

# State of Nevada

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## Volunteer and Donations Management Plan



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Division of Emergency Management  
Public Assistance Program

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It is with great satisfaction that the Nevada Division of Emergency Management presents this Public Assistance Program Volunteer and Donations Management Plan (V&DMP).

The V&DMP details a comprehensive concept of operations for the State of Nevada to coordinate volunteers and donations in a time of crisis. The Volunteer and Donation management is an integral component of the State's response to emergencies and disasters as described in the State Comprehensive Emergency Management Plan (SCEMP) and is consistent with the National Incident Management System (NIMS). During an emergency, the ability to coordinate volunteers and donated resources to our citizens is of utmost importance. This Plan also may be used as a template by local emergency management organizations to develop local volunteer and donation management plans.

The V&DMP is consistent with and supports the Emergency Management Accreditation Program (EMAP) standards. Nevada is in the voluntary EMAP accreditation process which compares quality emergency management organizations across the nation to accepted best practice standards.

We hope that in becoming more familiar with this plan that you will agree that the State of Nevada is better prepared to provide accurate, coordinated, consistent and timely information to citizens, visitors and local jurisdictions as a result of this planning effort.

11/16/12

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Chief

Nevada Division of Emergency Management

**STATE OF NEVADA  
DISASTER VOLUNTEER & DONATIONS MANAGEMENT PLAN**

**Table of Contents**

<b>PLAN PURPOSE AND SCOPE</b> .....	1
<b>AUTHORITIES, REFERENCES AND DEFINITIONS</b> .....	2
Federal Authorities .....	2
State Authorities .....	2
Other References .....	2
Definitions.....	2
<b>SITUATION AND ASSUMPTIONS</b> .....	9
Initiating Disaster Conditions.....	9
Major Planning Assumptions.....	9
<b>OPERATIONS AND ORGANIZATION</b> .....	10
Damage Assessment / Needs Assessment.....	10
Direct Resource Requests .....	11
State Donations Management System.....	11
Lead Agency for Donations Management .....	11
State Donations Coordination Team.....	11
State Donations Coordination Center .....	12
Donations Management Support Facilities .....	13
Control Check Points.....	13
Warehouses / Staging Areas.....	13
Distribution Centers .....	14
Figure 1: Relationship Between Donations Management Facilities (chart) .....	14
Figure 2: Donations Management Process in the State of Nevada (chart) .....	15
Donation Inventorying / Tracking .....	16
State Emergency Operations Center .....	16
Donations Preferences.....	16
Public Information.....	16
Volunteer & Donations Management in Incidents of National Significance .....	17
Joint Field Office Organization .....	17
Figure 3: Typical Joint Field Office (JFO) Organizational Structure for State Staff (chart).....	18
Post-Joint Field Office Operations.....	18
Post-Incident Review / After Action Report.....	18
Plan Review and Maintenance.....	18
<b>TASKS AND EXECUTION</b> .....	18
Federal Roles and Responsibilities.....	18
State Roles and Responsibilities.....	19
Emergency Management Division, Department of State Police.....	19
State Coordinating Officer .....	20
State Individual Assistance Officer .....	20
State Public Information Officer.....	20
Nevada Department of Health & Human Services (State Donations Coordinator).....	21
Other State Support Agencies .....	21
Local Roles and Responsibilities .....	21
Local Emergency Management Coordinator .....	21
Local Donations Coordinator .....	22
Area Agencies on Aging .....	22
Nongovernmental Organization Roles and Responsibilities .....	22
Nevada Voluntary Organizations Active in Disaster .....	23
American Red Cross – Nevada .....	23
Nevada Humane Societies .....	24

Facility-Specific Roles and Responsibilities .....	25
Donations Coordination Center Hotline Operators .....	25
Control Check Point Staff .....	25
Warehouse / Staging Area Staff .....	26
Distribution Center Staff.....	26

<b>ATTACHMENTS .....</b>	<b>27</b>
Sample Press Releases and Public Service Announcements – Donations .....	29
Donations Coordination Team – Membership Roster / Contact List.....	35
Donations Hotline – Donation Information Form (Hardcopy Sample).....	37
Donation Inventorying / Tracking Form (Hardcopy Sample).....	38
Planning and Operational Considerations – Donations Coordination Center Phone Bank .....	39
Aidmatrix Information .....	41
Non-Profit Application & Sample By Laws .....	47

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## STATE OF NEVADA DISASTER DONATIONS MANAGEMENT PLAN

### PLAN PURPOSE AND SCOPE:

The purpose of this plan is to provide an organizational and operational framework for the State of Nevada to assist affected local jurisdictions in managing volunteers and donations. This includes the flow of unsolicited donations of materials, goods, labor, and services subsequent to a large-scale and/or severe disaster or emergency within this state. This plan is also applicable in those situations in which a catastrophic incident has occurred elsewhere in the country and Nevada's state and local governmental agencies, nongovernmental organizations, businesses and industries, and private citizens wish to offer donations to aid the affected states and localities in responding to and recovering from the incident. In the latter situation, the State of Nevada is obligated – under the basic principles of comprehensive emergency management – to provide the most organized and time-effective delivery of needed goods and services to the afflicted areas so as not to unnecessarily disrupt ongoing incident response and recovery operations. Managing the flow of volunteers and donations from Nevada to the afflicted area through a centralized donations management system that is coordinated with the afflicted area is the best way to ensure that Nevada does not create a second “disaster” situation by haphazardly sending donations that disrupt the incident response and recovery.

The development of this plan, then, is based on the recognition that unsolicited donations of materials, goods, labor, and services in time of disaster can place a terrible burden on local and state emergency management agencies. Americans have traditionally been very generous in donating time and material goods to assist disaster victims in their time of need. However, sometimes that generosity can result in an outpouring of goods and services that are either not needed or inappropriate for the circumstances of the disaster. In numerous major disasters in the United States and other parts of the world, massive amounts of donated goods have become a “disaster” themselves, siphoning off valuable resources and personnel time from other needed response and recovery activities.

Nevada typically does not have the large-scale, catastrophic types of disasters (e.g., hurricanes, etc.) that more often than not trigger a massive outpouring of donations from across the nation. However, Nevada does occasionally experience disasters of sufficient scope, magnitude and severity to attract regional and national media exposure. In addition, Nevada is certainly at risk from a wide array of terrorist threats – any one of which could result in a catastrophic incident under the right circumstances. Those types of situations – which typically would result in a Presidential major disaster or emergency declaration under the federal Stafford Act and become an Incident of National Significance – can easily lend themselves to a large influx of unsolicited disaster donations. This plan is developed to address those types of situations, with the hope and expectation that:

- Problems related to the receipt of unwanted and unsolicited goods and services can be limited to the greatest degree possible;
- Coordination will be enhanced between state and local governmental agencies and nongovernmental relief organizations involved in the receipt, management, and distribution of disaster-related goods and services; and
- Disaster-related resource needs can be adequately identified early on so that specific resource requirements can be articulated through the public information function to the media, the citizenry, and business and industry.

Specifically, this plan will define and assign the policies, procedures, responsibilities and methods for the implementation of the donations management function in the State of Nevada subsequent to a large-scale and/or severe disaster or emergency situation that attracts regional or national media exposure. It will:

- Set forth the administrative organization and responsibilities of state officials and agencies for disaster donations management operations;
- Establish coordination and liaison procedures with the Department of Homeland Security / Federal Emergency Management Agency (DHS/FEMA, hereafter called FEMA), other federal agencies and states, applicable nongovernmental relief organizations, business and industry, affected local governments, and the media;

- Establish methods and procedures for estimating and articulating state-determined needs, desires, and requirements for disaster donations;
- Establish methods and procedures for educating the public on how they can best provide assistance to disaster victims;
- Provide for the establishment of a State Volunteer and Donations Coordination Team and State Donations Coordination Center within the State Emergency Operations Center or other appropriate emergency coordination facility;
- Establish administrative procedures for soliciting, storing, registering / inventorying, transporting, distributing, and accounting for disaster donations;
- Provide a system of distributing unneeded or leftover disaster donations at the conclusion of disaster recovery operations;
- Provide for the development and annual update of a disaster donations management state support plan as dictated by the needs of comprehensive emergency management; and
- Provide a state disaster volunteer & donations management plan in support of, and to provide guidance to, local disaster donations management efforts.

(NOTE: THIS PLAN DOES NOT ADDRESS THE PROCUREMENT OF RESOURCES UNDER THE EMERGENCY MANAGEMENT ASSISTANCE COMPACT [EMAC], WHICH IS A SYSTEM FOR THE MANAGEMENT OF SOLICITED RESOURCES, BY STATES AND FOR STATES. THE STATE OF NEVADA'S EMAC PROCEDURES GOVERN ITS PARTICIPATION IN THAT NATIONWIDE RESOURCE MANAGEMENT SYSTEM.)

#### **AUTHORITIES, REFERENCES AND DEFINITIONS:**

##### **Federal Authorities.**

- Public Law 93-288, as amended, the Robert T. Stafford Disaster Relief and Emergency Assistance Act
- National Donations Management Strategy (FEMA)
- National Response Plan, Volunteer and Donations Management Support Annex
- FEMA Handbooks:
  - State Donations Management Course Student Manual (E288)
  - Donations Management Workshop Toolbox (G288)

##### **State Authorities.**

- Chapter 414 of Nevada Revised Statutes (NRS) as amended Emergency Management
- Nevada State Comprehensive Emergency Management Plan (SCEMP)

##### **Other References.**

- Various donations management plans from other states were used as references (e.g., Alabama, Colorado, Georgia, Michigan)

##### **Definitions.**

**AID MATRIX:** A non-profit organization which manages a volunteer and donations data base available to all states and non-profits for disasters which connects donors, governments, and non-profits.

**CATASTROPHIC INCIDENT (EVENT):** Any natural or manmade incident, including terrorism, that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. A catastrophic incident could result in sustained national impacts over a prolonged period of time; almost immediately exceeds resources normally available to state, local, tribal and private sector authorities in the impacted area; and significantly interrupts governmental operations and emergency services to such an extent that national security could be threatened. All catastrophic incidents are Incidents of National Significance.

**COMPREHENSIVE EMERGENCY MANAGEMENT (CEM):** An integrated approach to the management of programs and activities that encompasses all phases (prevention, mitigation, preparedness, response, and recovery) of incident management, all types of emergencies and disasters (natural, technological, human-related, and WMD attack), all levels of government (local, state, and federal), nongovernmental organizations, and the private sector. (Note: CEM was a commonly used term prior to development of the National Response Plan. Now, the term “domestic incident management” is preferred. However, CEM is still widely used in the emergency management field and the two terms mean essentially the same thing.)

**CONTROL CHECK POINT:** Officially designated locations where trucks and other transport vehicles containing unsolicited donated goods can be inspected and directed to an appropriate volunteer agency or other location for processing, storage, and distribution. Unaffiliated volunteers from outside the disaster area wishing to provide services can also be interviewed at these locations. Examples of possible Control Check Point locations include weigh stations, roadside parks, truck stops, state parks and recreation areas, county fairgrounds, highway rest areas, armories, and other governmental facilities (located in close proximity to major transportation routes) that have large parking areas for vehicle inspections.

**COUNTY OR LOCAL EMERGENCY MANAGEMENT COORDINATOR (EMC):** A person appointed to coordinate emergency management activities for a county or municipal emergency management program. Also commonly called County or Local “Emergency Manager.”

**DAMAGE ASSESSMENT:** The systematic process of determining and appraising the nature and extent of the loss, suffering, or harm to a community resulting from an emergency or disaster.

**DEPARTMENT OF HOMELAND SECURITY (DHS):** A Cabinet-level agency established within the federal government in 2002 to coordinate and report directly to the President on all issues related to domestic terrorism preparedness. The mission of the Department of Homeland Security is to oversee and coordinate a comprehensive national strategy to safeguard the country against terrorism and other homeland security threats, and to respond to any attacks that may occur.

**DISASTER:** An event expected or unexpected, in which a community’s available pertinent resources are expended. It may also be the need for resources exceeds availability; and in which a community undergoes severe danger; incurring losses so that the social or economic structure of the community is disrupted; and the fulfillment of some or all of the community’s essential functions are prevented.

**DISASTER RECOVERY CENTER (DRC):** A facility established within or near the disaster area at which disaster victims (individuals, families or businesses) can apply for disaster aid, and that functions as a “one-stop” information source for disaster recovery and hazard mitigation related issues. DRCs are staffed by personnel from FEMA and other federal agencies, state and local agencies, and private, voluntary relief organizations.

**DISTRIBUTION CENTER:** A facility operated by a local government, local church, community-based organization, or voluntary agency for providing donated goods directly to disaster victims.

**DONATIONS COORDINATION CENTER (DCC):** The facility established at or near the Emergency Operations Center from which the donations management function is coordinated.

**DONATIONS COORDINATION TEAM (DCT):** The team made up of representatives of nongovernmental relief organizations, state agencies, and local governments who have a vested interest in the effective management of unsolicited donated goods and voluntary services. At the state level, the team is managed by the Division of Emergency Management, Department of Public Safety (NDEM). Its mission is to implement this Disaster Volunteer & Donations Management Plan, with the ultimate aim of keeping unneeded goods and services out of the disaster area.

**EMERGENCY:** Any occasion or instance in which assistance is needed to supplement efforts to save lives, protect property and the public health and safety, or to lessen or avert the threat of a catastrophe.

