



Georgia Emergency Operations Plan: Volunteers and Donations Annex 5



2018

Updated: May 2018

Table of Contents

1.0 Introduction	1
1.1 Purpose	1
1.2 Scope	1
2.0 Authority	1
2.1 Policies	1
2.2 Relevant legal authority	1
3.1 Situation Overview	2
3.2 Planning Assumptions	2
4.0 Functional Roles and Responsibilities	3
4.0 Functional Roles	3
4.2 Assignment of Responsibilities	6
5.0 Concept of the Operation	13
5.1 Donations	13
5.2 Volunteers	16
5.2 Plan Activation	19
6.0 Plan Maintenance, Evaluation and Revisions	19
7.0 Annexes	20
Annex A: The MOU between GEMA/HS and ACS	21
Annex B: Bylaws of Georgia VOAD	23

1.0 Introduction

1.1 Purpose

During and following a major disaster, requests for goods and services will exceed local and state capabilities. The Volunteer & Donations Management Support Annex documents the coordinating processes deemed most efficient and effective in utilizing volunteers and donations during disasters.

1.2 Scope

This Annex provides guidance on the state's role in volunteer and donations management. This guidance applies to all agencies with direct and indirect volunteer and/or donations responsibilities under the Georgia Emergency Operations Plan.

The scope of this annex includes the coordination of state planning, response, and recovery efforts as related to volunteers (affiliated and unaffiliated) and donated goods (solicited and unsolicited). The Annex is designed to be scalable and applicable for all hazards.

2.0 Authority

2.1 Policies

Bylaws of the Georgia Voluntary Organizations Active in Disaster (Georgia VOAD) state that the network of voluntary organizations will work closely with the Georgia Emergency Management and Homeland Security Agency (GEMA/HS) in the event of an emergency. (See Annex B: Bylaws of Georgia VOAD)

2.2 Relevant legal authority

- A. O.C.G.A. § 38-3-20 (f) establishes the GEMA/HS Director as the disaster coordinator for the State.
 - B. O.C.G.A. § 38-3-22 (a) (3) empowers the Governor to ascertain requirements for food, clothing and other necessities of life as well as plan for and procure supplies, medicines, materials and equipment during an emergency.
 - C. O.C.G.A. § 38-3-32 provides immunity for volunteers who provide shelter to victims during an emergency.
 - D. O.C.G.A. § 38-3-35 (b) provides immunity from personal injury and property damage for volunteers who aid victims during an emergency.
 - E. O.C.G.A. § 38-3-90 et. seq. is titled the Disaster Volunteer Leave Act and allows trained state employees to miss up to fifteen days of work to volunteer during an emergency.
 - F. O.C.G.A. § 38-3-162 et. seq. allows registered Volunteer Health and Veterinary Practitioners licensed in other states to practice in Georgia during an emergency.
- Situation and Assumptions

3.1 Situation Overview

- A) The state of Georgia is at risk for a number of catastrophic events that could threaten public physical, mental, and emotional health, as well as public and private property and services; all of which could leave a potentially serious toll on a community's overall wellbeing.
- B) Should such an event occur, public interest will likely arise, resulting in a desire to assist from individuals, businesses, organizations and other entities. This assistance may be delivered, whether requested or spontaneously gifted, in the form of money, goods, services and people.
 - 1) The quantity of these offerings could be sizable, and therefore could be extremely difficult to receive in a way that enables them to be used effectively.
 - i) A massive influx of donations could lead to extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, distributing and more.
 - ii) A massive influx of volunteers may necessitate considerations of substantive documentation, safety precautions, and more.

3.2 Planning Assumptions

- A) All disasters are local, but some may require state assistance.
- B) A disaster may occur with much warning or little to no warning and may escalate more rapidly than the ability of the jurisdictions impacted can manage.
- C) Disasters will cause one or more of the following: loss of life; damage or destruction to public and private property; displacement of persons and families; shortages of daily necessities; social and environmental disruption; and disruption of utilities, services, and daily life activities.
- D) The most effective resources in disasters are survivors. They are often first on the scene and provide instant assistance to other survivors.
- E) Achieving and maintaining effective community preparedness reduces the immediate demands of response organizations.
- F) Local government agencies will initiate actions toward saving lives and protecting property, but, by request, these governments will be supported by the state in regards to donation and volunteer needs.
 - a. Local governments are encouraged to develop, maintain, and implement a local volunteer and donations management annex.
- G) Counties will request mutual aid assistance from other counties through the Statewide Mutual Aid Agreement and will use available resources and mutual aid before requesting state assistance.

- H) Volunteer and Donations support may be necessary in declared and non-declared disasters.
- I) All available state resources will be coordinated through GEMA/HS to mitigate the impact of the disaster.
- J) In the case state resources are exhausted, additional resources will be requested through the Emergency Management Assistance Compact (EMAC), and federal assistance through the Stafford Act.
- K) In a large or catastrophic event, the damage and resource shortfalls will require extensive assistance through volunteers and donations, which will have to be organized.
- L) A portion of donations received will be unsolicited. These may come without warning or prior knowledge; with drivers that expect quick unloading. These items may be unsorted and unorganized.
- M) The problem of unneeded donations can be reduced, but not eliminated by maintaining a current list of disaster needs (supported by information collected by local representatives of government and nongovernmental organizations), by assisting in the screening and assessment of donation offers, and providing current, effective public information to potential donors through multiple mediums that communicates the most effective and proper way potential donors may assist.
- N) A portion of the influx of volunteers will be unaffiliated or spontaneous volunteers. They should be assessed based on their current skills and abilities, and then referred or matched with a vetted organization actively responding to the emergency.
 - 1) Participating volunteer agencies are encouraged to develop, maintain, and implement a local volunteer and donations management annex as well as engage in coordination via the Georgia VOAD network.
- O) Without planning for unsolicited donations and unaffiliated volunteers, each may become a disaster in itself, demanding critical resources in order to organize and manage them.

