE

1. The City of Snoqualmie is responsible for developing and maintaining this DMP.
2. Individuals, departments, agencies, and volunteer organizations assigned responsibilities in this DMP and its appendices are responsible for developing and maintaining appropriate SOPs or SOGs to carry out those responsibilities.
3. This plan will be reviewed and updated in accordance with the standards established in the City of Snoqualmie CEMP.
4. This DMP should be activated whenever possible when an exercise of a simulated emergency is conducted regardless of actual events, in order to provide practical, controlled operations experience to those who have response responsibilities.

5. An After-Action Review (AAR) will be conducted as deemed necessary following exercises and actual events. The effectiveness of this DMP and any recommended changes should be part of the AAR process.

VIII. AUTHORITIES AND REFERENCES

A. Legal Authority

1. Volunteer, quasi-governmental
 - a. Act 58-4-1905 American National American Red Cross Statement of Understanding, Dec. 30, 1985
 - b. Mennonite Disaster Services Agreement with Federal Disaster Assistance Administration (FDAA).
 - c. Salvation Army Charter, May 12, 1974

City of Snoqualmie Comprehensive Emergency Management Plan
ESF #7 Resource Support

IX. FORMS

RECORD OF DONATION – CITY OF SNOQUALMIE

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: _____

____ 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: _____