

**MORONGO
BAND OF
MISSION
INDIANS**



A SOVEREIGN NATION

**Volunteer and Donations Management
(Emergency Support Function – 17)
Annex to
Emergency Operations Plan**

August 2011
(Last Updated August 2012)

Purpose

This plan establishes an organizational structure and process by which the Tribe will manage volunteers, donations, and service programs resources for disaster response, relief, and recovery efforts. When managed appropriately, volunteers, donations, and service programs provide valuable and cost-effective resources to the tribal community.

Goals

The goals of this volunteer and donations management plan are:

- To augment, as a supporting plan, the Tribe's Emergency Operations Plan (EOP)
- To enhance resources available to Morongo emergency organization for disaster response and recovery through the involvement of volunteers, donations, and service programs
- To establish a means by which volunteers and service program members can contribute their time and talents following a disaster
- To encourage partnerships among governmental agencies and non-governmental organizations for the most effective community-wide approach to disaster volunteer coordination
- To ensure that implementation of the volunteer and donations management plan is in accordance with principles and practices established by the Tribe

Scope

This volunteer and donations management plan is designed for use during the response and recovery phases of emergency management for all hazards. The plan focuses on using the Tribal Community volunteers responding to a disaster in an effective way. This plan describes how the Tribe will manage donations and volunteer resources and how volunteer coordination takes place during and following a major disaster. This plan defines the roles and responsibilities of staff and outlines the way in which the primary disaster volunteer coordination function is carried out to coordinate the deployment of volunteers for disaster response and recovery.

General

Volunteers represent a potential resource to the Tribe when affected by a major incident or disaster. However, volunteers who respond spontaneously without appropriate training and qualifications can easily overwhelm the capabilities of the tribal emergency organization. With a system in place for receiving and referring spontaneous volunteers the Tribe can capture this valuable resource and provide more efficient and cost-effective service to the tribal community.

Incident Command System

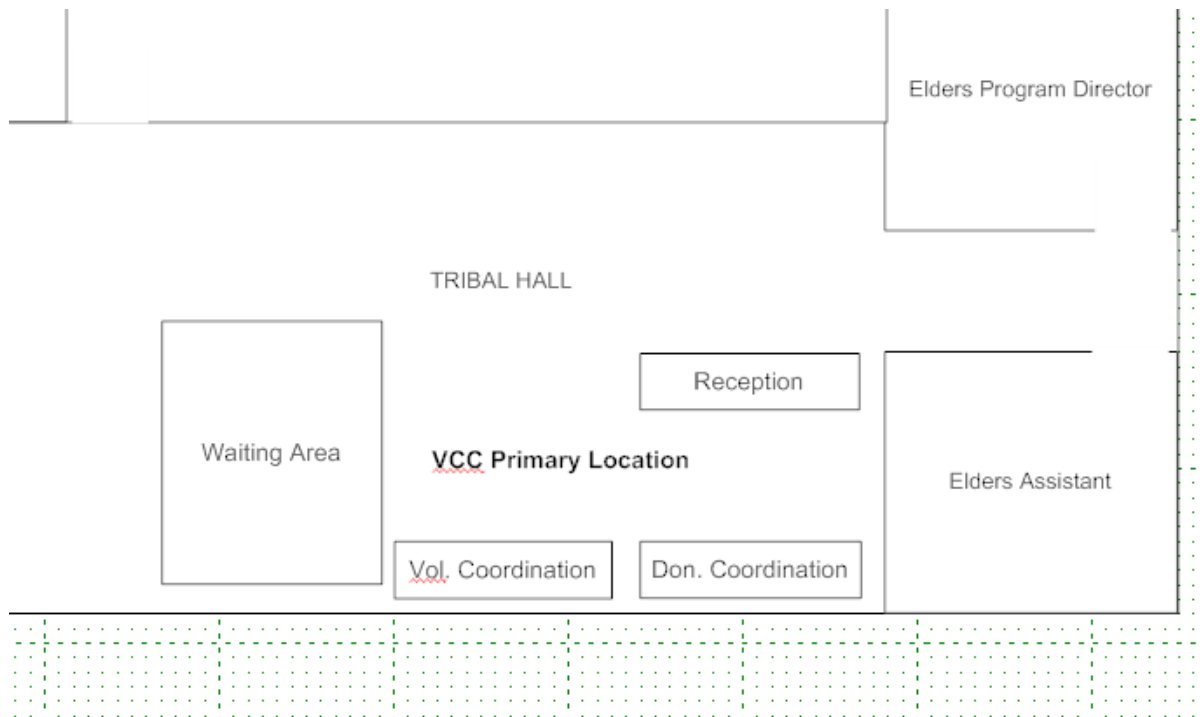
Insofar as feasible, this plan follows the principles and features of the Incident Command System (ICS). Used by the tribe's emergency response departments and organizations throughout the country under the National Incident Management System (NIMS), ICS is an effective model for centralized management. It clearly defines staff roles, responsibilities,