4.0 Functional Roles and Responsibilities

4.0 Functional Roles

- A) GEMA/HS will act as the primary responsible agency for the implementation of this plan.
 - 1) Key responsibilities will include:

- i) Serve as lead agency to coordinate the activities of this annex to manage, maintain and coordinate donations management and volunteers as described.
- ii) Designate a state volunteer and donations management coordinator and/or a voluntary agency liaison (VAL) who will:
 - a) Act as the lead for volunteer and donations management and supervise the state Volunteer and Donations Coordination Team (VDCT).
 - b) Coordinate with appropriate agencies/coordinators to determine available resources and needs.
 - c) Maintain contact with county volunteer and donations coordinators.
 - d) Identify any additional GEMA/HS staff to work the volunteer and donations management function.
- iii) Provide logistical support by carrying out the following responsibilities:
 - a) Coordinate and arrange for transportation as required during the reception, movement and distribution of donations.
 - b) Lead the VDCT to coordinate the procurement and maintenance of a multi-agency warehouse. Further and continuously coordinate with Adventist Community Services (ACS) for the management, operations, and demobilization of the warehouse.
- iv) Lead the dissemination of accurate information related to donations and volunteers by carrying out the following responsibilities:
 - a) Enhance public knowledge:
 - A) Provide clear directions and materials to those offering donated goods and volunteering services by initiating the circulation of information through channels such as the GEMA/HS website, social media, press released, visitor information centers, and more.
 - B) Coordinate to offer a Volunteer and Donations Call Center for all citizens and agencies desiring to donate money, services or other in-kind donations.
 - b) Enhance the knowledge of decision makers and stakeholders:
 - A) Provide pertinent information to local government, the Federal Emergency Management Agency (FEMA), private sector partners and volunteer agencies as requested in order to facilitate effective communications and situational awareness.

- B) Maintain communication with and act as an informational resource for state staff, county liaisons, and local EMAs (emergency management agencies) in the impacted area to determine any unmet needs.
 - v) Provide training and expertise on volunteer and donations management when requested and/or needed on a local level.
- B) A VDCT may be compiled as a method of more efficient and effective decision related to volunteer and donation coordination.
 - 1) Individuals that may be included in the coordination of volunteer and donations management on a state level will include (but not be limited to):
 - i) GEMA/HS VAL
 - ii) FEMA VAL
 - iii) Georgia VOAD leadership
 - iv) Georgia VOAD volunteer and donations stakeholders
 - v) GEMA/HS Logistics Coordinator
 - vi) Any representatives of organizations that hold an MOU with the state to provide services related to the management of volunteers and donations
 - a) As of January 2018, these organizations included:
 - A) ACS
 - 2) Those above will be expected to cooperatively enhance volunteer and donation management in preparedness, response and recovery functions outlined in this annex including but not limited to the following accomplishments:
 - i) Establish situation-guided procedures to manage spontaneous volunteers and unsolicited donations.
 - ii) Maintain and distribute a roster of agency contacts and support personnel, as necessary, making sure to include local and emerging relief organizations.
 - a) This responsibility will be carried out by Georgia VOAD, but shared with the VDCT.
 - iii) Consistently assess the following throughout the incident's duration:
 - a) How volunteers and donations will be reported and made available for use.
 - b) Which itemized or service-based donation are needed and which need to be re-allocated.

- iv) Collaborate to secure and manage a multi-agency warehouse to be used for the collection, processing, and distribution of donations as well as, if needed, a hub for organizing volunteers, called a volunteer reception center.
- v) Plan and coordinate disaster operations planning, training and exercises.
 - a) This responsibility will be led by GEMA/HS, but shared with the VDCT.
- vi) Ensure logistical and communication procedures to ensure the effective carrying-out of designated responsibilities.
 - a) GEMA/HS and Georgia VOAD leadership will coordinate to ensure that all participating agencies and organizations, whether primary or secondary, are able to effectively use the programs and tools chosen based on the circumstances of the disaster designed to manage volunteers and/or donations.

4.2 Assignment of Responsibilities

- A) Supporting agencies, who may be called upon by GEMA/HS to support various operations related to volunteer and donations coordination may include, the following organizations, who are listed below along with their key responsibilities which may be required as needed or as available:
- 1) Other state government agencies:
 - i) Georgia Department of Agriculture
 - a) Provide liaison for the VDCT.
 - b) Provide expertise and personnel if necessary to inspect donations relevant to DOA's abilities.
 - c) Provide guidelines and rules/regulations for acceptance and handling of donated goods that may be used by DOA constituents.
 - ii) Georgia Department of Defense
 - a) Provide liaison for the VDCT.
 - b) Provide personnel to assist in loading/ unloading, sorting, packaging and otherwise handling donated goods, as required.
 - c) Provide state owned resources to assist in the storage, warehousing and movement of donated goods, as required.
 - iii) Georgia Department of Community Affairs
 - a) Provide liaison for the VDCT.