**EMERGENCY COORDINATION CENTER (ECC):** The site, established by a state agency, where agency officials gather to provide logistical support, policy direction and technical assistance to the agency representative in the State Emergency Operations Center (SEOC), and to strategically plan and implement the agency’s disaster

response and recovery activities. Each state agency is tasked to identify, develop and maintain an ECC as part of its emergency and business continuity planning efforts.

**EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC):** The interstate agreement that streamlines the assistance one governor can lend to another after a natural, technological or human-caused disaster (including a terrorist attack) by providing a framework for flexible response. It addresses all the issues associated with requesting assistance, reimbursement of services, workman's compensation insurance, and liability in advance of a disaster.

**EMERGENCY MANAGEMENT PROGRAM:** The basic emergency planning and operational entity at the local government level. Each county has an appointed emergency manager and enabling legislation creating an emergency management program.

**EMERGENCY OPERATIONS CENTER (EOC):** The site at which the coordination of information and resources to support incident management activities normally takes place. An EOC may be a temporary or permanent facility and may be organized by major functional disciplines (e.g., fire, law enforcement, medical services), by jurisdiction (e.g., federal, state, regional, county, city or tribal), or by some combination thereof. The volunteer & donations management function would typically be managed from this location. (Also see State Emergency Operations Center.)

**EMERGENCY OPERATIONS PLAN (EOP):** The plan developed and maintained by an emergency management program as a counterpart to the Nevada State Comprehensive Emergency Management Plan (SCEMP) for the purpose of organizing and coordinating the emergency management activities of the jurisdiction(s) under the plan. The donations management function is typically found under the Human Services section of the plan.

**FEDERAL AGENCY:** Any department, independent establishment, government corporation, or other agency of the executive branch of the federal government, including the U.S. Postal Service. This definition does not include the American Red Cross.

**FEDERAL COORDINATING OFFICER (FCO):** The federal officer appointed by the President to manage federal resource support activities related to Stafford Act major disasters and emergencies – including the provision of individual assistance, public assistance, and hazard mitigation assistance. The FCO is responsible for coordinating the timely delivery of federal disaster assistance resources and programs to the affected state and local governments, individuals and families, and the private sector.

**FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA):** The primary federal agency that coordinates emergency planning, preparedness, mitigation, response and recovery within the federal government, and administers the President's Disaster Relief Program. FEMA is housed within the federal Department of Homeland Security.

**FEDERAL-STATE AGREEMENT:** The document that states the understandings, commitments, and conditions for assistance under which FEMA disaster assistance shall be provided. This agreement imposes binding obligations on FEMA, the State, and local governments in the form of conditions for assistance which are legally enforceable.

**HOMELAND SECURITY PRESIDENTIAL DIRECTIVE (HSPD)-5:** A Presidential directive issued on February 28, 2003 that is intended to enhance the ability of the United States to manage domestic incidents (which include terrorist attacks, major disasters, and other emergencies) by establishing a single, comprehensive National Incident Management System (NIMS). Refer to the National Incident Management System and National Response Plan (NRP) definitions for additional information.

**INCIDENT:** An occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. Incidents can include major disasters, emergencies, terrorist attacks and terrorist threats.

**INCIDENT COMMAND POST (ICP):** The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be co-located with other incident facilities and is normally identified by a green rotating or flashing light.

**INCIDENT COMMAND SYSTEM (ICS) – a.k.a. INCIDENT MANAGEMENT SYSTEM (IMS):** A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated



organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. The ICS is the combination of facilities, equipment, personnel, procedures, and communications operating with a common organizational structure, designed to aid in the management of resources during incidents. The ICS is used for all types of emergencies and is applicable to small as well as large and complex incidents. (Note: The State of Nevada follows an IMS in the State Emergency Operations Center [SEOC] for all disasters and emergencies. Refer to the Direction and Control ESF in the Nevada Emergency Management Plan for more information. The SEOC IMS is consistent and compatible with the National Incident Management System [NIMS]. Refer to the NIMS definition.)

**INCIDENT COMMANDER (IC):** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**INCIDENT OF NATIONAL SIGNIFICANCE:** Based on criteria established in HSPD-5, an actual or potential high-impact event that requires a coordinated and effective response by and appropriate combination of federal, state, local, tribal, nongovernmental and/or private sector entities in order to save lives and minimize damage, and provide the basis for long-term community recovery and mitigation activities.

**IN-KIND DONATIONS:** Donations other than cash (usually materials or professional services) for disaster victims and/or rescue workers and other relief staff.

**JOINT FIELD OFFICE (JFO):** A temporary federal facility established locally to provide a central point for federal, state, local and tribal officials with responsibility for incident oversight, direction and/or assistance to effectively coordinate protection, prevention, mitigation, preparedness, response and recovery actions.

**JOINT INFORMATION CENTER (JIC) – a.k.a. JOINT PUBLIC INFORMATION CENTER (JPIC):** A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies and organizations are co-located at the JIC. (Note: JIC is the preferred name; JPIC is now obsolete.)

**LOCAL GOVERNMENT:**

1) Any county, city, village, town, district, regional authority, public college or university, or other political subdivision of any state, any Indian Tribe or authorized tribal organization, or Alaskan native village or organization; and 2) Any rural community or unincorporated town or village or any other public entity for which an application for assistance is made by a state or political subdivision.

**LOCAL STATE OF EMERGENCY:** A declaration by a county or municipality with an appointed emergency management coordinator when circumstances indicate that the occurrence or threat of widespread or severe damage, injury, or loss of life or property from natural or human-made cause exists.

**MAJOR DISASTER:** As defined in NRS 414.0335, an occurrence or threatened occurrence for which, in the determination of the Governor, the assistance of the federal government is needed to supplement the efforts and capabilities of the state agencies to save lives, protect property and protect the health and safety of persons in this state, or to avert the threat of damage to property or injury to or the death of persons in this state.

**NEVADA DIVISION OF EMERGENCY MANAGEMENT (NDEM):** The division within the Department of Public Safety that coordinates the emergency management activities (prevention / mitigation, preparedness, response and recovery) of state and local government and maintains the Nevada State Comprehensive Emergency Management Plan (SCEMP).

**NEVADA STATE COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (SCEMP):** The plan developed and continuously maintained by the Division of Emergency Management (NDEM) for the purpose of coordinating the homeland security and emergency management activities of prevention, mitigation, preparedness, response and recovery within the state.

**NEVADA VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER (NV VOAD):** The Nevada chapter of the National Voluntary Organizations Active in Disaster (NVOAD), an umbrella organization of established and experienced voluntary organizations that provide disaster services in all phases of emergency management, but with emphasis on response and recovery. The NV VOAD fosters cooperation, communication, coordination, and

collaboration among its Nevada-based voluntary organizations. In the response and recovery phases, each individual organization functions independently, yet cooperatively. The NV VOAD serves as a clearinghouse and coordinating body for donations management services, working in coordination and cooperation with other state agencies in the State Emergency Operations Center involved in the volunteer & donations management function. For smaller, more localized disasters, NV VOAD may work directly with the affected local government's Emergency Operations Center in donations management activities.

**NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS):** A system mandated by Homeland Security Presidential Directive (HSPD)-5 that provides a consistent nationwide approach for federal, state, tribal, and local governments to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents (which includes terrorist attacks, major disasters, and other emergencies), regardless of their cause, size or complexity. To provide for interoperability and compatibility among federal, state and local capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the incident command system; multi-agency coordination systems; unified command; training; identification and management of resources (including systems for classifying types of resources); qualifications and certifications; and the collection, tracking, and reporting of incident information and incident resources.

**NATIONAL RESPONSE PLAN (NRP):** The plan developed by the federal Department of Homeland Security (DHS), pursuant to Homeland Security Presidential Directive (HSPD)-5, which integrates the family of federal domestic prevention, preparedness, response and recovery plans into a single, all-discipline, all-hazards plan for domestic incident management. The NRP is built on the template of the National Incident Management System (NIMS), which provides a standardized framework for incident management at all jurisdictional levels – regardless of the cause, size or complexity of the incident. The NRP was officially completed and released by the DHS on January 6, 2005. The NRP incorporates relevant portions of and supersedes the Federal Response Plan (FRP), which had been in place since the early 1990s.

**NONGOVERNMENTAL ORGANIZATION (NGO):** A private nonprofit entity that is based on interests of its members, individuals, or institutions and that is not created by a government but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples include faith-based charity organizations and the American Red Cross.

**PRELIMINARY DAMAGE ASSESSMENT (PDA):** An assessment conducted by teams of federal, state and local officials to determine the severity and magnitude of a disaster and also to identify capabilities and resources of state, local and other federal agencies.

**PRINCIPAL FEDERAL OFFICIAL (PFO):** The federal official designated by the Secretary of Homeland Security to act as his/her representative locally to oversee, coordinate and execute the Secretary's incident management responsibilities under HSPD-5 for Incidents of National Significance.

**PRIVATE NONPROFIT ORGANIZATION:** Any nongovernmental agency or entity that currently has:

- An effective ruling letter from the U.S. Internal Revenue Service, granting exemption under section 501(c), (d), or (e) of the Internal revenue Service Code of 1954; or
- Satisfactory evidence from the State that the non-revenue producing organization or entity is a nonprofit one organized or doing business under state law.

**RECEPTION CENTER:** A center established to register evacuees and for assessing their needs. This facility may also, under certain circumstances, be used to receive specific, undesignated donations such as food, water, clothes and building supplies.

**REGION IX REGIONAL RESPONSE PLAN (for the NRP):** The plan developed and maintained by the federal departments, agencies and states of FEMA Region IX, for the purpose of facilitating the delivery of all types of federal disaster relief assistance to the states in the region. This plan is an operational support plan to the National Response Plan.

**REGIONAL RESPONSE COORDINATION CENTER (RRCC):** A standing facility at each FEMA regional office that is activated to coordinate regional response efforts and implement local federal program support until a Joint Field Office (JFO) is established.

**SHELTER:** A facility in an area safe from the effects of a hazard that may be used to house and care for evacuees.

**STAFFORD ACT:** The Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288.

**STAGING AREA:** A large parking lot or other suitable open area to provide a base for registration, unloading and transfer of resources, assembly of persons, and a rally point for mutual aid forces. For donations management purposes, a staging area could be officially designated points such as vacant commercial lots, nongovernmental organization warehouse facilities, governmental warehouse facilities, armories, county fairgrounds, highway / public works maintenance garages, airports, parks and recreation areas, or possibly shopping center parking lots (providing there is written permission from the owner).

**STATE COMMAND POST (SCP):** A post established near the scene of a disaster and manned by representatives of applicable state departments to coordinate state response activities.

**STATE COORDINATING OFFICER (SCO):** The person appointed by the Governor to manage all aspects of a federally declared disaster, in cooperation with the Federal Coordinating Officer (FCO). The Division Commander or Assistant Division Commander of the Emergency Management Division, Department of State Police is normally appointed to this position.

**STATE EMERGENCY OPERATIONS CENTER (SEOC):** The primary center for coordination of state government response and recovery operations in time of disaster or emergency. The SEOC is maintained and operated by the Emergency Management Division, Department of State Police.

**STATE INDIVIDUAL ASSISTANCE OFFICER (SIAO):** The person appointed by the State Coordinating Officer to serve as the primary point of contact with FEMA, other federal and state agencies, and private, voluntary agencies and organizations in the provision of disaster relief assistance to individuals and families.

**STATE OF DISASTER OR STATE OF EMERGENCY:** A declaration by executive order or proclamation by the Governor which activates the response and recovery aspects of state and local emergency operations plans.

**TERRORISM:** An intentional, unlawful use of force, violence or subversion against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political, social, or religious objectives.

**UNAFFILIATED VOLUNTEER:** Also known as a "spontaneous" or "emergent" volunteer; an individual who is not formally associated with a recognized voluntary disaster relief organization.

**UNDESIGNATED GOODS:** Largely unsolicited, donated items that are not addressed to a specific recipient.

**UNIFIED COMMAND:** An application of the Incident Command System (ICS) used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a single Incident Command Post (ICP) and to establish a common set of objectives and strategies and a single Incident Action Plan (IAP).

**UNSOLICITED GOODS:** Donated items that have not been requested by government officials, voluntary disaster relief organizations, or other donations-related personnel.

**VALUE-ADDED DONATION:** A disaster donation (goods or service) that has been properly prepared for shipping, receiving, distribution, and use. Generally, value-added donations are something that are: 1) needed by the disaster-stricken community; 2) appropriate to the culture of the community; and 3) clearly sorted, packed and labeled for distribution and eventual use. Perishable food is not a value-added donation and should be discouraged.

**WAREHOUSE:** Any available, large enclosed storage area (ideally 25,000 – 200,000 square feet in size, located on a secured / fenced site) with sufficient area to park and unload trucks and other vehicles carrying donations.

Possible facilities for use include vacant commercial warehouse space, nongovernmental organization warehouse facilities, governmental warehouse facilities, armories, county fairground buildings, ice arenas, highway / public works maintenance garages, airport hangers, community recreation centers, etc.

**WEAPON OF MASS DESTRUCTION (WMD):** Under Title 18, U.S.C. § 2332a, “(1) Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than four ounces, or missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or similar device; (2) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals or their precursors; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.” Weapons of Mass Destruction are also commonly referred to as “CBRNE” Weapons – an acronym for chemical, biological, radiological, nuclear and explosives / incendiary devices.