and lines of communications. In the ICS model the base of operations for response to a disaster (incident) is the Command Center.

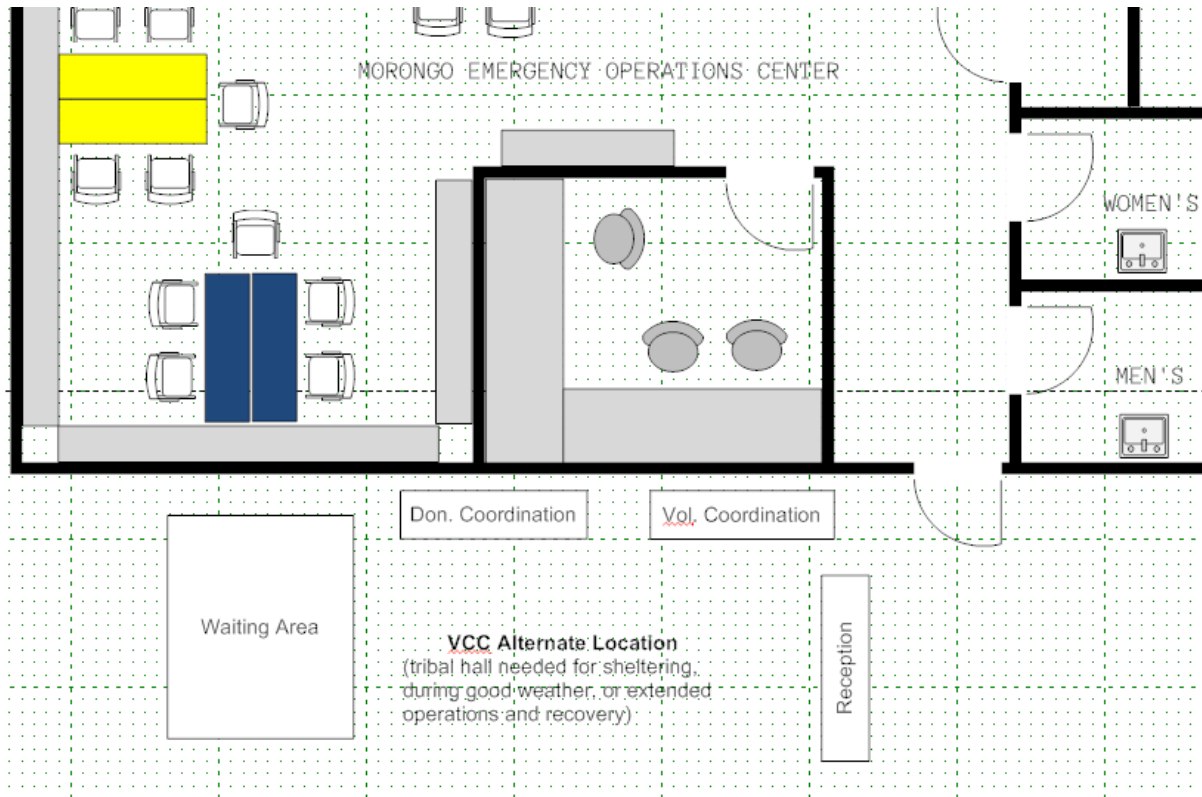
Planning Assumptions/Limitations

- During the disaster, normal supply requisition procedures may be suspended.
- Disaster response and recovery is a whole community effort where all available resources may be required for extended periods of time.
- This plan is developed for the effective employment of tribal community and resident volunteers who are both trained and untrained.
- This plan was developed with the consideration that tribal community volunteers have long, often lifelong relations with one another so background checks for known spontaneous volunteers are not necessary.
- The Tribal Hall is identified as the primary location for the VCC but it can be located anywhere as dictated by the situation. An alternate provided in this plan is outside the EOC.
- This plan does not replace the Tribal CERT plan and/or program and CERT volunteers will carry out their duties in the manner to which they are trained. Once their CERT duties are complete they may check into the VCC.

Primary VCC Location - Tribal Hall



Alternate Location – Emergency Operations Center



EOC Organization

During activation of this plan the Personnel Branch Director in the Logistics Section has overall responsibility for the coordination of volunteers and resources. The Tribe's emergency organization is shown below.

Disaster Volunteer Coordination Center (VCC) Organization

As in the Tribe's Emergency Operations Plan and the Incident Command System (ICS) the organization of the VCC is flexible to be staffed with positions as dictated by the emergency or disaster (staffed with as many or few personnel as needed). The organization chart below shows the VCC organization and the principle EOC positions that the VCC works under. The next section will provide functional checklists for each of the positions identified. Following the checklists is the Volunteer timesheet, Disaster Volunteer/Training Interest Form, typical jobs for spontaneous volunteers, and sample position descriptions.

Primary Staffing

As in the Emergency Operations Plan this annex identifies tribal government and administrative departments responsible for functions of the plan. The table below shows the primary and back-up positions in the organization to support this annex. It is a desire to have trained volunteers for each position also.

Position	Primary	Alternate
<i>Volunteer Coordination Center Manager</i>	Executive Assistant to the CEO	Executive Assistant to the CAO
<i>Intake Receptionist</i>	Realty Admin Assistant	Education Admin Assistant
<i>Volunteer Coordinator</i>	Environmental Specialist	