- b) Assist with unaffiliated/spontaneous volunteers from both within and outside the state during a disaster or emergency.
 - c) Maintain a list of and potentially mobilize the Georgia AmeriCorps volunteer network which may be used to support the efforts of relief agencies and organizations. This service will screen and provide information to volunteers as to the requirements necessary to participate in the voluntary effort.
 - d) Provide volunteer coordination and support.
 - e) Maintain communications with the SOC and Volunteer and Donations Management Coordinator.
- iv) Georgia Department of Corrections
- a) Provide liaison for the VDCT
 - b) Provide personnel to assist with the loading/unloading, sorting, packaging and otherwise handling donated goods, where requests
 - c) Provide state owned resources to assist in the storage, warehousing and movement of donated goods, as required.
 - d) Provide and coordinate and necessary security needs at volunteer and/or donations facilities.
- v) Georgia Department of Natural Resources
- a) Provide liaison for the VDCT
 - b) If necessary, provide expedited waste/debris disposal permits
- vi) Georgia Department of Public Health
- a) For events requiring activation of the Public Health and Medical Volunteer System, provide a liaison to the VDCT who will coordinate medical and public health volunteer efforts with local agencies and voluntary organizations involved in relief efforts.
 - b) Provide health guidelines and medical rules/regulations for acceptance and handling of appropriate donated goods.
 - c) Provide professional input concerning communicable disease control as it relates to redistribution of donated goods.
- vii) Georgia Department of Public Safety (DPS)
- a) Provide liaison for the VDCT.
 - b) Coordinate with Georgia Department of Transportation (GDOT) to identify and manage checkpoints and staging areas for incoming donations.

- c) Check incoming commercial shipments of donated goods at weigh stations.
 - d) Assist GDOT in directing vehicles and trucks bringing donations into the State.
 - e) Provide or coordinate convoy escorts as needed.
 - f) Coordinate the flow of disaster relief traffic with the State Volunteer and Donations Management Coordinator.
 - g) Provide and coordinate and necessary security needs at volunteer and/or donations facilities.
- viii) GDOT
- a) Provide liaison for the VDCT.
 - b) Identify and manage checkpoints and staging area for incoming donations.
 - c) Post instructions as needed to direct vehicles and trucks bringing donations into the state.
 - d) Coordinate procedures for securing transportation resources upon request from the State Volunteer and Donations Management Coordinator for the movement of goods.
 - e) Provide expedited transportation/load movement permits if required.
 - f) Coordinate with the VDCT to decide what to do when unsolicited donated goods are encountered at checkpoints or staging areas.
- ix) Georgia Building Authority
- a) Provide liaison for the VDCT.
 - b) Through ESF 7, locate and secure office supplies and warehouse space as needed for the event for use in handling donated goods in compliance with the specifications provided for in the GEMA/ACS MOU.
 - A) Selection will take into account possible need for refrigeration, security, size, facilities, and parking.
- x) Georgia State Properties Commission
- a) Provide liaison for the VDCT.
 - b) Through ESF 7, locate and secure warehouse space as needed for the event for use in handling donated goods in compliance with the specifications provided for in the GEMA/ACS MOU.

- A) Selection will take into account possible need for refrigeration, security, size, facilities, and parking.

2) Federal government

i) FEMA

- a) Provide FEMA volunteer and donations coordinator and/or VAL to work with the state volunteer and donations coordinator and/or VAL in accomplishing an effective volunteer and donations management function within the state.
- b) Be prepared to fully support the state's volunteer and donations management systems and look principally to those voluntary organizations with established structures already in place in order to receive and deliver appropriate aid to disaster survivors.
- c) At the SOC, other state facility, or other Joint Field Office, advise and assist the state volunteer and donations coordinator as needed in:
 - A) Establishing the VDCT.
 - B) Establishing a form of and support the state volunteer and donations Coordination center, including a donations hotline as appropriate.
 - C) Coordinating with FEMA Region IV VAL, congressional affairs, community relations, logistics, defense coordinating officer, and other federal agencies and elements, as necessary.
 - D) Preparing input for federal and State situation reports, briefings, and VIP visits, as necessary.
 - E) Coordinating with the appropriate federal ESF under the National Response Framework to provide vital donations management support services such as:
 - 1) Supplemental transportation and telecommunications assets and guidance.
 - 2) Logistical support (to include, as necessary, technical assistance, supplies, services, equipment and facilities).
 - 3) Coordinate international offers of assistance and communicates with the appropriate United States Embassy in the originating country.

3) Partner nonprofits and relief organizations:

i) Georgia VOAD

- a) Designate a Georgia VOAD government liaison to work with the SOC and VDCT. Communicate throughout the disaster with the Georgia VOAD government liaison at the SOC for ongoing assessment of needs and resources.
- b) Furnish telephone numbers and other pertinent information to the VDCT in order to provide an effective communications.
- c) Identify and communicate to VDCT which agencies can receive and use certain types of volunteers and donations as situation requires
- d) Provide daily conference call for member organizations to coordinate volunteer and donation response and recovery efforts.
- e) Provide daily situation reports, compiled from the various voluntary agency activities, to the state volunteer and donations coordinator through the SOC.
- f) Member agencies prepare for and manage unaffiliated volunteers.
- g) Member agencies develop and give aid to long term recovery committees in an affected area.
- h) Member agencies assess the need for individual assistance, case management, and unmet needs.
- i) Member agencies provide volunteers and donations to impacted areas. Agencies are expected to follow local government guidance.

ii) ACS

- a) Provide liaison for the VDCT.
- b) Provide management and oversight of staff for a multi-agency warehouse or distribution center when requested by the State.
- c) Assist in developing procedures for managing unsolicited, undesignated donations as the situation dictates.
- d) Provide volunteers to fulfill services detailed within the MOU between ACS and GEMA/HS
- e) Furnish relevant telephone numbers and other pertinent information to the VDCT in order to contribute to an effective communications process.
- f) Provide procedures for acceptance/disposition of unsolicited donations when received/asked for by the VDCT.