## **SITUATION AND ASSUMPTIONS:**

**Initiating Disaster Conditions.** Most disasters in Nevada do not generate a significant outpouring of disaster volunteers & donations. As a result, the disaster volunteer & donations management function is not frequently activated at the state or local levels. Normally, a large outpouring of unsolicited donations would only be expected in those disaster situations that result in widespread and/or severe structural damage and that generate a high level of regional or national media interest. Even then, the disaster circumstances may be such that the public feels the needs of disaster victims are being adequately met by local, state and federal response assets.

Based on the experiences in Nevada and in other states, the types of disasters most likely to create a donations management problem in Nevada are those that result in significant injuries and/or loss of life, significant property damage, and significant disruption to essential services. In addition, disasters that generate considerable media coverage also tend (in many cases) to generate large amounts of donations from persons and organizations located outside the affected area. Based on that basic criteria, the disasters within or affecting Nevada that are most likely to create a donations management problem in Nevada are:

- A terrorist attack that involves a weapon of mass destruction and that results in significant injury, loss of life, and property damage;
- A snowstorm, tornado, earthquake or flood that destroys numerous residential properties and causes severe impacts to a highly populated area;
- A large fire that destroys a major portion of an urban center (e.g., an entire city block) and/or a major facility such as a hospital, nursing home, dormitory or other large housing complex;
- A catastrophic hurricane, earthquake, tornado, terrorist attack, or fire in another state (widely covered by the media) that results in widespread and/or severe physical damage and a displaced and/or otherwise significantly impacted population; or
- A pandemic or other biological incident that requires quarantine of a large segment of the population and/or significant hospitalization, the fear of shortages of food and medical supplies, etc.

These disasters would normally be beyond the capability of local jurisdictions (and possibly even the State) to handle. The likely impact on local and state personnel and resources, as well as an overwhelming public response, would necessitate an organized utilization of volunteers and donations to meet basic disaster victim needs. Other disasters may also create the need for donations management, but these situations are the most likely to generate significant regional and/or national media interest that may, in turn, result in the need for activation of the volunteer & donation management function at the local or state level.

**Major Planning Assumptions.** In addition to the basic planning assumption outlined above pertaining to initiating disaster conditions, the following additional planning assumptions have guided the development of this plan:

- The successful management of disaster donations requires a united, cooperative and coordinated effort by local, state and federal agencies, volunteer organizations, community-based organizations, business and industry, and the general public.
- Full use of existing local, state, and voluntary organization donations management resources should occur before federal assistance is sought.
- Once emergency conditions in the disaster area are known (typically via the media), individuals and relief organizations from outside the disaster area will begin to collect materials and supplies and organize teams to assist the devastated region. Often, officials in the disaster area may not be aware of such assistance efforts.
- Individuals and organizations will feel compelled to go to the disaster area to offer assistance, be it material goods or services.

- Volunteer & donations management response activities may be necessary before a Presidential major disaster declaration, as rapid coordination efforts are often required to mitigate potential donations problems in the response phase of disaster operations.
- In the event of a particularly damaging disaster causing significant injuries, loss of life, and destruction of property, donors will offer a wide variety of assistance – including cash, goods, equipment and loan of equipment, and the services of individuals.
- Offers of assistance will be made to all levels of government (federal, state, and local) as well as to voluntary organizations.
- Cash donations to recognized nonprofit voluntary organizations with disaster experience are generally preferable to in-kind donations or material donations (including volunteer services).
- Large-scale and/or “high visibility” disasters will often require significant state involvement in donations management. In other, smaller-scale disasters, donations management can normally be handled by voluntary organizations and local governments, working in concert with each other.
- The vast majority of expertise, experience, and capability for donations management in Nevada, rests with voluntary relief organizations. State agencies and most local governments, in general, do not possess the infrastructure, personnel, facilities, expertise, and experience to manage a large-scale volunteer & donations management effort without significant involvement and assistance by voluntary relief organizations.
- To the extent possible, all field facilities required for a successful donations management operation (i.e., staging areas, reception centers, warehouses, distribution centers) should be located within, or in close proximity to, the affected local jurisdiction.
- Non-useful and unwanted donations can be expected. Such items may include unsorted dirty or climate-inappropriate clothing, used mattresses, highly perishable foods, worn-out or cast-off items (junk), etc. These items must be planned for and disposed of in a manner that would not be considered offensive to the giving party. (Such disposal activities should not be publicized in any manner.)
- Surplus donations (that are useable) will have to be properly dispensed of to worthy causes at the conclusion of disaster response and recovery operations.
- Large numbers / amounts of donations being sent from Nevada to another state affected by a catastrophic incident should, to the extent possible, be centrally coordinated through the State Donations Management Team / State Emergency Operations Center to ensure that the donations do not overwhelm the affected state and create an unnecessary burden on incident response and recovery operations.

**IT SHOULD AGAIN BE NOTED THAT FOR MOST DISASTER SITUATIONS, THE DONATIONS MANAGEMENT FUNCTION CAN AND SHOULD BE HANDLED BY AND THROUGH THE AFFECTED LOCAL GOVERNMENTS AND THEIR EMERGENCY OPERATIONS CENTERS. HOWEVER, LARGE-SCALE AND/OR PARTICULARLY SEVERE DISASTERS WILL LIKELY OVERWHELM LOCAL RESPONSE AND RECOVERY CAPABILITIES; THEREFORE, STATE ASSISTANCE IN MANAGING THE FLOW OF UNSOLICITED DONATIONS MAY BE REQUIRED. IN THOSE SITUATIONS, THIS PLAN WOULD BE ACTIVATED.**

#### **OPERATIONS AND ORGANIZATION:**

**Damage Assessment / Needs Assessment.** The Nevada State Comprehensive Emergency Management Plan (SEMP) and Nevada Response & Recovery Guide to Local Governments, describe the damage assessment system used by state agencies and local governments in Nevada. That system helps determine the extent of loss or harm from natural and human-made disasters. Part of the analysis that occurs during the process of collecting and compiling the damage assessment data involves identifying the anticipated needs of the communities and individuals affected by the disaster. This “needs assessment” portion of the process is crucial because of its direct relationship to organized action by response and long-term recovery / relief personnel.

The anticipated need for, and the likelihood of receiving, disaster donations is a part of the needs assessment. If disaster donations are determined to be needed due to resource shortfalls, that determination will likely come from the needs assessment portion of the damage assessment process. Similarly, if disaster conditions are such that unsolicited donations are likely to occur, hopefully that too will be identified in the damage assessment process. Ideally then, the damage assessment / needs assessment process will help in identifying 1) the likely need for disaster donations to fill anticipated resource requirements, and 2) the likelihood that disaster donations will become an issue that needs to be dealt with during response and recovery operations.

These determinations are typically made by the individual local governments that submit their assessment data to the SEOC through the Division of Emergency Management (NDEM). Other times, it is the SEOC Planning Section and/or DEM staff that makes those determinations, based on the collective data submitted by many local governments. In either event, once the determination is made that disaster donations are likely to become an issue, the SEOC Incident Commander must make the decision whether or not to activate the State Donations Coordination Team and State Donations Coordination Center as part of the SEOC structure.

**Direct Resource Requests.** Apart from the initial damage assessment / needs assessment process described above, local governments in Nevada can also articulate resource requirements to the SEOC throughout the incident response and recovery phases. Such resource requests would typically be made when the resource in question was not readily available locally or regionally through existing mutual aid / assistance agreements.

In some cases the Resource Request will be filled by a state agency using the agency's existing resources, or perhaps by a federal agency (if involved). In other cases, however, the only way to fill the direct resource requests is through disaster donations or a request through the nationwide EMAC. Resource Requests, then, help establish the need for disaster donations and provide direction to state agency staff regarding the types and quantities of resources that must be met through disaster donations. Appeals to the public and the business community for donations can then be tailored to meet the specific needs of the affected local governments, as articulated by those local governments via their Resource Requests.

**State Donations Management System.** The state donations management system is designed to control and facilitate the collection, processing, and distribution of donated goods and services, including cash contributions and volunteer services. The system consists of 1) the State Donations Coordination Team, 2) Aidmatrix, 3) the State Donations Coordination Center, and 4) other facilities required to support the donations management operation. Because state capabilities in volunteer & donations management are somewhat limited in terms of facilities, expertise and experience, the state donations management system necessarily relies on nongovernmental organizations to provide much of the staff and facility resources for managing unsolicited donations. However, even though considerable reliance is placed on these organizations to supplement resources and capability, the State of Nevada still has significant responsibilities related to leadership and coordination of the volunteer & donations management function.

*Lead Agency for Donations Management.* In accordance with the Mass Care, Housing & Human Services ESF #6 in the SCEMP, the NDEM has Primary Agency responsibilities for coordinating necessary human services for disaster victims. As indicated in ESF #6, the NDHHS works with various governmental agencies and nongovernmental organizations to fulfill this assigned responsibility. Volunteer & donations management falls under the purview of disaster human services; however, NDEM has historically taken on the coordinating role. When a donations management operation is required, a State Donations Coordinator will be appointed from within the NDEM to manage and coordinate the volunteer & donations management function at the state level. The State Donations Coordinator is, by virtue of position, the manager of the State Donations Coordination Team and State Donations Coordination Center.

*State Donations Coordination Team.* The State Donations Coordination Team consists of appropriate representatives of the following Nevada state agencies and nongovernmental organizations:

- Nevada Division of Emergency Management (NDEM), (State Individual Assistance Officer, Public Information Officer, and management, coordination & plan development, Aidmatrix Administrator)
- Nevada Voluntary Organizations Active in Disaster (NV VOAD)
- American Red Cross – Northern Nevada & Southern Nevada
- Nevada Humane Societies (if domestic animal-related needs and issues arise)
- Nevada Volunteers Organization – Volunteer information outlet

- Nevada 211 – Phone bank information outlet
- Nevada Department of Health & Human Services, Division of Welfare and Housing Services
- Salvation Army – Back up Administrators for Aidmatrix
- Support Agency - Division of Forestry, Nevada Department of Conservation & Natural Resources (facility and transportation resources)
- Support Agency - Nevada Department of Transportation (facility and transportation resources)

The exact composition of the State Donations Coordination Team for each disaster will be determined by the SEOC Incident Commander and/or Operations Section Chief, based on the disaster conditions and the anticipated scope and magnitude of the donations management effort. For most disaster situations involving a donations management operation, the entire membership of the Team will not be needed. However, particularly severe or catastrophic incidents may require the full activation. (Refer to the Attachment for a notification listing of State Donations Coordination Team members.)

If the State Donations Coordination Team and State Donations Coordination Center are activated, they will become part of the Mass Care, Housing and Human Services ESF in the SEOC and coordinate all donations-related decisions with other members of that ESF. If the Team is not activated, any donations-related issues that may arise over the course of the disaster response and recovery will be addressed to the extent possible by the Mass Care, Housing and Human Services ESF, the NDEM Volunteer & Donations Coordinator and the SEOC Operations Section Chief.

*Local Donations Coordination Center.* The State will not manage a Donations coordination center but will provide coordination and expertise to the local government in their management of a Local Donations Coordination Center. The Local Donations Coordination Center will be activated and serves five basic functions, as follows:

1. Assisting state and local officials in identifying needed and unneeded donations;
2. Processing offers of / tracking unsolicited goods and services;
3. Serving as liaison to other components of the Mass Care, Housing & Human Services ESF and to affected local governments;
4. Coordinating with Public Information regarding media releases about unsolicited goods and services.

If possible the donations team will be in communication via telephone and internet and a center will not be needed. If this is not possible the Local Donations Coordination Center will be physically located immediately adjacent to the SEOC in an existing office or conference room, or it may be located at another facility with direct phone links to the Mass Care, Housing & Human Services ESF in the SEOC. The configuration of the Center will change from disaster to disaster, based on the situational needs and anticipated level of activity. At a minimum, the Center will require one computer terminal and one telephone, with workspace and seating for each Donations Coordination Team member.

Nongovernmental organization participation will be arranged and coordinated through the NV VOAD, which serves as a central clearinghouse for identifying and mobilizing voluntary assistance for disaster relief.

The Local Donations Coordination Center coordinates the activities of the various support facilities required to complete the mission of donations management. These facilities perform six basic functions:

1. Central coordination of donations management activities;
2. Inspection and direction of donated goods arriving in disaster areas;
3. Sorting, processing, and temporary storage;
4. Long-term storage and/or disposal / disposition of unneeded or unusable goods;
5. Distribution of needed goods and services to affected individuals; and
6. Management and control of donations inventory status for the basic transaction activities.

All safety ordinances and policies of local and state government will be followed at the center. The State Donations Coordination Team will remain activated as long as a large volume of unsolicited donations continue to be made and/or as long as it takes to effectively resolve the major volunteer & donations management issues. Many donations management activities will continue long after the disaster response has been completed and long-term recovery is underway. The decision on when to de-activate the State Donations Coordination Team will be made by the SEOC Incident Commander, based on input received from the Team and the affected local governments.



*Donations Management Support Facilities.* The following support facilities are required to perform the basic donations management functions outlined above in the “State Donations Coordination Center” section:

- Control Check Points (to inspect and direct donated goods arriving in the disaster areas);
- Warehouses and Staging Areas (for sorting, processing, and temporary / long-term storage); and
- Distribution Centers (for local distribution of goods and services to affected individuals).

