

# Northampton County Emergency Operations Plan

## **3.17 ESF #17 - Volunteer Management and Donations**

### **Primary Departments**

Northampton County Emergency Management

### **Support Department**

Northampton County Department of Social Services

### **Other Support Agencies**

Voluntary Organizations Active in Disaster (VOAD)  
Virginia Department of Health – Eastern Shore Health District

### **Purpose**

The purpose of this document is to guide the actions of ESF #17 (Volunteer Management and Donations) during an emergency/disaster. The ESF #17 (Volunteer Management and Donations) is in place to direct, control, coordinate, and support volunteers and donations of cash, goods, or services.

### **Scope**

This annex identifies the key policies, concepts of operations, roles and responsibilities, and capabilities associated with ESF #17 (Volunteer Management and Donations) in Northampton County. Specific operating procedures and protocols are addressed in documents maintained by the participating organizations.

Potential operations include the following:

- Coordinating volunteers
- Coordinating donations
- Establishing a donations management strategy

# Northampton County Emergency Operations Plan

ESF #17 (Volunteer Management and Donations) Primary Departments	Roles/Tasks
<p><b>Preparedness</b></p>	<ul style="list-style-type: none"> <li>• Develop, maintain, and implement a comprehensive volunteer and donations management training program.</li> <li>• Convene regular meetings with cooperating agencies and other stakeholders to enhance collaboration and information sharing.</li> <li>• Develop or enhance protocols and procedures for screening, processing, training, and assigning volunteers who will show up once recovery efforts begin.</li> <li>• Procure the necessary sites and facilities to effectively manage the flow of donated goods and services coming into the area.</li> <li>• Obtain essential resources, as needed.</li> <li>• Compile records of volunteer hours.</li> <li>• Develop and/or participate in relevant ESF-related planning, training, and exercise activities at the local, regional, state, and/or federal level.</li> </ul>
<p><b>Response – Initial Actions</b></p>	<ul style="list-style-type: none"> <li>• Continue Actions as listed above in Preparedness.</li> <li>• Report to the EOC or make initial contact with the EOC via telephone within one hour of activation or as directed.</li> </ul>
<p><b>Response – Continuing Actions</b></p>	<ul style="list-style-type: none"> <li>• Continue Actions as listed above in Response – Initial Actions.</li> </ul>
<p><b>Recovery</b></p>	<ul style="list-style-type: none"> <li>• Continue Actions as listed above in Response – Initial Actions.</li> </ul>
ESF #17 (Volunteer Management and Donations) Support Department	Roles/Tasks
<p><b>Northampton County Department of Social Services</b></p>	<ul style="list-style-type: none"> <li>• Support various donations management activities, as needed.</li> </ul>
ESF #17 (Volunteer Management and Donations) Other Support Agencies	Roles/Tasks
<p><b>VOAD</b></p>	<ul style="list-style-type: none"> <li>• Develop and/or participate in relevant ESF-related planning, training, and exercise activities at the local, regional, state, and/or federal level.</li> <li>• Assist with donations management.</li> <li>• Coordinate with national resources to obtain resources for community recovery.</li> <li>• Coordinate with national resources to provide manpower to assist in community recovery.</li> <li>• Coordinate with County on all issues related to community recovery.</li> </ul>
<p><b>Virginia Department of Health – Eastern Shore Health District</b></p>	<ul style="list-style-type: none"> <li>• Ensure that donated food and water is safe for consumption.</li> <li>• Coordinate with County regarding sanitation issues related to donated goods.</li> </ul>