- g) Consider ways to address unmet needs as reported by the VDCT as well as any ACS local offices.
 - h) Demobilize appropriately and deliver any remaining donations to long term recovery committees or verified local charitable organizations.
- iii) American Red Cross Georgia Region (ARC)
- a) Provide liaison for the VDCT.
 - b) Coordinate the designated donations that are solicited by the ARC.
 - c) Furnish relevant telephone numbers and other pertinent information to the VDCT to contribute to an effective communications process.
 - d) Coordinate ARC actions concerning volunteer and donations with local government.
 - e) Contribute to aid in efficient volunteer and donations operations by communicating and collaborating with other organizations.
 - f) Consider ways to address unmet needs as reported by the VDCT as well as any ARC local offices.
- iv) Georgia Public Broadcasting
- v) The Salvation Army Georgia Division
- a) Provide liaison for the VDCT.
 - b) Coordinate the designated donations that are solicited by the Salvation Army.
 - c) Assist with warehousing and distribution of donated goods.
 - d) Furnish telephone numbers and other pertinent information to the VDCT to contribute to an effective communications process.
 - e) Coordinate TSA actions concerning volunteer and donations with local government, contribute to aid in efficient volunteer and donations operations by communicated and collaborating with other organizations.
 - f) Coordinate with local offices and identify unmet needs.
- 4) Private sector partners:
- i) Corporations, Businesses and Industry
 - a) Support recovery efforts of impacted employees and communities

- b) Engage with the GEMA/HS private sector liaison to build situational awareness and provide philanthropic relief as needed and as available
- 5) Local stakeholders and decision makers:
- i) Local Citizen Corps Council
 - a) Key responsibilities may include the following, as needed or as available:
 - A) Liaison with the state Citizen Corps Program Manager to coordinate local and surrounding counties' Citizen Corps Council volunteers.
 - ii) Local EMA
 - a) Key responsibilities will include:
 - A) Develop and maintain a local volunteer and donations management annex which includes the following:
 - 1) Plan to coordinate offers of donations including in-kind donations, volunteers and offers of services.
 - 2) Appoint a volunteer coordinator to coordinate with local volunteer agencies and unaffiliated public volunteers.
 - 3) Designate a volunteer liaison responsible for the coordination of the voluntary effort in the local area. This liaison will assess county needs and relay information to the State Volunteer and Donations Coordinator.
 - 4) Appoint a donations coordinator and designate a lead agency/organization within their jurisdiction for reception and distribution of goods.
 - 5) Identify and secure receiving and distribution sites to be used in time of disaster.
 - 6) Identify alternate warehouse/collection center space for contingency purposes.
 - 7) Provide information and assistance as initial input to needs assessment team and continue providing updated information as requested or necessary.
 - 8) Coordinate with local volunteer, community and religious organizations to manage and operate local distribution centers.

- B) Immediately following impact, assess the potential needs (goods, volunteers and services) of all affected communities. Communicate needs to the SOC, which will be forwarded to the State Volunteer and Donations Coordinator.
- C) Make requests for unmet needs through the SOC.
- D) Provide telephone numbers and other pertinent information to the VDCT in order to begin effective communications process.

5.0 Concept of the Operation

5.1 Donations

A) Introduction

- 1) Ideally, donations operations will take place in accordance with the plan set in place by the affected area's local EMA. During non-disaster operations, the GEMA/HS VAL will have encouraged and/or assisted local governments in the development of such plans, taking care to address the items detailed in the sections below.
 - i) GEMA/HS External Affairs will be the primary entity responsible for disseminating messaging related to donations, and will take care to address points such as what donations are most needed and the most effective way for them to be utilized.
 - ii) GEMA/HS will craft these messages with the intent of them being similarly disseminated by members of Georgia VOAD, who will rely on the GEMA/HS VAL to provide clear, pre-scripted messaging to be used by the group to ensure consistency.
 - a) If needed, GEMA/HS Public Information Officer and VAL will collaborate to compile and publish daily list of items needed and not needed.
- 2) Needs assessments, of items needed and not needed, shall be conducted on an ongoing basis by the following groups:
 - i) GEMA/HS field staff and local emergency management, who will report needs as observed via the following channels:
 - a) WebEOC
 - b) County Coordination Calls

- c) Individual outreach toward the GEMA/HS VAL and, if applicable, the FEMA VAL, via phone, email, etc.
 - ii) Representatives of acting Georgia VOAD organizations. This information will be reported via the following channels:
 - a) Regular Georgia VOAD update and coordination calls
 - b) Individual outreach toward the GEMA/HS VAL and, if applicable, the FEMA VAL, via phone, email, etc.
- 3) It is the responsibility of each organization accepting donations of goods, services, and/or cash to follow all applicable internal audit policies and procedures. Each of these organizations which receive and make use of donated items as resources should record donor information including but not limited to: name, address, and what was donated.

B) Goods

1) Transport

- i) Ideally, transport for goods will be coordinated by the donor and/or the recipient. However, if a transporting mechanism does not develop, GEMA/HS will first present the goods to Georgia VOAD, and coordinate with any members that may be able to assist.
 - a) Otherwise, if the donations are sufficiently needed and significant, the GEMA/HS VAL will work with the GEMA/HS logistics coordinator to assess if there are resources available to transport.
 - b) Note than some private sector partners may offers their transport services. These should also be considered when assessing modes of donation transport.
- ii) If needed, GEMA/HS will work with DPS and GDOT to efficiently coordinate the safety of the transports of incoming donations. This responsibility may include security, establishing checkpoints, maintaining weigh stations, and determining safe travel routes.