Figure 1 on page 14 depicts the relationship between these crucial facilities. Following is a summary of the specific requirements and functions of each support facility:

Control Check Points. Depending on the nature, scope and magnitude of the disaster and the anticipated volume of unsolicited donations, Control Check Points may be utilized to “filter” incoming goods and services before they reach the disaster area. Control Check Points are officially designated locations where trucks and other transport vehicles containing unsolicited donated goods can be inspected and directed to an appropriate volunteer agency or other location for processing, storage, and distribution. Unaffiliated volunteers from outside the disaster area wishing to provide services can also be interviewed at these locations. Items or services needed immediately, as well as those that may be needed in the long-term, will both be accepted. Unneeded or unwanted items / volunteers can be turned back at these points, although it is expected that some unneeded / unwanted items and volunteers will make their way through to the disaster area. A well managed system of Control Check Points can help reduce congestion in the disaster area, as well as logistical and administrative headaches for the staff at local Warehouses, Staging Areas and Distribution Centers.

Examples of possible Control Check Point locations include weigh stations, roadside parks, truck stops, state parks and recreation areas, county fairgrounds, highway rest areas, armories, and other governmental facilities (located in close proximity to major transportation routes) that have large parking areas for vehicle inspections. (Note: private facilities such as large shopping center parking lots can also be used, but only with the expressed written permission of the owner. Such permission should be carefully documented to avoid potential future problems with regard to legal claims, etc.) Each Control Check Point should be staffed with at least two individuals, although more staff may be needed to handle anticipated large volumes of donations. Staffing will be handled through state and local government agencies and nongovernmental organizations.

Warehouses / Staging Areas. Warehouses and Staging Areas are needed to receive, unload, sort, inventory, package, stage, store, and dispatch goods to local Distribution Centers and/or designated voluntary agencies. These facilities can be used for both short and longer-term storage, although it is usually best to designate one or two locations exclusively for longer-term storage and staging use. Warehouses and Staging Areas should be located in relative proximity to the disaster area, and be available for use on a 24-hour basis if necessary.

Warehouse facilities can be any available, large enclosed storage area (ideally 25,000 – 200,000 square feet in size, located on a secured / fenced site) with sufficient area to park and unload trucks and other vehicles. Possible facilities for use include vacant commercial warehouse space, nongovernmental organization warehouse facilities, governmental warehouse facilities, armories, county fairground buildings, ice arenas, highway / public works maintenance garages, airport hangers, community recreation centers, etc. Ideally, using the facility as a Warehouse will not greatly interfere with its normal, day-to-day use. The facility should be capable of supporting a staff of up to 40 people, and have the capability of supporting a computer, facsimile machine, and telephone. The facility should also have adequate climate control capabilities, a restroom, and loading / unloading areas.

Staging Areas can be any available, large outdoor area (ideally 1-25 acres in size, with fencing or other security provisions) with sufficient area to temporarily park donated vehicles and equipment that will be used in providing volunteer disaster relief services. (Vehicles and equipment might include dump trucks, front-end loaders, bulldozers, buses, cargo trucks, etc.) Staging Areas should have adequate parking spaces for a large number of workers at any time, and covered space (e.g., permanent building, tent) to shelter workers and goods from the weather and provide a measure of security. Staging Areas should also have provisions in place for temporarily lodging (billeting) the out-of-town volunteers and for addressing basic sanitation concerns (i.e., port-a-johns, portable showers, and hand washing facilities). Either a permanent building, tent space on the grounds, or a combination of both may meet the lodging requirements. (An alternative is to provide shuttle service for staff and volunteers to and from local motels and hotels.) Possible locations for use as Staging Areas include vacant commercial lots, nongovernmental organization warehouse facilities, governmental warehouse facilities, armories,

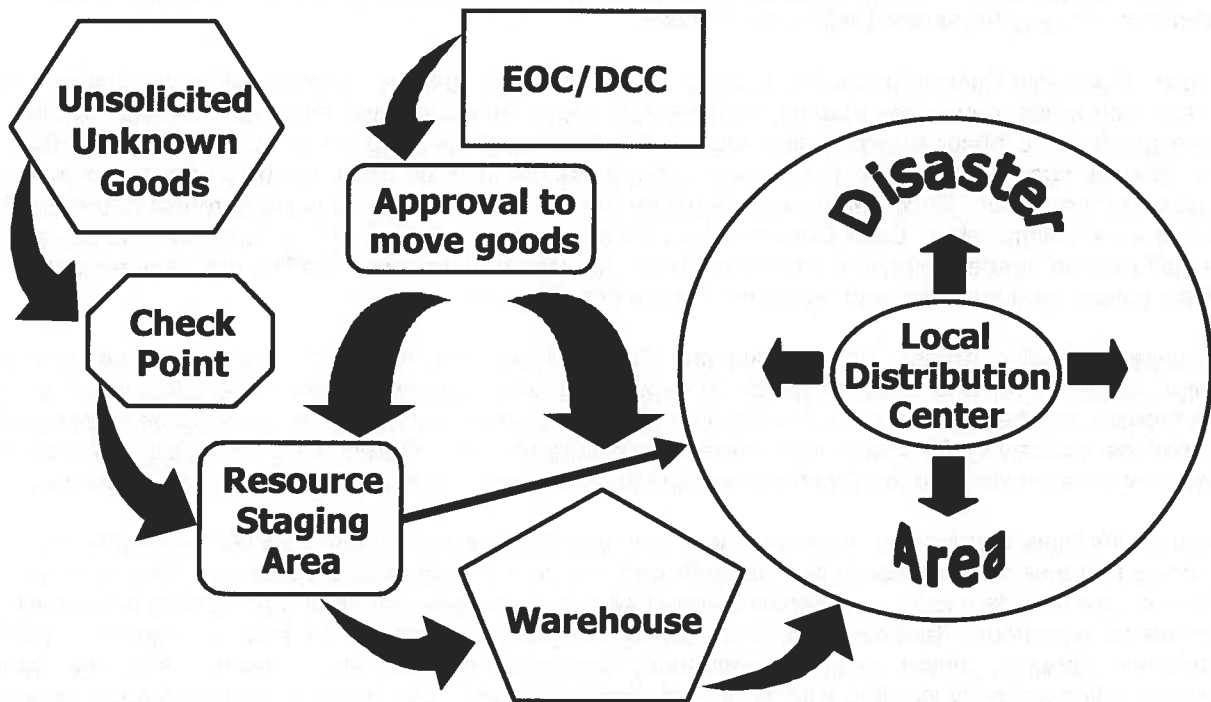
county fairgrounds, highway / public works maintenance garages, airports, parks and recreation areas, or possibly shopping center parking lots (providing there is expressed written permission from the owner).

Staffing of Warehouses and Staging Areas will be handled through local governmental agencies and nongovernmental organizations. All OSHA and state safety requirements will be followed at the warehouses and staging areas.

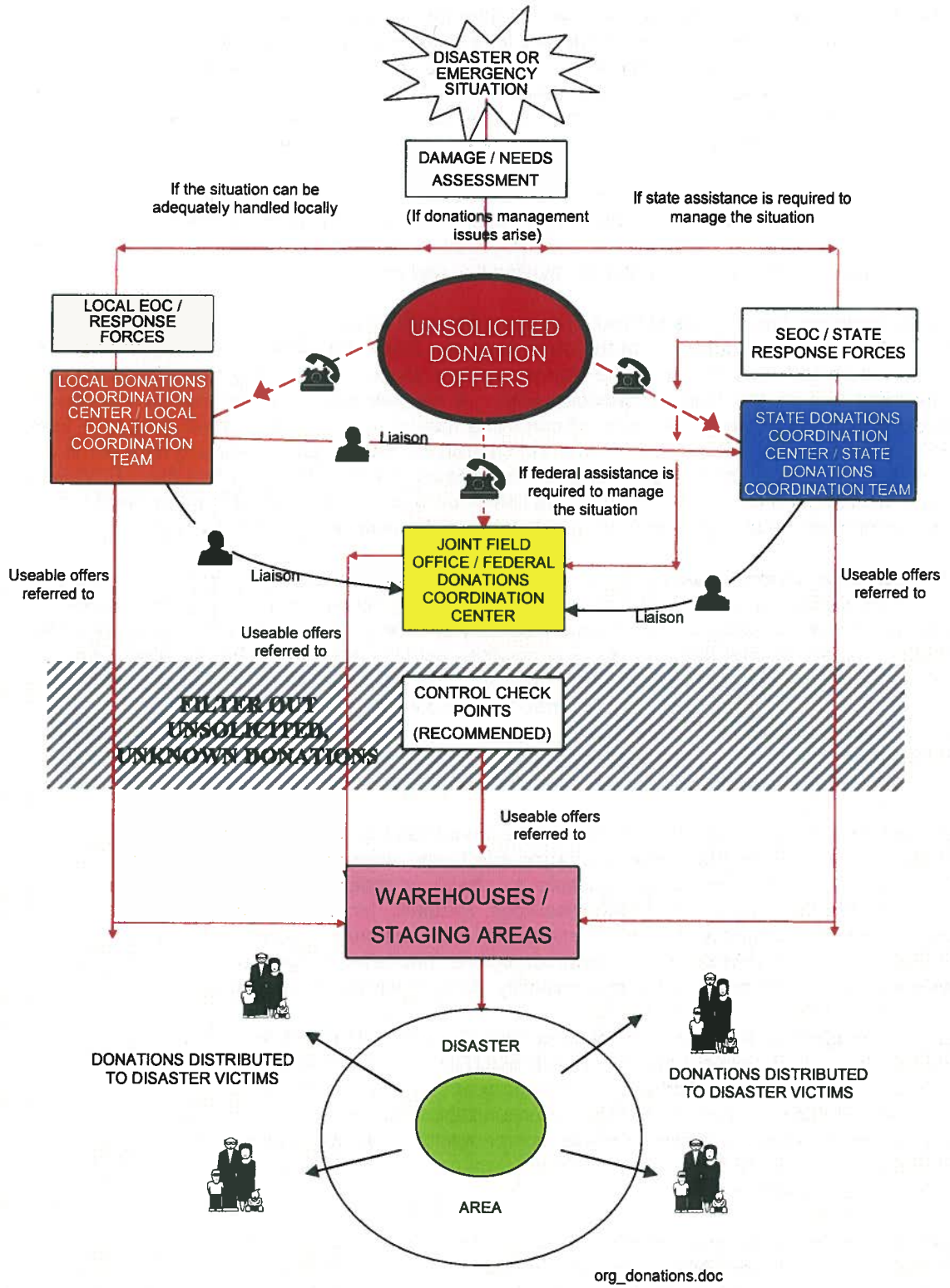
**Distribution Centers.** Distribution Centers are local facilities operated by the local jurisdiction, local churches, and community-based and voluntary organizations, to provide donated goods directly to disaster victims. Distribution Centers should be located at a site the general public recognizes and can easily locate. They should have controlled access and security provisions, restrooms, and adequate lighting and parking. Possible locations for use as Distribution Centers include churches, schools, recreation centers, community centers, senior centers, armories, county fairgrounds, and other similar type facilities. Vacant commercial space can also be used, as long as it is in a location that is well known to the general public. However, there is usually a cost associated with renting commercial space, even on a short-term basis.

Staffing of Distribution Centers is the exclusive responsibility of the affected local jurisdiction and nongovernmental organizations. Normally, state governmental personnel will not be used to staff Distribution Centers except as a last resort. All OSHA and state safety requirements will be followed at the centers.

**FIGURE 1: RELATIONSHIP BETWEEN DONATIONS MANAGEMENT FACILITIES**



**FIGURE 2: DONATIONS MANAGEMENT PROCESS IN THE STATE OF NEVADA**



 INDICATES OPTIONAL (BUT RECOMMENDED) FILTERING PHASE

*Donation Inventorying / Tracking.* At the Warehouses, Staging Areas, and Distribution Centers, there is a need to inventory and track donated goods and services (including unaffiliated volunteers). If these facilities are established and managed by the State of Nevada, this will (ideally) be done electronically using Aidmatrix and excel spreadsheets. However, it may not always be possible to have access in some cases to computer technology. Therefore, there is a need to have provisions for backup (hardcopy) inventory tracking. The format used in such instances should be consistent with what will be used in the State Donations Coordination Center for donation inventorying and tracking. The Donation Inventorying / Tracking Form can be used by donations management staff at the support facilities to keep an accurate, running accounting of the receipt, storage, and distribution of donated goods and services at the facility. (Refer to the Attachments for a copy of this form.)

(Note: those donations support facilities managed exclusively by nongovernmental organizations [e.g., American Red Cross or another NV VOAD organization] may utilize the managing organization's own internal inventorying / tracking mechanisms. In those cases, the organization will provide the State Donations Coordination Team with regular updates on donations inventories, availability, and movement.)

**State Emergency Operations Center.** For most disaster situations in which donations management becomes an issue that needs to be addressed at the state level, the SEOC will likely be activated. The donations management function will be addressed by the State Donations Coordination Team in the State Donations Coordination Center – a functional unit of the Human Services ESF. If the decision is made not to activate the State Donations Coordination Team / Center, the issue of donations management will be addressed by the combination of the core members of the Human Services ESF and the Operations Section Chief, working together in concert. The decision on whether to activate the State Donations Coordination Team / Center within the SEOC will be based on many factors, including the disaster conditions, the likelihood of unsolicited donations, the availability of appropriate staff, the capabilities of the affected local jurisdiction(s), and the anticipated volume of donations activity.

**Volunteer & Donations Preferences.** Standard donations management doctrine stipulates that cash donations made to recognized nonprofit voluntary organizations with disaster experience are generally preferable to in-kind donations or material donations, to include voluntary services. Cash donations enable the receiving organization to purchase (usually locally) those goods and services actually needed by the disaster victims, in the quantities and types most appropriate for the disaster situation. The State of Nevada concurs with that generally accepted doctrine. As a result, every effort will be made to encourage potential donors to send cash donations in lieu of in-kind or material donations. To that end, a vigorous public information campaign will be initiated early on in those disaster situations likely to generate donations, requesting that donations be cash only. (Refer to the "Public Information" section below.)