<i>Donations Coordinator</i>	Tribal Elders Assistant	

Responsibilities and Activities

The Tribe's Office of Emergency Management is responsible for the overall management of this volunteer and donations management plan and the management of volunteer resources. The department may be assisted by other departments as needed and available but other than during times of emergency or disaster the program will be managed and maintained by the office. This includes:

- Preparation and maintenance of this plan and associated procedures
- Procurement of necessary equipment and supplies
- Providing training and exercising opportunities for volunteers
- Coordination with other agencies and non-governmental organizations for the

Volunteer Coordination Center Manager	
Reports to:	Personnel Unit Leader (EOC, Logistics Section)
General Duties:	<ul style="list-style-type: none"> • Secure and open the facility for the VCC • Manage VCC set-up, operations, and demobilization • Request staffing and other resources for VCC operations • Establish and maintain communications with Personnel Branch Director in the EOC • Assign and supervise VCC staff and volunteers
Daily and Preparation Actions (Set-up, turn-over)	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Read the entire action checklist and the Volunteer and Donations Management Plan. <input checked="" type="checkbox"/> Identify yourself as the VCC manager. <input checked="" type="checkbox"/> Choose a site for the VCC if the Tribal Hall (primary location) is not usable; a large indoor room with tables and chairs is ideal <input checked="" type="checkbox"/> Verify that the structural integrity of the building has been determined by the EOC. Request a site inspection from the EOC if necessary. <input checked="" type="checkbox"/> Determine if power, phone service, water, etc., are available. <input checked="" type="checkbox"/> Request assistance from the EOC's Safety Officer to ensure a safe, secure and sanitary site. <input checked="" type="checkbox"/> Request needed resources from EOC, including food and water for staff, phone lines and/or electronic communications equipment, and assignment of amateur radio operator backup to VCC if phone lines are down. <input checked="" type="checkbox"/> Obtain Volunteer Coordination Center Supply Kit. <input checked="" type="checkbox"/> Arrange room to allow for foot traffic; establish waiting area near Reception Station. <input checked="" type="checkbox"/> Designate stations; clearly mark signs for each station. <input checked="" type="checkbox"/> Post VCC signs in visible locations on the outside of the building. <input checked="" type="checkbox"/> Designate a separate area or room for training and orientation, if possible.