2) Planning

- i) Local governments and EMAs should, in their own planning and preparedness efforts, pre-identify and validate local distribution sites.
- ii) To make a strategic decision regarding large-scale donations management, a donations management task force may be established including representatives from:

- a) GEMA/HS
- b) FEMA
- c) Georgia VOAD
- d) ACS

3) Donations storage

- i) If a local donation storage site is insufficient, the state, driven by input from the donations management task force, should seek alternative solutions such as a large, well-located warehouse.
- ii) GEMA/HS may coordinate with Georgia State Patrol and/or local law enforcement to coordinate security and safety for the donations storage space.

4) Donations management

- i) Based on the existing MOU between GEMA/HS and ACS, ACS will serve as lead and address action items such as the coordinating of volunteers made available to assist within the donations warehouse, the logistical management, including inventorying and distribution, of the donated goods, the demobilization and breakdown of the donations warehouse, and more as detailed in Annex A: The Memorandum of Understanding between GEMA/HS and ACS.
- ii) If inquiries related to donations seem significant enough to warrant a separate public information channel and the local receiving structure is equipped to handle an increase, GEMA/HS will take the lead on creating a volunteer (and, also if needed, volunteer) media and public information campaign. This may include, but not be limited to establishing the following:
 - a) Social media messaging
 - b) Interviews
 - c) Press releases
 - d) Call center, whether by publicizing the 1-800-TRYGEMA hotline, or by pulling in state partner Georgia Public Broadcasting to utilize their call center capabilities.
- iii) Note that without a large-scale donations warehouse, donated goods will be delegated as needed. This will be determined via offerings between members of Georgia VOAD.

iv) The policies above should apply to both of the following types of goods:

a) Solicited goods

A) Items that have been publically expressed as needed or asked for by a responding organizations.

b) Unsolicited goods

A) Items that have not been publically expressed as needed or asked for by a responding organizations.

C) Services

1) Most service-based donations will be directed to the Georgia VOAD network via the daily coordination calls. If the service being offered can be directly utilized by a member of Georgia VOAD, that member will then become the point of contact for the entity offering the service. If the service cannot be used by a member of Georgia VOAD or any other responding organization, it will be the responsibility of the VAL to respond appropriately.

D) Monetary donations

1) The public will be encouraged by ESF 15 and other partners in messaging, including Georgia VOAD, to donate to a trusted, verified response organization.

i) The primary way to publicize these organizations will be to publicize the list of Georgia VOAD members on the Georgia VOAD website.

a) Those wanting to donate monetary resources will be encouraged to choose from the list of Georgia VOAD members to donate to.

b) Each individual Georgia VOAD organization is responsible for their own collection and management of donated funds.

5.2 Volunteers

A) Introduction

1) Ideally, volunteer operations will take place in accordance with the plan set in place by the affected area's local EMA and the voluntary organizations active on-scene. During non-disaster operations, the GEMA/HS VAL will have encouraged and/or assisted local governments in the development of such plans, taking care to address the items detailed in the sections below.

- 2) GEMA/HS External Affairs will be the primary entity responsible for disseminating messaging related to volunteers, and will take care to caution those wanting to help that self-deploying is not encouraged through whatever channels they deem appropriate.
 - i) GEMA/HS will craft these messages with the intent of them being similarly disseminated by members of Georgia VOAD, who will rely on the GEMA/HS VAL to provide clear, pre-scripted messaging to be used by the group to ensure consistency.
- 3) Needs assessments shall be conducted on an ongoing basis by the following groups:
 - i) GEMA/HS field staff and local emergency management, who will report needs as observed via the following channels:
 - a) WebEOC
 - b) County Coordination Calls
 - c) Individual outreach toward the GEMA/HS VAL and, if applicable, the FEMA VAL, via phone, email, etc.
 - ii) Representatives of acting Georgia VOAD organizations. This information will be reported via the following channels:
 - a) Regular Georgia VOAD update and coordination calls
 - b) Individual outreach toward the GEMA/HS VAL and, if applicable, the FEMA VAL, via phone, email, etc.
- 4) Affiliated volunteers will be managed via the regular VOAD conference calls.
- 5) Regular situational reports regarding volunteer activities will be organized by GEMA/HS with the support of FEMA and information provided by participating VOAD organizations.
- 6) It is the responsibility of each organization accepting volunteers to follow all applicable internal audit policies and procedures. Each of these organizations which receive and make use of volunteers should take care in documenting volunteer information and hours spent working, in an effort to support the local emergency management as they apply for any potential government financial assistance.

B) Volunteer Reception Center

- 1) Planning

- i) It is the responsibility of GEMA/HS and relevant Georgia VOAD members to assess the best possible site for a Volunteer Reception Center.
 - a) Local emergency management representatives will be consulted when determining the center's location.
 - b) GEMA/HS may coordinate with Georgia State Patrol and/or local law enforcement to coordinate security and safety for the volunteer reception center facility.
- ii) Assessments of needs for volunteers shall be conducted on an ongoing basis by the following groups:
 - a) GEMA/HS field staff and local emergency management, who will report needs observed via the following channels:
 - A) WebEOC
 - B) County Coordination Calls
 - C) Individual outreach toward the GEMA/HS VAL and, if applicable, the FEMA VAL, via phone, email, etc.
 - b) Representatives of acting Georgia VOAD organizations. This information will be reported via the following channels:
 - A) Regular Georgia VOAD update and coordination calls
 - B) Individual outreach toward the GEMA/HS VAL and, if applicable, the FEMA VAL, via phone, email, etc.
 - c) If applicable, FEMA representatives.