Even with that effort, however, it is likely that in-kind and material donations will still be made. Those will be addressed by the State Donations Management Team, working in concert with the affected local jurisdictions. Limited state resources may be available to assist in managing the receipt, processing and distribution of donations, but the majority of the resources required for such operations will have to be provided by nongovernmental organizations (both statewide and community-based) and the affected local governments. Management of all in-kind and material donations (including proper disposition / disposal of surplus and/or unwanted or unusable items) is the responsibility of the receiving organizations and local governments.

Nevada has signed a Memorandum of Understanding with AID MATRIX to coordinate volunteer, cash and in-kind donations through its national database. AID MATRIX will allow the Team to specify needs as well as accept only those donations required. Additionally, this program includes a function to register volunteers and capture their specific skills which can then be directed to organization in need of those skill sets. This function is not activated at this time due to issues regarding workers compensation. NDEM does not have the ability to manage volunteers and therefore all public information announcements would suggest volunteers affiliate with a VOAD. See attachment titled AID MATRIX.

**Public Information.** As soon as possible after it becomes apparent that donations management may become an issue in a disaster, the NDEM Public Information Officer (acting for the State Public Information Officer), appropriate members of the State Donations Coordination Team, the affected local governments, FEMA (if involved), and other involved organizations and agencies will cooperate to issue public information releases, requesting in most cases that potential donors make cash contributions in lieu of in-kind or material donations. Such releases will be issued to major media outlets and posted on the NDEM and/or State of Nevada web sites and other agency / organization web sites as appropriate. In addition, some nongovernmental organizations, such

as the American Red Cross, routinely run public service announcements on the major television networks, requesting cash donations for disaster relief purposes.

In some cases, however, the public information releases may be tailored to request specific types of in-kind or material donations, when the damage assessment / needs assessment process and/or direct resource requests have indicated the need for such resources over cash donations.

Hopefully, the combination of state-level public information releases and national public service announcements will help stem the flow of unsolicited and unwanted disaster donations. If it does not, the nature of the message in the press releases may have to be more strongly worded to 1) discourage any in-kind or material donations, or 2) to provide more specific instructions to potential donors regarding what may be needed by community agencies and organizations in the future, after the initial recovery has occurred. In those cases, the instructions should specify exactly what is needed, where it is needed, the quantity needed, and how the donations should be prepared and shipped for eventual distribution to needy community residents. (See the Attachments for various sample press releases and public service announcements that can be used to disseminate donations information to the public.)

**Volunteer & Donations Management in Incidents of National Significance.** Disasters that result in a major disaster or emergency declaration under the federal Stafford Act (and thus become an “Incident of National Significance”) are the most likely situations to generate unsolicited donations. Most, but not all, federally declared disasters in Nevada result in the activation of Individual Assistance programs designed to provide immediate relief and assistance to individuals and families impacted by the disaster. If a large number of individuals and families are adversely affected, or the public perception is such, unsolicited donations are very likely to occur.

During Incidents of National Significance, the donations management function may be merged (as appropriate) with the FEMA Individual Assistance element. In those cases, the donations management function may shift to the established Joint Field Office (JFO). Depending on circumstances, administration of the donations management function may be done via the National Emergency Management Information System (NEMIS), which provides enhanced ability to track and process donations management information. Appropriate training in the NEMIS will be provided at the JFO by FEMA personnel. If federal Individual Assistance is not authorized for the disaster and/or FEMA decides not to participate in the donations management operation, or if the State of Nevada decides not to conduct a joint donations management operation, then the donations management function will remain in the SEOC and be administered by the State Donations Coordination Team using the E Team incident management system.

Activation of the FEMA Individual Assistance element may bring to bear a wide variety of federal, nongovernmental organization, and private sector assets to assist in donations management, including facilities, communications infrastructure, personnel, and technical expertise. In accordance with the Volunteer and Donations Management Support Annex to the National Response Plan, the federal role in donations management is to provide support to states, local governments and voluntary organizations in establishing a system to manage and control donated goods and services. Federal support provided by FEMA (as the federal coordinating agency for donations management) and other federal agencies may include:

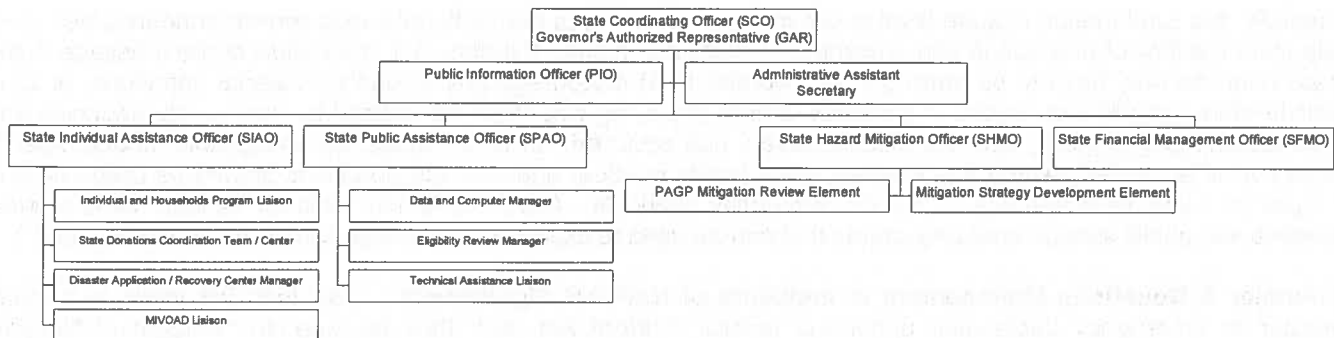
- Enhanced voluntary organization coordination;
- Assistance in establishing a Donations Coordination Team and a Donations Coordination Center;
- Technical and managerial support;
- A national network of information and contacts to assist donations specialists in the field; and
- Donations management software and communications support as necessary.

**Joint Field Office Organization.** The MEMP (Emergency Management System section and Direction and Control ESF) prescribes the formation of a disaster organizational structure in the JFO aimed at fully utilizing the federal disaster assistance provided by the Stafford Act. This organizational structure is depicted in Figure 3 on the following page.

Most of these positions are not directly related to donations management, but rather to other assistance programs. The only position in this basic organizational structure that is donations management-specific is that of State Individual Assistance Officer (SIAO). The PIO, Administrative Assistants, and clerical staff will be involved in donations management, but in a support capacity. (They have other disaster-related duties to perform for other program areas.) Relocation of the State Donations Coordination Team and Center to the JFO, coupled with the

federal support dedicated to donations management, will provide sufficient staffing to adequately address the donations management function.

**FIGURE 3: TYPICAL JOINT FIELD OFFICE (JFO) ORGANIZATIONAL STRUCTURE FOR STATE STAFF**



**Post-Joint Field Office Operations.** The vast majority of the activities related to donations management will be completed prior to the JFO being closed. However, final disposal / disposition of surplus goods may still be ongoing after the JFO closure. Those activities are normally the responsibility of local government and nongovernmental organization officials. In most cases, the State Donations Coordination Team and Center will be de-activated at the time of the JFO closure, if not before. (The decision on when to de-activate the Team / Center rests with the SEOC Incident Command, based on input from members of the Team and the affected local governments.) Any remaining activities that need to be coordinated will be handled by the SIAO or other NDEM and MDHS personnel from their normal work locations.

**Post-Incident Review / After Action Report.** As appropriate, the NDEM will conduct a post-incident review of donations management operations with the State Donations Coordination Team, and then develop a summary of the findings for inclusion in the incident After-Action Report.

**Plan Review and Maintenance.** The NDEM will review this plan with the State Donations Coordination Team annually and develop / disseminate updated material as required.

**TASKS AND EXECUTION:**

**Federal Roles and Responsibilities\*.** Federal activities are coordinated by FEMA, which will:

1. Make early contact with the key Donations Coordinators of involved national voluntary organizations, Region IX, and the State, for a donations situation assessment.
2. (Based on Region IX's request for assistance), provide donations program guidance, a Federal Donations Coordinator, training, technical assistance, and other appropriate assistance to the State.
3. Provide support and technical assistance to the State, especially regarding international offers of assistance, large corporate offers, or other collection drives.
4. As appropriate, establish a donations management element at the Region IX Regional Response Coordination Center (RRCC) to coordinate with the State.
5. (At the State Emergency Operations Center or other state facility, or the Joint Field Office), assist the designated State Donations Coordinator in:
  - Establishing the State Donations Coordination Team;
  - Establishing a State Donations Coordination Center, including donations hotlines as appropriate;
  - Ensuring that appropriate donations receiving and distribution facilities are established and operating effectively;

- Coordinating with Joint Information Center (JIC) staff on public service announcements, press releases, and other media-related support;
  - Coordinating with the DHS Voluntary Agency Liaison (VAL), congressional affairs, community relations, logistics, the Defense Coordinating Officer, and other federal agencies, as necessary; and
  - Preparing input for situation / status reports, briefings, and VIP visits, as necessary.
6. Coordinate with the appropriate federal Emergency Support Functions (ESFs) under the National Response Plan to provide vital donations management support services, such as:
- Supplemental transportation and telecommunications assets and guidance; and
  - Logistical support (to include, as necessary, technical assistance, supplies, services, equipment and facilities).

**\*Note: The Federal Government will only become involved subsequent to a Presidential major disaster or emergency declaration under the Stafford Act that includes the provision of Individual Assistance.**

**State Roles and Responsibilities.** The following state agency roles and responsibilities related to donations management are consistent with each agency's task assignments in the SCEMP:

*Department of Public Safety, Division Emergency Management (NDEM).* The NDEM coordinates state-level emergency management activities and provides overall direction and guidance to state disaster relief forces. In that role, the NDEM is responsible for the following volunteer & donations management-related tasks:

1. In accordance with the Emergency Management ESF in the SCEMP, coordinate the collection, compilation, review, analysis, and verification of state and local damage assessment data, to include an assessment of the anticipated needs of the communities and individuals affected by the disaster. Coordinate the SEOC and other emergency coordination facilities necessary to effectively manage the disaster or emergency situation. (This includes the State Donations Coordination Center and other donations management support facilities such as Control Check Points, Warehouses / Staging Areas, and local Distribution Centers.) The NDEM will coordinate all logistical needs related to facility establishment and operation through the SEOC Logistics Section. The SEOC Logistics Section will take care of equipment and equipment installation needs, facility issues, food, water, medical needs, staffing issues and needs (in conjunction with appropriate state agencies), and other necessary resources.
2. Establish communications links with affected local jurisdictions (through the local EOC).
3. Mobilize state agency personnel to staff SEOC positions and provide direct assistance to affected local jurisdictions.
4. Request a Governor's disaster or emergency declaration, as required.
5. If circumstances warrant, activate the State Donations Coordination Team and State Donations Coordination Center as part of the SEOC structure. Activate members of the Team as appropriate for the situation. Manage the AID MATRIX data base.
6. Request federal technical and disaster relief assistance as required.
7. As appropriate, conduct a post-incident review of donations management operations and then develop a summary of the findings for inclusion in the incident After-Action Report.
8. Review this plan annually and update it as required. Provide updated copies to all State Donations Coordination Team members.

In addition to these general responsibilities, the following disaster positions with the NDEM have specific donations management roles and responsibilities:

*State Volunteer & Donations Coordinator.* Specific responsibilities are as follows:

1. Developing and revising this State Disaster Volunteer & Donations Management Plan – a support plan to the SCEMP.
2. Maintain contact with volunteer organizations.
3. Administration of the Nevada Aidmatrix site and providing coordination/training of Aidmatrix for volunteer organizations active in disasters.
4. Assist the SIAO in identifying and training appropriate NDEM and other state agency staff in state donations management operations as part of the State Volunteer & Donations Coordination Team within the SEOC and/or JFO structure.
5. Coordinate with the SIAO from the NDEM, and the Federal Donations Coordinator from FEMA, in the establishment and operation of the State Volunteer & Donations Coordination Team and State Donations Coordination Center.
6. As necessary, coordinate with the SIAO, SEOC Incident Commander, and other appropriate officials to identify and mobilize state agency staff to provide supplemental support to local and voluntary organization efforts to manage and operate donations management facilities (i.e., Control Check Points, Warehouses / Staging Areas, and local Distribution Centers).
7. Provide continuous, updated information on donations management efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

*State Coordinating Officer (SCO).* The Governor normally appoints the Commanding Officer of the NDEM or another designated NDEM staff person to serve as the State Coordinating Officer subsequent to a major disaster or emergency declaration under the federal Stafford Act. The SCO is in charge of all disaster planning, response, recovery and mitigation operations within this state. The SCO will work directly with the Federal Coordinating Officer (FCO), normally from FEMA, in the provision of all Individual, Public, and Hazard mitigation Assistance provided under the federal declaration. (Donations management falls under the purview of the Individual Assistance element of the President's Disaster Assistance Program.)

The SCO is responsible for appointing appropriate staff to serve in disaster positions, including appointment of a State Individual Assistance Officer (SIAO) and necessary support staff for the provision of disaster assistance. The SCO also keeps the Governor advised of all events and progress as the disaster unfolds and as recovery takes place. The status of donations management efforts is part of that progress report.