	<ul style="list-style-type: none"> ☑ Establish mode of communication with the EOC. Utilize early volunteers as runners to deliver messages to the EOC, if necessary. ☑ Maintain all required records and documentation to support the history of the emergency.
Response Actions (VCC Management)	<ul style="list-style-type: none"> ☑ Determine staffing levels. If possible assign at least two people to each station and more if necessary. When assigning more than one person to a station, designate a lead staff to be in charge. ☑ Note that the Training Officer position, in most cases, is not a full-time job and can be assigned to other staff. ☑ Forecast personnel needs and request extra staff if needed. ☑ Assign early volunteers to provide refreshments and support in the waiting area near Reception Station. ☑ Determine hours of operation to support operations. ☑ Set staffing shifts. The recommended maximum shift for any employee or volunteer is eight hours. Decisions regarding overtime work (beyond 8 hours a day or 40 hours per week) for regular employees should be coordinated with Personnel in the Logistics Section of the EOC. ☑ Plan breaks according to jurisdiction guidelines. ☑ Schedule brief meetings at beginning and end of day before/after opening to address operational issues and update staff on disaster situation. ☑ Overlap shifts to help with the transition of information and updates at each station. ☑ Frequently rotate staff through the most stressful positions. ☑ If possible, designate a break/rest area for staff, with water and healthy foods if possible. ☑ Encourage VCC staff to monitor stress levels, watch for burnout and promote breaks among one another whenever possible.
Recovery Actions (Demobilization)	<ul style="list-style-type: none"> ☑ Start planning for demobilization when beginning VCC operations. ☑ Work with EOC's Finance/Administration Section to make sure VCC staffing and operations cost tracking follow FEMA guidelines. ☑ Set a day and time for demobilization and announce to all staff and volunteers. ☑ If needed, provide critical incident stress debriefing services from professional mental health counselors for VCC staff and volunteers. ☑ Seek input from volunteers and response personnel on potential areas for improvement in operations.

	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Prepare a brief report on intake and placement statistics for the EOC and your own records. <input checked="" type="checkbox"/> Determine where to transition remaining volunteer activities within the jurisdiction (e.g., Human Resources). <input checked="" type="checkbox"/> Resolve or refer outstanding issues. <input checked="" type="checkbox"/> Thank volunteers who contributed to VCC operations and/or response efforts to the Tribe and coordinate with the Tribal Chair and/or Council volunteer recognition activities.
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Intake Receptionist	
Reports to:	Volunteer Coordination Center Manager
General Duties:	<ul style="list-style-type: none"> • Establish and manage reception station • Greet visitors and field inquiries • Distribute forms to potential volunteers • Direct people with non-volunteer related inquiries to the appropriate source
Daily and Preparation Actions (Set-up, turn-over)	<ul style="list-style-type: none"> ☑ Read the entire action checklist. ☑ Identify yourself as the Intake Receptionist.
Response Actions (VCC Management)	<ul style="list-style-type: none"> ☑ Get a status briefing from Volunteer Coordination Center Manager. ☑ Create a list for directing non-volunteer related inquiries, e.g., where to donate, where to get help. Update information daily or as new information becomes available. ☑ Determine where donations are going; consult with the EOC. ☑ Systematically determine each person's need as soon as they arrive at the VCC. ☑ Refer those with non-volunteer related inquiries to the appropriate agency or organization. ☑ Give those who wish to volunteer a brief explanation of how the VCC works and a <i>Disaster Volunteer Intake and Referral Form</i> to fill out in the waiting area. ☑ Once they have completed the Disaster Volunteer Intake Form, direct the potential volunteer to the skills interviewer station or back to the waiting area, as necessary. ☑ If there are large numbers of people in the waiting area, field questions regarding the status of their application. Stay in close contact with the VCC Manager to keep updated on the availability of positions. ☑ If there is a need to recruit for a particular skill, post signs in the waiting area or near the Reception Station, as directed by the VCC Manager.
Recovery Actions (Demobilization)	<ul style="list-style-type: none"> ☑ Assist the VCC Manager with demobilization of the VCC. ☑ Identify needed restocking supplies. ☑ Participate in after action reporting and meetings as necessary.

