



Donated Goods Management
ESF – 6 – Mass Care / Housing / Human Services
As defined in the National Response Framework
ESF Coordinator –



Note: This section of the plan contains no specific tactical information and simply outlines the procedures that could potentially be followed during a disaster or critical incident. All actions outlined in this plan may not necessarily be followed in every situation.

VANCE COUNTY EMERGENCY OPERATIONS PLAN

Updated: April 4, 2019

I. PURPOSE

This section describes the management of goods donated as disaster relief to the people of Vance County, as well as the collection and shipment of goods donated by the people of Vance County to victims in other areas.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Historically, persons not directly affected by a disaster are eager to render aid to disaster victims through donations of money, goods and services.
2. Lack of an organized system of management for the identification, receipt, organization and distribution of donations will result in chaos.
3. The timely release of information to the public regarding needs and points of contact is essential to management of donated goods.
4. Donated goods are essential to recovery in most cases.
5. Suitable facilities, equipment and personnel are needed for the management of donated goods.
6. The coordination of the collection, packaging, and shipment of goods to a disaster area is best accomplished at the county level.
7. Historically, churches, fire stations, EMS stations, the community college and other volunteer agencies in Vance County have served as collection points for donated goods.
8. Monetary donations, staple goods and those items specifically requested best serve the needs of victims.
9. The distribution of donated goods must be coordinated with the identification of unmet needs.

B. Assumptions

1. Suitable space and equipment will be available to receive, sort and store the influx of donated goods.

2. Adequate personnel for donated goods operations will be available.
3. Local distribution sites will be convenient to the affected populations.
4. A regional reception and distribution site for donated goods will be established by the State.
5. Unsolicited donations of goods can be expected.
6. Donations of non-useful and unwanted goods can be expected; these include loose, unsorted clothing, extremely perishable items, and worn-out items.
7. People affected by the disaster will seek to receive donated goods.
8. Some donors will seek to bypass the distribution system established by the County.
9. An aggressive public information effort will expedite the distribution of goods as well as limit an influx of unwanted goods.
10. Citizens and businesses of Vance County will elect to donate money and goods to disaster victims elsewhere; they will need and seek guidance on methods of participation.
11. Transportation will be available to ship donated goods from the County to other destinations.
12. It is inevitable that there will be a surplus of some donated goods which will require disposal.

III. CONCEPT OF OPERATIONS

A. Receipt of Donated Goods for Vance County

1. The Vance County Volunteer Services Coordinator will serve as the lead agency for the reception and distribution of donated goods.
2. The magnitude of the disaster and the severity of local need will dictate the amount of space and personnel required for the reception and distribution of donated goods.
3. Ideally, a central reception and sorting center for donated goods should be established and separate locations convenient to the affected areas of the County should be utilized as distribution centers.
4. The Volunteer Services Coordinator will coordinate with other relief agencies working on the disaster to ensure needs are met without duplication of effort.
5. Operational personnel will be solicited from the Volunteer Coordinator's list of available personnel resources.
6. Public information regarding distribution sites, needed goods, volunteers and other pertinent matters will be coordinated by the County Manager's Office.
7. Requests for needed goods and re-supply of needed goods will be channeled through the State EOC.

8. Upon receipt, donated goods must be sorted and packaged in a manner suitable for distribution.
9. When identifiable, unwanted goods should be refused.
10. Surplus donated goods will be sold or otherwise disposed of in a manner consistent with the donor's apparent intent.

B. Collection and Shipment of Donated Goods out of the County

1. An attempt will be made to identify the needs of the intended destination prior to collection of goods.
2. A systematic method will be established for collection of the donated goods to be shipped.
3. Goods will be sorted and packaged in an appropriate manner prior to shipment to accomplish the following:
 - a. Timely and undamaged arrival at the destination
 - b. Proper identification of contents
 - c. Minimal need for repacking / sorting
 - d. Ease of loading and unloading
 - e. Elimination of inappropriate / unwanted goods
4. Shipments of donated goods will be coordinated with the receiving destination prior to departure from County.
5. Suitable means of transport will be arranged for delivery of the shipment in a timely manner.
6. When appropriate, shipments of donated goods should be coordinated with North Carolina State EOC