*State Individual Assistance Officer (SIAO).* The SCO will appoint a person from within the NDEM to serve as the State Individual Assistance Officer. Specific responsibilities of the SIAO as they relate to donations management are as follows:

1. Assist the State Planner from the NDEM in developing and revising this State Disaster Volunteer & Donations Management Plan – a support plan to the SCEMP.
2. Identify and assist in training appropriate NDEM and other state agency staff in state donations management operations as part of the State Donations Coordination Team within the SEOC and/or JFO structure.
3. Designate a State Volunteer & Donations Coordinator from the NDEM, and coordinate with the Federal Donations Coordinator from FEMA, in the establishment and operation of the State Volunteer & Donations Coordination Team and State Donations Coordination Center.
4. Work with the State Volunteer & Donations Coordination Team and FEMA to ensure that the volunteer & donations management function is being adequately addressed to meet the human services needs of the affected population as well as the operational needs of the recovery effort.



5. Advise the SCO and other appropriate officials on donations management issues throughout the disaster period.
6. In the event of an incident that involves potential biological or WMD contamination, work with the State Volunteer & Donations Coordination Team and staff at the various support facilities (i.e., State Donations Coordination Center, Control Check Points, Warehouses / Staging Areas, and Distribution Centers) to ensure acceptance of only non-contaminated goods.

*State Public Information Officer (SPIO).* This position is not donations management specific, but rather handles all aspects of media relations and press announcements related to a disaster or emergency. All public information related to donations management is released through the SPIO, in conjunction with the State Volunteer & Donations Coordination Team and FEMA press officers, and on behalf of the Governor.

**Note: Normally, the SPIO will delegate public information responsibilities related to disasters and emergencies to the NDEM Public Information Officer, who will act on the SPIO's behalf.)**

1. Develop and maintain pre-scripted press releases and public service announcements pertaining to donations management, for inclusion in this plan. (Refer to the Attachments.)
2. Coordinate the development and release of all information related to donations management, in conjunction with the affected local jurisdictions, the State Donations Coordination Team, FEMA, and the State Joint Public Information Team (JPIT).
3. Serve as the primary state point of contact for the media on all matters pertaining to donations management.
4. Work with appropriate NDEM and state agency staff to post pertinent donations management information on the NDEM and/or State of Nevada web sites, and provide linkages to other sites as appropriate.

*Other State Support Agencies.* Participation by other state agencies in donations management operations will depend on the disaster circumstances and the level of state involvement in the operation. Other state agency staff may be required to assist the State Donations Coordination Team in the following activities: 1) processing donations offers; 2) tracking donations; 3) assisting in logistical operations related to the receipt, processing, storage and distribution of donations; 4) collecting and compiling information on the donations management operation; and 5) assisting in the disposal / final disposition of surplus / unneeded donations. In accordance with the task assignments outlined in the SCEMP, the following state agencies may be requested to provide assistance in disaster donations management operations:

- **Nevada Department of Health & Human Services** (volunteers);
- **Nevada Department of Administration** (facilities; transportation);
- **Nevada Department of Conservation & Natural Resources** (facilities; transportation);
- **Nevada Department of Transportation** (facilities; transportation; issue permits for oversize and overweight loads); and

State support agencies will be mobilized as needed through their designated Emergency Management Coordinator. Support activities may take place in the SEOC, JFO, or other donations management facilities.

**Local Roles and Responsibilities.** Local donations management activities are normally under the purview of the Local Donations Coordinator. Typically, that individual is a part of the Human Services Group or Element within the local EOC structure. The Local Emergency Management Coordinator (LEMC) is responsible for the overall coordination and direction of the jurisdiction's emergency management activities. The LEMC also coordinates the operation of the EOC in time of disaster or emergency. These and other local agency roles and responsibilities related to donations management are outlined below:

*Local Emergency Management Coordinator (LEMC).* Specific responsibilities of the LEMC as they relate to donations management are as follows:

1. In accordance with the assessment guidance found in Nevada Response & Recovery Guide for Local Governments coordinate the collection, compilation, review, analysis, and submittal of local damage assessment data to the NDEM. (Part of that effort involves an assessment of the anticipated needs of the local communities affected by the disaster.)
2. As appropriate, coordinate the establishment of the local Emergency Operations Center and other emergency coordination facilities necessary to effectively manage the disaster or emergency situation.
3. Establish communications links with the NDEM and (if activated) the SEOC in Lansing, and with other local affected local communities.
4. Mobilize personnel to staff EOC positions and provide direct assistance to affected local areas.
5. As appropriate, declare a local "State of Emergency" and request (through the NDEM) a Governor's disaster or emergency declaration to mobilize needed state assistance. If warranted, request federal disaster assistance through the NDEM.
6. If circumstances warrant, activate the Local Donations Coordination Team and Local Donations Coordination Center as part of the EOC structure. Activate members of the Team as appropriate for the situation. (Once activated, the Local Donations Coordination Team / Center should immediately establish communications links with the State Donations Coordination Team / Center, if activated, within the SEOC.)
7. Identify and secure approval for use of local facilities that may be needed in the donations management operation (i.e., Control Check Points, Warehouses / Staging Areas, and Distribution Centers). Immediately communicate this information to the State Donations Coordination Team / SEOC and the NDEM.

*Local Donations Coordinator.* Typically, the Local Donations Coordinator will be a representative of a locally-based human service agency such as the County Office, the local chapter of the American Red Cross, the Area Agency on Aging, or other similar agency / organization. The Local Donations Coordinator is typically the head of the Local Donations Coordination Team (composed of appropriate local agency and voluntary organization personnel). The Local Donations Coordination Team is usually similar in composition and mission to the State Donations Coordination Team, but handles donations management at the local level. Specific responsibilities of the Local Donations Coordinator are as follows:

1. As required, assist the LEMC and other appropriate local officials in developing and revising the donations management portions of the Human Services Annex (Section / ESF) of the jurisdiction's Emergency Operations Plan / Emergency Action Guidelines and the State Disaster Volunteer & Donations Management Plan.
2. Assist the LEMC in identifying and training appropriate local agency and voluntary organization staff in donations management operations as part of the Local Donations Coordination Team within the EOC and/or JFO structure.
3. Coordinate with the LEMC in the establishment and operation of the Local Donations Coordination Team and Local Donations Coordination Center to manage disaster donations management operations (in conjunction with the State, and possibly FEMA, for large events likely to result in significant unsolicited donations).
4. Coordinate with local volunteer, community-based, and religious organizations to manage and operate local Distribution Centers and other donations management facilities.
5. Provide continuous, updated information on donations management efforts for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
6. As required, provide regular reports to the Chief Elected Official, LEMC, other EOC staff, the NDEM, FEMA, and other involved agencies and organizations, on the status of local donations management operations.

**Nongovernmental Organization Roles and Responsibilities.** Nongovernmental relief organizations play a critical part in disaster donations management. The State and most local governments in Nevada simply do not have the personnel, expertise, infrastructure, facilities, and experience to manage a large disaster donations effort without significant involvement by nongovernmental organizations. Although the State and local governments are inevitably responsible for ensuring the general well-being of the public in times of disaster or emergency, it is the nongovernmental relief organizations based in Nevada and elsewhere that provide much of the personnel and resources necessary to effectively implement the donations management function. Although numerous organizations can potentially be involved in a donations management operation, the following organizations have, by virtue of their size, mission and/or disaster experience, been identified as key private voluntary organizations for donations management in Nevada:

*Nevada Voluntary Organizations Active in Disaster (NV VOAD).* The Nevada Voluntary Organizations Active in Disaster is a nationally sanctioned coalition of private and church-based relief organizations dedicated to providing disaster relief assistance to individuals and communities in need. The NV VOAD serves as a clearinghouse for the myriad disaster relief and human service organizations that operate in Nevada and elsewhere across the country. The NV VOAD is governed by an Executive Board, elected by the membership. That Board provides the single point of contact for mobilizing all NV VOAD resources. The NV VOAD member organizations are experienced and skilled in donations management operations, and can perform a wide variety of functions. Specific responsibilities of the NV VOAD related to donations management are as follows:

1. Assist the NDEM in identifying and training appropriate NV VOAD representatives in donations management operations as part of the State Volunteer & Donations Coordination Team within the SEOC and/or JFO structure, and/or a Local Donations Coordination Team within the local EOC and/or JFO structure.
2. Provide one or more representatives to report to the SEOC (if activated) to assist in volunteer & donations management (and other human service) activities. (If the State Volunteer & Donations Coordination Team and State Donations Coordination Center are activated within the SEOC, designate a representative to address the donations management function, and another to address other human service concerns.)
3. Upon request, mobilize appropriate member organizations and representatives within the NV VOAD structure to provide donations management assistance to local governments and the State. Such assistance may be required at the SEOC and/or JFO, or at local donations management facilities such as the EOC, Control Check Points, Warehouses / Staging Areas, or Distribution Centers.
4. Provide continuous, updated information on donations management efforts for inclusion in state and/or local damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
5. As required, provide regular reports to the NV VOAD membership and other interested parties on the status of NV VOAD participation in state / local donations management operations.

Nevada has a VOAD group in Northern Nevada and a COAD group in Southern Nevada the primary agencies are listed on the Attachment titled Voluntary Organizations Active in Disaster.

*Salvation Army – Northern Nevada & Southern Nevada.* Salvation Army has agreed to provide support to the Aidmatrix database in the capacity of an Administrator. This position would provide allocation services during an event if NDEM Volunteer & Donations Coordinator is not available. See the State Donations Coordination Team Membership Roster for the names of the trained Aidmatrix Administrators.

*American Red Cross (ARC) – Northern Nevada & Southern Nevada.* Although the American Red Cross organization in Nevada is a member of the NV VOAD, the ARC's Congressional Charter requiring it to provide relief assistance to disaster victims makes it unique among voluntary disaster relief organizations. The ARC provides direct assistance to disaster victims through Local ARC Chapters. The ARC National Office provides policy direction, guidance, technical assistance, and resource support (including financial) to the Local ARC Chapters in carrying out their disaster relief mandate. Specific responsibilities of the Nevada ARC related to donations management are as follows:

1. As required, assist the NDEM in developing and revising this Disaster Volunteer & Donations Management Plan. Upon request, assist local governments in developing and revising the donations management portions of the Human Services Annex (Section / ESF) of their Emergency Operations Plan / Emergency Action Guidelines. Provide guidance, as applicable, based on the extensive In-Kind Donations experience of the ARC on major disasters to achieve continuous improvement of the state program.
2. Assist the NDEM in identifying and training appropriate ARC representatives in volunteer & donations management operations as part of the State Volunteer & Donations Coordination Team within the SEOC and/or JFO structure, and/or a Local Donations Coordination Team within the local EOC and/or JFO structure.
3. Provide one or more representatives to report to the SEOC (if activated) to assist in donations management (and other human service) activities. (If the State Volunteer & Donations Coordination Team and State Donations Coordination Center are activated within the SEOC, designate a representative to address the donations management function, and another to address other human service concerns.)
4. Upon request, mobilize appropriate Local ARC Chapters and representatives to provide donations management assistance to local governments and the State. Such assistance may be required at the SEOC and/or JFO, or at local donations management facilities such as the EOC, Control Check Points, Warehouses / Staging Areas, or Distribution Centers.
5. As appropriate, request assistance (technical, material and personnel) from the ARC National In-Kind Donations Office in Washington, D.C. to supplement existing state, local, and voluntary organization donations management efforts.
6. Provide continuous, updated information on donations management efforts for inclusion in state and/or local damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
7. Provide continuous, updated information on the status of In-Kind Donations that have been offered to the ARC for the incident, as well as the status of any actual In-Kind Donations inventory.
8. As required, provide regular reports to the ARC membership and other interested parties on the status of ARC participation in state / local donations management operations.

*Nevada Humane Societies.* Unsolicited disaster donations targeted for domestic animal care can occur in any disaster or emergency situation in which there has been media coverage focusing on the plight of domestic animals. This can also occur if, absent any media coverage, there is a public perception that there may be a problem with animal care. Oftentimes, these donations greatly outstrip the ability of local Humane Societies to make use of the resources. Foundational to this problem is the fact that there is no single, umbrella organization that represents Humane Societies across the country. Rather, each Humane Society is an independent, private non-profit organization. Nevada has numerous local Humane Societies. Although communication and cooperation amongst these entities is generally excellent, there are no formal ties that aid in the integration of animal care into a state-level or local donations management system.

In the event of a disaster or emergency that is likely to generate unsolicited donations targeted for domestic animal care, the NDEM and the affected local government(s) will work with the local Humane Society to address specific issues pertaining to domestic animal care donations management. Specific responsibilities of the local Humane Society related to donations management are as follows:

1. Assist the NDEM in identifying and training appropriate local Humane Society representatives in donations management operations as part of the State Donations Coordination Team within the SEOC and/or JFO structure, and/or a Local Donations Coordination Team within the local EOC and/or JFO structure.
2. Upon request (and based on availability), mobilize appropriate local Humane Society representatives to provide donations management assistance to local governments and the State. Such assistance may be required at the SEOC and/or JFO, or at local donations management facilities such as the EOC, Control Check Points, Warehouses / Staging Areas, or Distribution Centers.

3. As appropriate, request assistance (technical, material and personnel) from Humane Societies in nearby counties (or possibly even nearby states) to supplement existing state, local, and voluntary organization donations management efforts pertaining to animal care.
4. Provide continuous, updated information on donations management efforts for inclusion in state and/or local damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.
5. As required, provide regular reports to the local Humane Society membership and other interested parties on the status of Humane Society participation in state/local donations management operations.