Volunteer Coordinator	
Reports to:	Volunteer Coordination Center Manager
General Duties:	<ul style="list-style-type: none"> • Establish and manage the volunteer coordinator center • Conduct a brief interview with each volunteer • Confirm that volunteer has filled out all paperwork • Coordinate needs to available resources • Keep volunteers up-to-date on opportunities and needs
Daily and Preparation Actions (Set-up, turn-over)	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Read the entire action checklist. <input checked="" type="checkbox"/> Be familiar with this plan and recommend changes. <input checked="" type="checkbox"/> Recommend development of specific position descriptions to the Emergency Management Director.
Response Actions (VCC Management)	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Identify yourself as the Volunteer Coordinator. <input checked="" type="checkbox"/> Initiate an events logbook (or keep up-to-date if already opened). <input checked="" type="checkbox"/> Obtain status briefing from the VCC Manager and /or EOC Personnel Unit Leader (Logistics Section). <input checked="" type="checkbox"/> Work with the Intake Receptionist to ensure all volunteers are being directed to your station for assignment. <input checked="" type="checkbox"/> Determine needs of all EOC sections and branches for volunteers and prioritize (de-conflict with section chiefs as appropriate) <input checked="" type="checkbox"/> Ensure that all volunteers are registered and provide safety briefing and orientation. <input checked="" type="checkbox"/> Develop position descriptions for any needed volunteer position not developed.
Recovery Actions (Demobilization)	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Assist the VCC Manager with demobilization of the VCC. <input checked="" type="checkbox"/> Identify needed restocking supplies. <input checked="" type="checkbox"/> Participate in after action reporting and meetings as necessary.

Donations Coordinator	
Reports to:	Volunteer Coordination Center Manager
General Duties:	<ul style="list-style-type: none"> • Identify and coordinate the receipt of donated goods • Keep the Logistics Section in the EOC apprised of available donated resources • Ensure that only goods need for recovery and response are being taken in
Daily and Preparation Actions (Set-up, turn-over)	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Read the entire action checklist. <input checked="" type="checkbox"/> Be familiar with this plan and make recommendations.
Response Actions (VCC Management)	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Initiate an events logbook (or keep up-to-date if already opened). <input checked="" type="checkbox"/> Obtain status briefing from the VCC Manager and /or EOC Personnel Unit Leader (Logistics Section). <input checked="" type="checkbox"/> Work with the Intake Receptionist to ensure all phone calls or inquires about making donations are being directed to you. <input checked="" type="checkbox"/> Determine response, and recovery needs that may be obtained through donations. <input checked="" type="checkbox"/> Establish a donations reception area. Coordinate with volunteer coordinator personnel needs to run donations reception area. <input checked="" type="checkbox"/> Log the receipt of all donations and track the final disposition of the same. <input checked="" type="checkbox"/> Work with the finance section of the EOC to ensure adequate control measures for cash or check donations are established.
Recovery Actions (Demobilization)	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Identify disposition of all donated goods and prepare for turn over to the EOC Logistics Section. <input checked="" type="checkbox"/> Assist the VCC Manager with demobilization of the VCC. <input checked="" type="checkbox"/> Identify needed restocking supplies. <input checked="" type="checkbox"/> Participate in after action reporting and meetings as necessary.