2) Management

- i) GEMA/HS and lead Georgia VOAD members may provide and attend training related on management of the center.
 - a) This training may include guidelines on proper documentation of volunteer identification, special skills, and qualifications.
- ii) All volunteer groups and local jurisdictions will be encouraged to track volunteer work hours for potential reimbursement.
 - a) This message will be reiterated by GEMA/HS and lead Georgia VOAD members.

- b) A local agency or organization will be designated as the lead to collect and submit hours reported by local responding organizations to the county.
 - c) Statewide partners will be asked to track and submit their reports individually to each county in which their volunteer work was completed.
- 3) If inquiries related to volunteering seem significant enough to warrant a separate public information channel and the local receiving structure is equipped to handle an increase, GEMA/HS will take the lead on creating a volunteer (and, also if needed, donations) media and public information campaign. This may include, but not be limited to establishing the following:
 - i) Social media messaging
 - ii) Interviews
 - iii) Press releases
 - iv) Call center, whether by publicizing the 1-800-TRYGEMA hotline, or by pulling in state partner Georgia Public Broadcasting to utilize their call center capabilities.

C) The policies above should apply to both of the following types of volunteers:

- 1) Affiliated Volunteers, which includes volunteers who have aligned themselves with an existing response organization prior to arriving on scene
- 2) Unaffiliated Volunteers, which includes volunteers who have not aligned themselves with any responding organizations before arriving on scene

5.2 Plan Activation

GEMA/HS will be the primary agency responsible for the activation of the Volunteer and Donations Support Annex through ESF 15 (under which the GEMA/HS VAL is housed) and the State Operations Center.

6.0 Plan Maintenance. Evaluation and Revisions

GEMA/HS is the responsible agency for publishing the Plans Standardization and Maintenance Policy. The Deputy Director of Emergency Management will oversee the update and maintain this policy as stated in the GEMA/HS Plans Standardization and Maintenance Policy. Appropriate officials in State agencies should recommend changes at any time and provide information periodically as to changes of personnel and available resources. All changes will be referred to the GEMA/HS Planning Section

Manager. The Plans Standardization and Maintenance Policy will be revised on a accordance with policy.

This Annex is intended to contain a comprehensive overview of the volunteer and donations preparedness, response, and initial recovery actions undertaken by disaster enterprise partners in Georgia. The Annex will be reviewed annually and updated as necessary. To submit corrections, comments, suggestions or questions pertaining to this plan, please contact the GEMA/HS VAL at 404-635-7200.

7.0 Annexes

Annex A: The MOU between GEMA/HS and ACS

**MEMORANDUM OF UNDERSTANDING
BETWEEN
GEORGIA EMERGENCY MANAGEMENT AGENCY (GEMA)
AND
ADVENTIST COMMUNITY SERVICES**

PURPOSE

The following agreement between the Georgia Emergency Management Agency (herein referred to as GEMA) and the Adventist Community Services (herein referred to as ACS) establishes the roles and responsibilities of each party during the use of the activation of the Volunteer and Donations Management Annex during a State of Emergency declared by the Governor or Presidential Declaration for a disaster. The Adventist Community Services will be used to support the donated goods and services effort of areas impacted by the disaster.

PROPOSAL

Therefore, we propose the following terms that if agreed upon will initiate a contract between the ACS and GEMA outlining the same, effective September 10, 2007.

ACS will:

- Provide leadership and training for community based volunteers to coordinate the flow of incoming donated goods.
- Provide management of a multi-agency warehouse and supervise local volunteers in receiving, sorting, packing, and inventorying donated goods.
- Make all goods available to recognized local organizations carrying on a distribution services to survivors.
- Supply upon request a copy of the most current inventory to local, state, and FEMA officials.
- Consult with GEMA as to the best method of closing down, turning over to another agency, or otherwise terminating their part in the operation.

GEMA will:


- Alert ACS in anticipation of the request to activate the Volunteer and Donations Management Annex
- Ensure where donated resources cannot meet the need for the support of donations operation, ESF 7 (Resource Support) will coordinate acquisition of the following to include but not be limited to:
 - Warehouse Space (100,000 -250,000 sq. ft.) depending on the scope of the disaster
 - Utilities and Phone Service (8 voice lines, 2 fax/modem line)
 - High speed DSL internet connection to use Inventory, Donation, and Volunteer Management software Systems
 - Forklift (4) and fuel

- Trucking (for delivery of goods to distribution centers)
1-cargo van and 2-24' straight trucks with lift gate, and fuel
- Tables and chairs (25 tables [8'] and 20 chairs)
- Stretch Wrap
- Five computers and two printers
- Operational Expense for Inventory, Donations, and Volunteer Management Software systems
- Copier and Fax machine (1 each) and paper
- Boxes (20" x 20" x 12 5/8") and tape (2000 boxes + 100 rolls at 50 yds. each)
- Pallets and Pallets jacks (200 pallets and 6 pallet jacks)
- Dumpster Service (20-30 cu. yds.)
- Office supplies – paper, pens, marker, etc.
- Desks


CANCELLATION

Either party may terminate this proposal at anytime upon written notice from either agency head, which will become effective sixty (60) days upon receipt of notification.