*Local Groups.* A local group may want to respond or contribute to the recovery by providing assistance to individuals in the form of volunteer help or donations. If this group is not yet registered as a non-profit corporation the Attachment, Nevada Nonprofit Registration, can provide a starting point.

**Facility-Specific Roles and Responsibilities.** Donations management positions at the State Donations Coordination Center and the various support facilities will be filled by a combination of governmental employees and nongovernmental organization employees. Because the donations management organization and operation is customized to meet the needs of each incident, it is difficult to assign specific personnel to specific positions at each facility. Even the State Donations Coordination Team may have designees assigned to fill specific agency roles, since several members of the Team are also their agency's designated EMC and would have other responsibilities within the SEOC or other emergency coordination facilities that may preclude them from dedicated service to the state donations management effort. The following task assignments are designed to provide basic guidance to the individuals that staff each of the donations management facilities. In an actual activation, these task assignments would be supplemented by expedient training provided by the NDEM and/or other members of the State Volunteer & Donations Coordination Team, by FEMA, or both.

*Donations Coordination Center Hotline Operators.* The primary responsibilities of the Donations Coordination Center Hotline Operators are:

1. Provide information on AID MATRIX guiding spontaneous volunteers and unsolicited donations to the web page so that volunteers may register and donations can be logged.
2. Provide a complete list of charitable relief organizations to callers who wish to donate cash. (Note: this information should be available in the press releases and public service announcements issued by the Public Information Officer.)
3. Discourage offers of items that the Volunteer & Donations Coordination Team has agreed are not needed, and ask the donor to donate the items to Goodwill or Salvation Army in their area instead.
4. Refer potentially problematic calls or calls that may require special attention to the State Volunteer & Donations Coordinator or other designated Donations Coordination Center staff. (These may include, but are not limited to: plans to start collection drives; international donors; donors that place rigid restrictions on donations; donations that are actually fee-for-service offers; and, in the event of an incident that involves potential biological or WMD contamination, the offer of potentially contaminated goods.)
5. Inform the State Volunteer & Donations Coordinator or other designated Donations Coordination Center staff of top-priority offers after walking them through AID MATRIX web site for processing.
6. Refer callers seeking general incident information or specific information pertaining to response and recovery operations to the appropriate SEOC / local EOC staff for follow up as needed.

Nevada 211 is currently piloting a program to direct disaster calls to an affiliated volunteer groups who would manage the center and staff the phone bank. It is the States intention to refer all calls to Nevada's 211 and therefore all tasks listed above would be managed by Nevada 211.

*Control Check Point Staff.* The primary responsibilities of the individuals assigned to staff Control Check Points are:

1. Physically inspect donations shipments to ensure that the goods are actually needed in the relief / recovery effort, and that they are in usable condition. In the event of an incident involving potential biological or WMD contamination, ensure that the goods are not contaminated by checking their place of origin and route of transport.
2. Record the type and quantity of donations in the "Donations Inventorying / Tracking Form" or another form approved by the Donations Coordination Center. (Note: If using hardcopy forms, provide the information to the Donations Coordination Center for centralized inventorying / tracking. Provide a hardcopy to the driver / donor to verify that the donations have been approved at the Control Check Point.)
3. Either direct the donation to a designated Warehouse or Staging Area for eventual distribution / deployment, or (in the case of goods) decline the offer and suggest that the donor instead donate the goods locally to established charitable organizations. Provide this information to the Donations Coordination Center for inventorying / tracking purposes.
4. If dealing with unaffiliated volunteers, suggest that they either register at the local Volunteer Reception Center (if established), affiliate with a recognized disaster relief organization active in the incident response and recovery through [www.nevadavolunteers.org](http://www.nevadavolunteers.org), or direct them to [www.aidmatrix.org](http://www.aidmatrix.org) to register as a volunteer available to a recognized disaster relief organization. Unaffiliated volunteers that do not wish to take either of these steps should be diplomatically turned away.
5. Refer professional volunteers (e.g., emergency personnel such as physicians, nurses, emergency medical technicians, and firefighters) to the Volunteer Reception Center (if established), [www.nevadavolunteers.org](http://www.nevadavolunteers.org) or [www.aidmatrix.org](http://www.aidmatrix.org), or directly to a designated Staging Area for deployment instructions.
6. Refer spontaneous organizations (ad hoc groups that are formed to provide post-incident assistance) to recognized disaster relief organizations for affiliation and training. (Note: these groups often misrepresent themselves as established voluntary agencies, they may not be properly trained or self-sufficient, and they may attempt to collect funds that may or may not ultimately be used for relief purposes.) Report suspicious organizations to the Donations Coordination Center for appropriate follow up investigation.

*Warehouse / Staging Area Staff.* The primary responsibilities of the individuals assigned to staff Warehouses and Staging Areas are:

1. Install temporary signage (as needed) at the facility indicating the locations of loading / unloading areas, parking areas, handicapped person access, restrooms, etc.
2. Receive, unload, sort, inventory, and package (as needed) shipments of approved donations for deployment to local Distribution Centers. In the event of an incident involving potential biological or WMD contamination, ensure that the goods are not contaminated by checking their place of origin and route of transport. (Staging Areas will receive, temporarily park, and deploy donated vehicles and equipment that will be used in providing volunteer disaster relief services.)
3. Record the type and quantity of donations in the "Donations Inventorying / Tracking Form" if using hardcopy, or another form approved by the Donations Coordination Center.
4. If requested by the donor, provide a hardcopy receipt of the donation(s) received. The "Donation Inventory / Tracking Form" found in the Attachments can be used for this purpose. If a hardcopy was issued by a Control Check Point, then that copy can simply be authenticated (signed) by the Warehouse / Staging Area staff to verify receipt of the donation(s). A photocopy should be made of each receipt issued, and the photocopies should be provided to the Donations Coordination Center for recordkeeping purposes.
5. Deploy donations to designated Distribution Centers. Provide this information to the Donations Coordination Center for inventorying / tracking purposes.
6. Monitor facility usage to prevent theft, vandalism, or other inappropriate activities.

7. For multi-day operations, open and close the facility in accordance with the designated business hours. Properly secure the facility at night.
8. When the donations operation closes, clean up / reorganize (as needed) the facility to return it to its pre-incident condition. Report any damage to the Donations Coordination Center for appropriate follow up.

*Distribution Center Staff.* The primary responsibilities of the individuals assigned to staff local Distribution Centers are:

1. Install temporary signage (as needed) at the facility indicating the locations of loading / unloading areas, distribution areas, parking areas, handicapped person access, restrooms, etc.
2. Receive, sort, inventory and package (as needed) donated goods received from the donations Warehouses. Record the type and quantity of donations in the "Donations Inventorying / Tracking Form", or another form approved by the Donations Coordination Center.
3. Dispense donated goods to those in need.
4. Monitor facility usage to prevent theft, vandalism, or other inappropriate activities.
5. Provide regular status updates to the Donations Coordination Center and local EOC regarding inventory levels, number of donations dispersed, number of customers, problems encountered, etc.
6. For multi-day operations, open and close the facility in accordance with the designated business hours. Properly secure the facility at night.
7. When the facility closes down distribution operations, clean up / reorganize the facility to return it to pre-incident condition. Report any damage to the Donations Coordination Center for appropriate follow up.

**ATTACHMENTS:**

Sample Press Releases and Public Service Announcements – Donations  
Donations Coordination Team – Membership Roster / Contact List  
Donations Hotline – Donation Information Form (Hardcopy Sample)  
Donation Inventorying / Tracking Form (Hardcopy Sample)  
Planning and Operational Considerations – Donations Coordination Center Phone Bank  
Nevada Aidmatrix Information  
Application Form 501 (3) (c) & Sample By-Laws for a Non-Profit

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## SAMPLE PRESS RELEASE

Date

### FOR IMMEDIATE RELEASE

#### FOR MORE INFORMATION CONTACT:

Name / Title of State or Local Donations Coordinator  
Telephone Number / Facsimile Number / E-Mail Address

### **Disaster Relief Donations Must be Coordinated to Meet Public Needs**

There continues to be a great outpouring of individuals, businesses, and service organizations throughout Nevada and the rest of the country that are collecting and donating goods and services to assist disaster victims in (affected area) due to the recent (describe disaster conditions).

Currently, food and clothing supplies are sufficient. **The most useful form of assistance is donations of money to meet disaster-related expenses.** Check and credit card donations can be made to any of the well-established, charitable organizations that are assisting in the disaster relief effort (see list below or go to Nevada Aidmatrix website). Monetary donations allow charitable organizations the flexibility to purchase items that are needed most, and unlike material donations, cash donations entail little or no transportation, storage, or distribution costs.

Prior to sending any relief items into the state or the affected local communities, donors should check the Nevada Aidmatrix Portal or contact involved local or national relief organizations (telephone numbers are listed below). Groups wishing to donate should contact the volunteer agency to establish the need and to make the necessary arrangements. Shipments that have not been accepted by a voluntary agency, a specified location, and a contact person may not be unloaded. **PLEASE DO NOT SEND DONATIONS OF GOODS OR SERVICES WITHOUT FIRST MAKING THE PROPER ARRANGEMENTS. DOING SO ONLY MAKES MATTERS WORSE, NOT BETTER!**

The Nevada Aidmatrix website is <http://www.aidmatrix.org/fema/state.aspx?ST=Nevada>. The State (Local?) Donations Coordination Center can be reached by calling (number). The Donations Coordination Center will determine the extent of the need and coordinate with a responsible agency to receive and distribute donated items. Failure to do this will result in personnel, time, space, and money being wasted to process the uncoordinated items and will further detract from the resources being available to provide direct support to persons in need.

***(Insert list of charitable organizations assisting in the disaster relief effort along with appropriate contact information.)***

## SAMPLE PRESS RELEASE

Date

### FOR IMMEDIATE RELEASE

#### FOR MORE INFORMATION CONTACT:

Name / Title of State or Local Donations Coordinator  
Telephone Number / Facsimile Number / E-Mail Address

### Disaster Victims Need Your Financial Help

Relief efforts are underway in response to (describe disaster conditions) in (affected area). Disaster victims need your assistance. (Name of organizations) are already beginning work in (affected area) to help affected individuals and families in rebuilding and recovering from this devastating disaster. **Cash contributions are urgently needed to support the relief efforts.**

Cash contributions are needed more than donations of goods or materials at this time. Collecting, sorting, inventorying, packaging, and shipping donated goods and materials is highly labor intensive and expensive. Trained volunteers and local / state responders are busy providing urgently needed services to those most in need. As a result, there may not be personnel available to process unsolicited donations. **YOUR COOPERATION IN NOT SENDING UNSOLICITED DONATIONS OF GOODS AND SERVICES IS APPRECIATED!**

Cash contributions enable relief agencies to purchase bulk supplies of items most urgently needed. This is the most efficient way of meeting the needs of the disaster victims in a timely manner. In addition, agencies can usually purchase the needed supplies from area merchants, thus helping them begin recovery as well.

Your check or money order may be sent to:

(Name of Organization / Address or Bank Name & Account Identifier)

For credit card donations, please call:

(Telephone Number)

**SAMPLE PRESS RELEASE**

Date

**FOR IMMEDIATE RELEASE**

**FOR MORE INFORMATION CONTACT:**

Name / Title of State or Local Donations Coordinator  
Telephone Number / Facsimile Number / E-Mail Address

**Cash Donations for Disaster Victims Best Way to Help**

Persons interested in helping the victims of (describe disaster conditions) in (affected area) can best support the relief effort by making a cash donation instead of sending donated goods and services, according to (the NDEM? local jurisdiction? State Volunteer & Donations Coordinator?).

“Cash donations to voluntary disaster relief organizations enables them to purchase exactly what is most needed by the victims and helps the local economy recover from the disaster as well,” said (name of official representative).

(Name of official representative) explained that donated items require voluntary agencies to spend money and considerable time for sorting, inventorying, warehousing, and distribution. Additionally, there is no state or federal transportation for donated goods unless they fill an identified critical need.

There are a number of voluntary agencies receiving cash donations for (name of disaster) relief:

**American Red Cross**

1-800-HELPNOW

**Salvation Army**

1-800-SAL-ARMY

**United Methodist Committee on Relief**

1-800-????????

For further information on donations coordination issues in (affected area), please call:

**Nevada Donations Coordination Hotline**

1-800-???????? (list hours hotline is staffed)

**(Affected Area) Donations Coordination Hotline**

1-800-???????? (list hours hotline is staffed)

**SAMPLE PUBLIC SERVICE ANNOUNCEMENT**

**PUBLIC SERVICE ANNOUNCEMENT**

(Name of jurisdiction) Office of Emergency Management

OR

Nevada Department of State Police, Emergency Management Division  
(Address)

**FOR USE UNTIL (DATE)**

**DISASTER DONATIONS**

**15 SECONDS**

Due to the recent (describe disaster conditions), the (name of local jurisdiction / State of Nevada) is coordinating a disaster relief effort in (affected area). At this time, the most pressing need is **cash donations** to enable participating disaster relief organizations to purchase bulk supplies of items most urgently needed. If you would like to make a cash contribution to help with disaster relief, please call (number).

Thank you.