General Volunteer Orientation Outline

All volunteers should be given a general orientation and safety brief related to the job they will be performing. The orientation can be done in a group environment or one-on-one. The outline below is a suggested approach to the orientation.

- Welcome and Introductions
- Brief description of the disaster and current actions and how the volunteer will fit into the response and recovery
- Expectations of the volunteer
 - Shift lengths
 - Rest periods
 - Reporting procedures
 - Signing in and out
 - Wearing identification
 - Responding to questions from the media
 - Use of vehicles and equipment
- Job details and position description
 - Assignment and supervisor
 - Instructions on how to perform
- Housekeeping
 - Refreshments (if available)
 - Meals
 - Location of rest areas
 - Restrooms
- Questions and answers

The **safety brief** at a minimum will include.

- Hazards and risks of performing job
- Reporting of any injuries and hazardous situations
- Radio procedures

VCC Admin/Supply Kit

The following list identifies the supplies required for the operation of the VCC. It is not a comprehensive list and should be modified as necessary. The supply kit will be stored at Tribal Hall.

Forms, Maps, Signs <ul style="list-style-type: none">• Several copies of this Volunteer and Donations Management Plan• Copies of the Volunteer Intake Form• Volunteer Timesheets (50+)• EOC Message Forms• Reservation Maps	<ul style="list-style-type: none">• Station identification Signs• Section Identification vests• Volunteer vests (50)• Emergency Operations Plan and Current Incident Action Plan
Office Supplies <ul style="list-style-type: none">• Flipchart and markers• Clipboards (5)• Pens and paper• Tape dispenser• Stapler with staples	<ul style="list-style-type: none">• Composition note books (4)• Post its

Disaster Volunteer Timesheet

Volunteer: Complete the form below for each operational period for which you provide volunteer services and submit the form to your assigned supervisor or the Volunteer Coordinator at the Volunteer Coordination Center.

Name :				
Department assigned:				
Assignment description and work done:				
Date	Time In	Time Out	Hours	Supervisor Signature



OFFICE OF EMERGENCY MANAGEMENT

Morongo Band of Mission Indians
Disaster Volunteer/Training Interest Form

Name:	Phone:	Cell:
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Mail Street/PO:

City/Zip:	
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I am interested in more information on:


<input type="checkbox"/> Tribal Emergency Response Team Training <input type="checkbox"/> CPR/ First Aid Training <input type="checkbox"/> Planning and Preparation	<input type="checkbox"/> Family Preparedness <input type="checkbox"/> Care and Shelter Operations <input type="checkbox"/> Volunteering (See Below)
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I have equipment or resources that may be available in a disaster:
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<input type="checkbox"/> Heavy Equipment _____ <input type="checkbox"/> Heavy Duty Truck for Towing	<input type="checkbox"/> Other (please list):
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I would like to volunteer during a disaster and training as/in: <input type="checkbox"/> Care and Shelter Operations <input type="checkbox"/> A Trainer <input type="checkbox"/> Tribal Information/Liaison <input type="checkbox"/> Volunteer Management <input type="checkbox"/> Donations and Resource Management <input type="checkbox"/> Drinking Water and Logistics <input type="checkbox"/> Food Preparation <input type="checkbox"/> Tribal Security and Traffic Control <input type="checkbox"/> Operations <input type="checkbox"/> General Set-up/Construction <input type="checkbox"/> General Administration and Finance <input type="checkbox"/> Other: _____	List Special Certifications/Skills: <hr style="border: 0; border-top: 1px solid black; margin: 10px 0;"/>	<p>MORONGO BAND OF MISSION INDIANS</p>  <p>A SOVEREIGN NATION</p>
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Typical Jobs for Spontaneous Volunteers

The list below is for use of VCC staff in consideration of assigning personnel to duties and as a general position description to share with volunteers.