#####



Allan Williamson
Adventist Community Services



Charley English, Director
Georgia Emergency Management
Agency

10/15/2007

Date

9/10/2007

Date

Annex B: Bylaws of Georgia VOAD

GEORGIA ORGANIZATIONS ACTIVE IN DISASTER BYLAWS 2007

I. Name and Jurisdiction

The name of the organization is the GEORGIA Voluntary Organizations Active in Disaster. (GAVOAD) is the state counterpart to the National Voluntary Organizations Active in Disaster (NVOAD.) The Jurisdiction is the State of GEORGIA.

II. Mission

GAVOAD is a humanitarian association of independent voluntary organizations who may be active in all phases of disaster. Its mission is to foster efficient, streamlined service delivery to people affected by disaster, while eliminating unnecessary duplication of effort, through cooperation in the four phases of disaster: preparation, response, recovery, and mitigation.

III. Overview

GAVOAD is not a competing or exclusionary organization. GAVOAD is intended to be a network for organizations active in disaster. Each GAVOAD member organization will maintain its own identity and independence while closely collaborating with other GAVOAD member organizations, Interfaiths, and local, state, or federal authorities.

GAVOAD accomplishes its mission by adhering to the following principles:

Cooperation: Foster cooperation among GAVOAD member organizations at all levels and in all phases of disaster

Coordination: Coordinate the development of GAVOAD policies and procedures, and, the implementation of services among GAVOAD member organizations. GAVOAD may also provide links to national and international disaster relief organizations. **GAVOAD serves as advocate and liaison between member agencies and the State of Connecticut.**

Communication: Exchange and disseminate information among GAVOAD member organizations and the public, as well as local, state and federal agencies, in conjunction with the individual GAVOAD members.

Collaboration: We dedicate ourselves to work together to achieve specific goals and to undertake specific projects at disaster sites. We form partnerships during the disaster response.

- Education - providing training and increasing awareness and preparedness in each organization.
- Leadership Development - giving volunteer leaders training and support so as to build effective state VOAD organizations.
- Mitigation - supporting the efforts of federal, state, and local agencies and governments and supporting appropriate legislation.

- Convening Mechanisms - putting on seminars, meetings, board meetings, regional conferences, training programs, and local conferences.
- Outreach - encouraging the formation of and giving guidance to state and regional voluntary organizations active in disaster relief.

IV. Membership

A. Categories of Membership

1. Partner – Organizations, which meet all of the following criteria, are eligible for the Partner category of membership in the GAVOAD.
 - Organizations with voluntary memberships and constituencies, which are not-for-profit, that is those qualified under the IRS Code as 501c3.
 - Organizations must have a disaster response program and policy for commitment of resources to meet the needs of people affected by disaster without discrimination
 - Organizations must be statewide in scope or affiliated with state or national disaster response, such as NVOAD.
 - Organizations must be in good standing with annual dues.
 - Organizations are eligible for Executive Committee positions and any other leadership positions.
 - Organizations are voting members and have a right to vote on all matters coming before the membership for a vote.
2. Affiliate – Collaborative groups, such as local VOAD/COAD/LTRG, are eligible for the Affiliate category of membership in the GA VOAD.
 - Collaborative group are made up of organizations with voluntary memberships and constituencies, which are not-for-profit, that is those qualified under the IRS Code as 501c3.
 - Collaborative group may not be statewide in scope, but a recognized organization of community service agencies.
 - All organizations within the group must have a disaster response program and policy for commitment of resources to meet the needs of people affected by disaster without discrimination
 - Collaborative group must be in good standing with annual dues.
 - One representative of a collaborative group is eligible for Executive Committee positions and any other leadership positions.
 - Collaborative group are voting members and have a right to vote on all matters coming before the membership for a vote.
3. Associate – The Associate category of membership may be granted to organizations, government agencies, or businesses with disaster planning and operations responsibilities or capabilities that do not meet all of the criteria for Partner and Affiliate membership and:
 - Organizations must have a disaster response program and policy for commitment of resources to meet the needs of people affected by disaster without discrimination
 - Organizations may be local, statewide or national in scope.

Ideas – tiered memberships and increase dues to include NVOAD? With exceptions to waive. Can send diff representatives. Payment via electronically. Email listing – associates included?

B. Conditions of Membership

- Meet the membership criteria of the GAVOAD
- Agree with the mission of the GAVOAD Have an authorized representative at GAVOAD business and special meetings.

C. Membership Application Procedures

1. Organizations requesting membership will apply by letter to the GAVOAD describing their intended commitment to the GAVOAD Candidate organizations are encouraged to attend GAVOAD meetings during the pendency of their application.
2. The GAVOAD Executive Committee (EC) will determine category eligibility of the candidate organization using the GAVOAD bylaws and present the application for discussion at the next business meeting.
3. The Authorized Member Organizational Representatives (AMORs) will vote after the application is presented and discussed to extend or deny an offer of membership to the candidate organization.

D. Responsibilities of Membership –

1. The leadership of a GAVOAD member organization must be committed to sending knowledgeable and authoritative representatives to attend GAVOAD meetings.
2. The AMOR must have access to the resources of their organization to serve the needs of disaster victims. GAVOAD member organizations are encouraged to designate one alternate AMOR (AAMOR) to attend GAVOAD meetings.
3. The leadership of a GAVOAD member organization shall designate the primary representative and one alternate representative in a letter to the CEC. Routine changes are made no later than thirty days prior to the next business meeting.
4. An AMOR who misses 50 percent of the business and special meetings in a twelve-month period shall receive a reminder letter from the Executive Secretary. A copy of the reminder letter shall be sent simultaneously to the leadership of the AMOR's organization.
5. The reminder letter shall state the importance of each organization's participation and shall request a statement as to the intentions of the AMOR as well as that of their organization to actively participate in the future.
6. If the organization or the AMOR fails to respond to the reminder letter within thirty days or accumulates two additional unexcused absences in the next twelve-month period, the Executive Secretary shall recommend a vote to reduce, or, terminate the status of the organization.

