
VOLUNTEERS AND DONATIONS

EMERGENCY SUPPORT FUNCTION 15

(ESF 15)

Primary Agency: Lake County Human Resources Department

Support Agencies: Lake and Sumter Emergency Recovery (LASER)
The Salvation Army
American Red Cross
United Way of Lake County

I. INTRODUCTION

A. Purpose

Volunteers and Donations function will expedite the delivery of donated goods and voluntary services to support relief efforts and coordinate bulk distribution of emergency relief supplies.

B. Scope

The scope of this function is to provide a coordinated approach as it relates to volunteer agencies and volunteers in a disaster situation and to coordinate the receipt and delivery of donated goods to the affected area. This effort includes an assessment and prioritization of available resources, identifying needs, and securing additional resources, in cooperation with local, state, and federal agencies.

C. Situations

This function will be activated in the case of a significant natural or man-made disaster that is beyond the response capability of local resources. Impact on local staffing and resources, as well as overwhelming public response, would necessitate the organized use of volunteers, along with the collection and distribution of donations.

Two situations would call for the activation of this function:

1. If Lake County is about to be the target of a disaster.

2. Lake County is selected to operate a regional relief center in support of another area affected by a disaster.

II. AUTHORITY

- A. Chapter 252, Florida Statutes
- B. Florida Comprehensive Emergency Management Plan
- C. Lake County Comprehensive Emergency Management Plan

III. PLANNING

- A. When notified of an EOC activation, the ESF 15 coordinator will report to the Emergency Operations Center when requested by the Planning Section Chief or the Resource Unit Leader.
- B. Volunteer coordinators will set up centers to receive all volunteers and donations. ALL VOLUNTEERS AND DONATIONS FROM OUTSIDE THE COUNTY SHOULD CALL AND RECEIVE INSTRUCTIONS FROM THIS CENTER BEFORE ENTERING LAKE COUNTY.
- C. Communication lines will be established between the EOC, all reception areas, staging areas, and support agencies.

IV. ORGANIZATION

A. County

Lake County's Volunteer and Donation Coordinator will be located at the Community Reception Center (CRC). It is through this center that requests for staffing, materials, and supplies will be coordinated. All official requests will be submitted to the ESF 15 liaison inside the EOC.

B. State

The State Volunteer Coordinator will work with the County's local coordinators and the Federal Volunteers Coordinator. This function, through the Planning Section, will coordinate with other functions and serve as an informational group on the availability and coordination of resources.

V. NOTIFICATION

- A. The Lake County Emergency Management Division will notify agencies on an as needed basis.
- B. When this function is activated, the primary agency (the Lake County Human Resources Department in conjunction with the Emergency Management Division) will contact the support agencies using the lines of communications available.

VI. RESPONSE ACTIONS

- A. Primary coordinator will coordinate with the Resource Unit Leader in the EOC, and respond to the EOC if requested.
- B. Volunteer coordinator(s) will set up operations at a designated site, with database of volunteers. Additional telephone lines will be activated to handle incoming calls.
- C. Volunteers will be screened and provided information on the requirements necessary to participate in the volunteer effort. They will each be given I.D. credentials to enable them to enter affected areas.
- D. Coordinators will be in the field and at the staging areas as needed. They will be receiving volunteers and instructing them as to what steps need to be followed.

I. RESPONSIBILITIES

The resources coordinated and obtained by the Planning Section for relief efforts (i.e. support from volunteer agencies, volunteers and donated goods) will be used to support humanitarian relief and county emergency operations. The ultimate priority for allocation of these resources will be in delivery of relief to disaster survivors in need of immediate assistance for health and safety.

A. Primary Agency

- 1. Notification, activation, and mobilization of all support agencies.
- 2. Organization, assignment, and staffing of all facilities at which this function is required to be located.
- 3. Coordination with other functions to determine available resources and needs.

4. Assist agencies in receiving needed services and goods.

B. Support Agencies

1. Notify, activate, and mobilize all personnel and equipment to perform or support assigned functions.
2. Coordination of all actions of the support agency with the primary agency in performing assigned missions of this function.