

APPENDIX 4

Donations Management

There has been a continual turnover of current staffing personnel in the donations management office, and to eliminate the need to continually revise this document the names and all the persons involved in this are kept on a current roster in the EMC's Office.



OPERATIONS GUIDE

DONATIONS MANAGEMENT

OPERATIONS GUIDE

1. This Guide is intended to provide information on donations management personnel and facilities and operating guidance for the donations management program. The Guide is Appendix 4 to the Donations Management Annex, but is published separately because it contains names, contact information, and facility data that change frequently.
2. In the pre-emergency phase, the Guide should be at least partially completed to provide contact information for the Donations Steering Group and other key donations personnel, to describe the functions to be performed by donations management operating units, to outline facility and equipment requirements for each unit, identify candidate facilities, and to describe the general operating process at each facility. In this phase, a Donations Coordinator should be appointed (include appointment letter in Tab A to this Guide) and Donations Steering Group members and key donations management personnel identified (complete Tabs B and C to this Guide). The Guide may be further developed during the pre-emergency phase; the Donations Coordinator should maintain it with the assistance of the Donations Steering Group. Copies will be provided to members of the Donations Steering Group, key donations management personnel, and the Emergency Management Coordinator.
3. When a disaster occurs, the Guide will be updated to identify specific facilities to be used in the donations management effort, to include staff rosters for each facility, and to include operating procedures developed for each facility. Tabs D through I should be completed during this phase. It is anticipated that the Guide will have to be regularly updated during the recovery phase to keep it current. Copies of the Guide will be distributed to members of the Donations Steering Group, key donations management personnel, the Unmet Needs Committee, and the Emergency Management Coordinator, and other local officials. Copies may also be distributed to those volunteer groups supporting local donations management operations.
4. Contents of this Guide include:
 - Tab A Donations Coordinator – Sample Letter of Appointment
 - Tab B Donations Steering Group
 - Tab C Key Donations Management Personnel
 - Tab D Unmet Needs Committee
 - Tab E Donations Operations Office
 - Tab F Resource Staging Area (RSA)
 - Tab G Phone Bank
 - Tab H Distribution Points
 - Tab I Volunteer Center
 - Tab J Handling Cash Donations