E. Termination of Membership – An organization's membership may be terminated by:

1. GAVOAD member organizations may voluntarily withdraw by submission of a letter of separation to the EC.
2. Membership may be terminated at any time for any reason by a four-fifths formal vote.
3. Consistent failure to meet the conditions and responsibilities of membership.

V. Meetings –

The meetings of the GAVOAD shall be guided by the *Democratic Rules of Order*, (Francis, the Seventh Ed.) except as otherwise provided for in these bylaws. GAVOAD business meetings are open to the public.

A. Business Meetings

1. Business meetings will be held a minimum of four times a year on a schedule set by the GAVOAD
2. The cycle of business meetings for a sitting body of representatives from GAVOAD member organizations shall last two years.
3. Written notice, including a meeting agenda, shall be sent to all members prior to any business meeting.
4. The AMOR has voice for and votes for his/her organization at business meetings. Other representatives from the same organization have voice, when recognized by, and, at the discretion of the Chair. The intent is that there is a reasonable exchange of ideas in a timely fashion without monopoly by multiple representatives of a single agency.

B. Emergency Meetings

1. Emergency meetings to meet the needs of disaster events (or drills) can be called at any time by the EC with minimal notice
2. Teleconferencing emergency meetings will be called after a disaster strikes to facilitate the work of the GAVOAD
3. Emergency meetings are open to members and those agencies with specific response & recovery responsibilities that concern GAVOAD members.

C. Committee Meetings

1. Committee meetings are limited to committee members
2. Technical advisors may attend committee meetings at the request of the chairperson

VI. Officers

Officers are nominated at the seventh business meeting and voted in the last meeting of the last quarter of the odd year. Their term of office begins with the first meeting of the next cycle of business meetings. Officers must be Partner Member AMORs. Individuals not organizations are elected. Any member of the GAVOAD may nominate officers. Nominations must be seconded to

be accepted. A list of the accepted nominees must appear on the agenda for the last meeting of the last quarter of the odd year. These officers are elected by the membership of the GAVOAD No single agency will be allowed to hold more than one officer position. When an officer's position is vacated the Chairperson shall call for nominations and an election within the next business meeting to serve the unexpired term. The EC consists of the following officers.

A. President

Function: presides at meetings, acts as spokesperson and GAVOAD, delegate tasks as pertains to GAVOAD business, convene meetings and provides leadership. Nominate committee members to be voted on by the EC. The Chairperson with the consent of the voting membership may engage in external contracts.

B. Vice-President

Function: Acts on behalf of the chair in the absence of or at the request of the Chairperson and maintains financial records of the GAVOAD

B. Secretary

Function: Maintain organizational records, make notifications, and keep minutes of meetings.

C. Treasurer

Function: and maintain financial records of the GAVOAD.

VII. Standing Committees

The following Standing Committees will be appointed per the bylaws. Committees shall be representative of the GAVOAD member organizations.

Standing Committees to be determined.

VIII. Voting

1. Each Partner organization is entitled to one vote
2. Voting by proxy shall not be permitted.
3. Members present at a properly noticed meeting shall constitute a quorum to do business.
4. All voting except as otherwise provided for in these bylaws shall pass by simple majority vote.
5. All votes (formal or consensus reached) will be recorded in the meeting minutes
6. An individual or AMOR may represent more than one organization however an individual/AMOR has one vote regardless of the number of organizations he/she may represent.

IX. Amendments

1. Amendments to these bylaws may be made by a two-thirds majority vote. Amendments must be moved and seconded at a properly noticed business or special meeting to be voted on at the following business meeting.

Disaster Response Annex;

When a disaster strikes, Georgia Volunteer Organizations Active in Disaster (GAVOAD) will;

1. The President or designee will deploy to the disaster scene.
 - a. The President will make a damage assessment
 - b. The President will make a need assessment
 - c. The President will make an assessment of the ability of the community to recover
2. The president will develop a daily conference call of State VOAD members which will;
 - a. Provide situation reports of the response
 - b. Provide a forum to discuss the needs and find solutions
 - c. Provide opportunity for members to advice on their activities
3. Call together local leaders, assisting the community in forming a Long Term Recovery Organization (LTRO)
 - a. Lead first meeting (possibly more) informing the group on the structure of a LTRO
 - b. Continue support of the LTRO through manuals and outside presenters
4. Support Georgia Emergency Management Agency (GEMA) in Volunteer and Donations Management by;
 - a. Inform other agencies of the donated management plans and policies
 - b. Provide liaison for the Disaster Control Center (DCC).
 - c. Facilitate the matching of donated goods and services with all organizations involved in conjunction with the DCC.
 - d. Coordinate the registration of public volunteers
 - e. Channel offers of volunteer assistance not requested by GAVOAD to the toll-free telephone number
 - f. Coordinate the designated donations that are solicited by their agencies
 - g. Furnish telephone numbers and other pertinent information to the DCC in order to provide an effective communications process
 - h. Provide procedures for acceptance/ disposition of unsolicited donations when received/ asked for by the DCC
 - i. Coordinate with local offices and identify unmet needs

5. Address other duties as they arise

President

V. President

Secretary

Treasurer