- **Clean-up/Inside:** pick up and dispose of debris, clean furnishings and equipment, replace library books and other fallen items, do maintenance and janitorial work
- **Clean-up/Outside:** clear roads blocked by toppled trees, remove and haul away fallen brick and other debris from sidewalks and roadways, shovel mud, fill sandbags
- **Clerical Support:** assist with range of clerical duties including copying, faxing, mailing, acknowledging donations
- **Damage Assessment:** go door to door in a designated area, observing and noting exterior damage
- **Data Entry:** enter information into computer databases
- **Donated Items:** staff designated collection and distribution sites, inventory goods
- **Drivers:** transport people to work sites, deliver goods, drive courier routes
- **Food Preparation Crews:** cook hot food, prepare cold food (sandwiches, etc.), serve food and beverages at fixed and mobile sites
- **Greeters/Receptionists:** greet public, give information, refer to appropriate worker or location
- **Interpreters:** assist in a wide variety of settings, wherever and whenever bilingual workers are unavailable
- **Phone Bank Workers:** answer phones, provide information, make referrals
- **Researchers:** call or visit agencies/work sites to assess needs and report back
- **Runners:** take messages between agencies, work sites, command centers
- **Security:** direct support and assistance to Reservation Patrol, check IDs at entrances and exits to facilities where security is vital to safe, smooth operations
- **Sorters/Packers/Loaders:** sort, pack and/or load goods (food, clothing, etc.)
- **Training:** those with detailed knowledge of subject area and proven training ability, train other volunteers

Volunteer Position Description	
Volunteer Position Title:	Administrative Assistant
Spontaneous Volunteer Role:	Yes
Emergency Organization:	Emergency Operations Center, Management, Operations, Logistics, Planning, and Administration & Finance
Supervisor:	Section Chief, Unit Leader, or as assigned
Supervision Provided:	Direct Supervision
Site/Work Location:	EOC
Classification:	Office and Clerical
Time/Shift Commitment:	4-8 hour shifts as assigned
Tasks/Duties:	General administrative support including answering phones, taking messages, preparing reports and following up on issues and items
Desired KSAs:	Knowledge of Morongo Indian Reservation Basic telephone skills Ability to write clearly Ability to follow simple instructions
OTJ Training Required:	Familiarization with processes and forms
Safety Training Conducted by:	Section Chief

Volunteer Position Description	
Volunteer Position Title:	EOC Message Runner
Spontaneous Volunteer Role:	Yes
Emergency Organization:	Emergency Operations Center, Management, Operations, Logistics, Planning, and Administration & Finance
Supervisor:	Section Chief, Unit Leader, or as assigned
Supervision Provided:	Direct Supervision
Site/Work Location:	EOC
Classification:	Office and Clerical
Time/Shift Commitment:	4-8 hour shifts as assigned
Tasks/Duties:	Takes written messages from one-location to another, on foot within the EOC or between the EOC and other response locations (i.e. Potrero Park, Tribal Hall, Fire Department, etc.). Will not be required to drive.
Desired KSAs:	<p>Knowledge of Morongo Indian Reservation</p> <p>Basic radio skills</p> <p>Ability to write clearly</p> <p>Ability to follow simple instructions</p>
OTJ Training Required:	Familiarization with EOC layout and message flow.
Safety Training Conducted by:	Section Chief

Volunteer Position Description	
Volunteer Position Title:	Administrative Assistant
Spontaneous Volunteer Role:	Yes
Emergency Organization:	Emergency Operations Center, Management, Operations, Logistics, Planning, and Administration & Finance
Supervisor:	Section Chief, Unit Leader, or as assigned
Supervision Provided:	Direct Supervision
Site/Work Location:	EOC
Classification:	Office and Clerical
Time/Shift Commitment:	4-8 hour shifts as assigned
Tasks/Duties:	General administrative support including answering phones, taking messages, preparing reports and following up on issues and items
Desired KSAs:	<p>Knowledge of Morongo Indian Reservation</p> <p>Basic telephone skills</p> <p>Ability to write clearly</p> <p>Ability to follow simple instructions</p>
OTJ Training Required:	Familiarization with processes and forms
Safety Training Conducted by:	Section Chief