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**SAMPLE PUBLIC SERVICE ANNOUNCEMENT**

**PUBLIC SERVICE ANNOUNCEMENT**

(Name of jurisdiction) Office of Emergency Management

OR

Nevada Department of State Police, Emergency Management Division  
(Address)

**FOR USE UNTIL (DATE)**

**DISASTER DONATIONS**

**30 SECONDS**

In response to the (describe disaster conditions) relief efforts, there have been questions as to what items and services are needed. The (name of local jurisdiction / State of Nevada) encourages people to give **cash donations** to one of the voluntary organizations involved in the relief operation.

The (name of local jurisdiction / State of Nevada) is helping to coordinate donations of money, goods, and services with agencies that are able to receive, store, and distribute donated items.

For more information on what and where to donate, call the (name of local jurisdiction / State of Nevada) Donations Coordination Center at (number).

Thank you.

## SAMPLE PUBLIC AWARENESS/PREPAREDNESS NOTICE

### **When Disaster Strikes..... How to Volunteer Successfully!**

**Volunteers are encouraged to affiliate with a voluntary organization involved in disaster response and recovery.**

If you want to volunteer for disaster work, before the next disaster strikes, get some disaster training. You will be in a better position to find meaningful volunteer work after the disaster. Volunteering through a voluntary organization active in the disaster provides a better chance of insurance and liability protection. There are many tasks to do after a disaster – cleaning up and rebuilding are two of the biggest. Various voluntary organizations and the local government may be aware of these opportunities for volunteers in the long and difficult recovery phase. Watch the local media carefully to learn what volunteer efforts are being organized. If there is a Volunteer Center in the area, it is an excellent source of information about volunteer opportunities after a disaster. Additionally, [www.nevadavolunteers.org](http://www.nevadavolunteers.org) or [www.volunteercentersn.org](http://www.volunteercentersn.org) can guide you to opportunities in your area.

In the immediate disaster response period there are often many people who want to volunteer at the same time. Remember to be patient. It may not be perfectly clear until a few days after the incident how a volunteer can get involved. There are often greater needs for volunteer help when the community enters the long-term recovery period. Volunteers should plan to be as self-sufficient as possible so that they are of little, if any, burden on the disaster-affected community.

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## STATE DONATIONS COORDINATION TEAM: MEMBERSHIP ROSTER / CONTACT LIST

Name	Agency	Role	Phone #	Facsimile #	E-Mail Address
Rick Martin	Division of Emergency Management , Nevada Department of Public Safety	State Individual Assistance Officer	775-687-0314 775-450-7792 (cell)	775-687-0322	<a href="mailto:rashby@dps.state.nv.us">rashby@dps.state.nv.us</a>
Ron Hood	Division of Emergency Management , Nevada Department of Public Safety	State Individual Assistance Officer (Alternate)	775-687-0319 775-450-0662	775-687-0322	<a href="mailto:rhood@dps.state.nv.us">rhood@dps.state.nv.us</a>
Gail Powell	Division of Emergency Management , Nevada Department of Public Safety	Public Information Officer	775-687-0380 775-434-4795 (cell)	775-687-0322	<a href="mailto:gpowell@dps.state.nv.us">gpowell@dps.state.nv.us</a>
Elizabeth Ashby	Division of Emergency Management , Nevada Department of Public Safety	State Volunteer & Donations Coordinator	775-687-70314 775-450-7792 (cell)	775-687-70322	<a href="mailto:rashby@dps.state.nv.us">rashby@dps.state.nv.us</a>
Jim Puza	Salvation Army	S. Nevada Disaster Services Dir. Aidmatrix Administrator	602-267-4174		<a href="mailto:Jim.puza@usw.salvationarmy.org">Jim.puza@usw.salvationarmy.org</a>
Ken Cavallero	Salvation Army	N. NV & CA Disaster Services Dir. Aidmatrix Administrator	916-563-3796 916-284-5157 (cell)	916-239-3896	<a href="mailto:Ken.Cavallero@usw.salvationarmy.org">Ken.Cavallero@usw.salvationarmy.org</a>
Rev. B. Duane Sonnenberg	Salvation Army	Coordinator for Nevada VOAD resources	702-870-4430 x116		<a href="mailto:Duane.sonnenberg@usw.salvationarmy.org">Duane.sonnenberg@usw.salvationarmy.org</a>
Michael Hurick	Red Cross, Reno	Coordinator of Northern NV VOAD resources	775-856-1000 x 119		<a href="mailto:hurickm@nevada.redcross.org">hurickm@nevada.redcross.org</a>
Deanna Ackerman	Nevada 211 <a href="http://www.nevada211.org">www.nevada211.org</a>	Statewide Project Coordinator	702-818-1172 702-426-8949 (cell)		<a href="mailto:deanna@npsmediasource.com">deanna@npsmediasource.com</a>
<b>Support Agencies</b>					
Robin Kelly, United Way, S. Nevada	Volunteer Center of SN <a href="http://www.volunteercentersn.org">www.volunteercentersn.org</a>	Coordinator of Southern NV COAD resources	702-892-2322		<a href="mailto:robink@uwsn.org">robink@uwsn.org</a>
Janet Wright	Nevada Volunteers Org. <a href="http://www.nevadavolunteers.org">www.nevadavolunteers.org</a>	Volunteer Development Mgr.	775-825-1900		<a href="mailto:janet@nevadavolunteers.org">janet@nevadavolunteers.org</a>
Bonnie Brown  representative – depends on local area affected	Humane Society , Reno	Advisor on domestic animal issues; coordinator of Humane Societies resources	775-856-2000  Use local chapter number		Potentially helpful web sites: <a href="http://www.Nevadahumane.org">www.Nevadahumane.org</a> <a href="http://cahs-lansing.org">http://cahs-lansing.org</a> (these two cover SE Nevada and the greater Lansing area)
Mike Dondaro	Division of Forestry, Nevada Department of Conservation & Natural Resources	Facility / transportation resources	775-684-8507 775-720-9759 (cell)	775-684-2571	<a href="mailto:mdondaro@forestry.nv.gov">mdondaro@forestry.nv.gov</a>
Jim Walker	Nevada Department of Transportation	Facility / transportation resources; issue permits for oversize and overweight loads	775-888-7862 775-813-2990 (cell)		<a href="mailto:jwalker2@dol.state.nv.us">jwalker2@dol.state.nv.us</a>

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## DONATIONS HOTLINE – DONATION INFORMATION FORM (HARDCOPY SAMPLE)

Ideally, donation offers would be entered directly into the Aidmatrix system. However, in some situations it will not be feasible to enter donations information directly into Aidmatrix. In those cases, it will be necessary to manually record the information on a hardcopy form and then enter the donation offer into Aidmatrix or other spreadsheets. The following simple hardcopy form can be used by phone bank operators at the State Donations Coordination Center to rapidly but accurately record basic donation offer information:

**DATE / TIME:**

**OPERATOR NAME:**

**DONATION MADE BY:**

**Name of Contact Person:**

**Organization (if applicable):**

**Mailing Address:**

**Pick-Up Address for Donation (if applicable):**

**City / State / Zip Code:**

**Telephone (work / home):**

**Facsimile:**

**E-Mail Address (work / home):**

**DONATION OFFER:**

Item	Description / Restrictions*	Pick-Up Required? (Y / N)**	Quantity	Unit of Measure***	Value of Donation (\$) (approximate)
Clothing					
Equipment					
Food					
Fuel					
Housing: Church					
Housing: Shelter					
Housing: Common Apartment					
Housing: Common Facility					
Housing: Common Hotel					
Housing: Common Residence					
Housing: Private Facility					
Housing: Other					
Kennel					
Medical					
Money					
Services					
Transportation					
Vehicles					
Water					
Other:					

\***Description / Restrictions:** describe the donation offer (e.g., women's size 10 summer clothes, one bedroom apartment, etc.) and list any restrictions placed on the offer (e.g., only available for 30 days, for use by families only, etc.).

\*\***Pick-Up Required?** see pick-up address above.

\*\*\***Unit of Measure:** bottles; boxes; cases; each; gallons; pallets; and units. Use only one of these units of measure for each donated item.

## DONATION INVENTORYING / TRACKING FORM (HARDCOPY SAMPLE)

This form can be used by Control Check Points, Warehouses / Staging Areas, and Distribution Centers to inventory and track donated goods and services.

**DATE / TIME:**

**FACILITY / AUTHORIZING STAFF PERSON:**

**DONATION MADE BY:**

*Name of Contact Person:*

*Organization (if applicable):*

*Mailing Address:*

*City / State / Zip Code:*

*Telephone (work / home):*

*Facsimile:*

*E-Mail Address (work / home):*

**DONATION:**

Item (Description)	Quantity	Unit of Measure*	Value of Donation (\$)	# Distributed	# Remaining
Clothing					
Equipment					
Food					
Fuel					
Vehicles					
Water					
Bed / Cot					
Pharmaceuticals					
Ice / Dry Ice					
Tarps / Plastic Sheeting					
Sandbags / Sand					
Blankets / Bedding					
Furniture					
Medical Items					
Communications					
Generator					
Transportation					
Law Enforcement Services					
Fire Services					
Emergency Medical Services					
Public Works Services					
Construction Services					
Hazardous Material Services					
Search / Rescue Services					
CBRNE Response Services					
Mortuary Services					
Medical Services					
Other:					
Other:					
Other:					
Other:					

\*Unit of Measure: bottles; boxes; cases; each; gallons; pallets; and units. Use only one of these units of measure for each donated item.

## PLANNING AND OPERATIONAL CONSIDERATIONS DONATIONS COORDINATION CENTER PHONE BANK

Nevada 211 is currently piloting a program using local volunteer agencies to staff phone banks for a disaster. It is Nevada's intention to provide these phone banks with the "Key Messages" from the Donations Coordination Team and all Nevada 211 to manage the phone bank. If Nevada 211 is not able to assist and there is a need for a phone bank the following is a guide.

At a minimum, the State Donations Coordination Center will have one phone line to receive and record donation offers. However, most large-scale / catastrophic disasters will likely require that a multi-line phone bank be established. Ideally, each phone operator would also have a computer terminal to record the donation offer directly using the "Critical Asset" Report as a format or guide the caller to Aidmatrix. That may not be possible, however, due to space constraints, lack of connectivity, and lack of readily-available computer equipment. Therefore, it is likely that most donation offers will simply be recorded on hardcopy for later entry into a data base. The "Donation Information Form" found on the previous page can be used for this purpose.

In its donations management training program, FEMA recommends a four-step phone bank operational guideline for states and local governments to follow. Those four steps are:

- Step 1: Setting up the phone bank.
- Step 2: Taking the information.
- Step 3: Processing the information.
- Step 4: Closing out the phone bank.

### STEP 1: SETTING UP THE PHONE BANK

When setting up a phone bank, the following factors must be considered:

**Space / Location:** Ideally, the Donations Coordination Center and its phone bank would be in or adjacent to the SEOC and would include two dedicated areas – one for the phone operations and one for the Donations Coordination Team to review and process offers. However, space constraints within the SEOC would likely place the Donations Coordination Center in an adjacent or nearby office or conference room so adjustments and compromises will likely have to be made. In some cases, it may be possible to locate the Donations Coordination Center and its phone bank at another facility with direct phone links to the Human Services ESF in the SEOC.

**Hours of Operation:** Hours are based on need. Ideally, the phone bank should be open from early morning until late evening during the first several days of the disaster. Voice mail can be used for after-hours operation. E-mail offers could also be encouraged for after-hours contact, with appropriate follow up provided by phone bank staff the following business day.

**Equipment:** Equipment requirements are based on need. The number of phone lines will be determined by the disaster circumstances and staff / equipment / space availability. FEMA recommends up to 50 phone lines for a very large / catastrophic disaster (see checklist below). Telephone system features can include call waiting, answering capability, and a rotating system for taking calls.

**Personnel / Training:** Possible sources include: state and local governmental employees; volunteers from nongovernmental organizations, the Nevada Citizen Corps and private industry; FEMA Disaster Assistance Employees (DAEs); and temporary employees from an employment service. Training must be provided to all phone operators for each disaster – even if the phone operators have prior experience in phone bank operations. If appropriate, provisions should be made to have operators that are bilingual to accommodate calls from non-English speaking donors.

**Key Messages:** Key message from the Donations Coordination Team should be displayed on flipcharts in front of the phone bank operators. These should be short messages about urgent needs or concerns (e.g., need more sandbags and plastic tarps).

The FEMA donations management training module provides the following checklist of space and equipment requirements for a donations management phone bank operation for a large-scale / catastrophic disaster. This

checklist serves as a guide when arranging for facilities, equipment, and personnel. (Note: Actual needs / requirements for Nevada operations will be determined by the disaster conditions and other factors.)

### **Phone Bank Inventory Checklist**

- 3,000 square feet of office space
- 50 phones
- 50 phone lines
- 50 operator headsets
- 60 chairs
- 25 6-foot tables
- 1 4X8-foot display board
- 1 copy machine with paper
- 1 facsimile machine with paper
- 1 laser printer with paper
- 2 computer workstations (with LAN capability)
- 1 phone operator per unit
- 1 supervisor per 4-8 operators
- 1 coordinator
- Data entry operators
- A supply of state highway maps

#### **STEP 2: TAKING THE INFORMATION**

Talking to the public can help in preventing unsolicited shipments of goods. Operators should direct callers to [www.Aidmatrix.org](http://www.Aidmatrix.org) or if volunteers wanting to affiliate with an organization to [www.volunteercentersn.org](http://www.volunteercentersn.org) in southern Nevada or [www.nevadavolunteers.org](http://www.nevadavolunteers.org) in northern Nevada. If that is not possible the operator should enter donor information on the "Donation Information Form" found on page 34. All information recorded on hardcopy forms will ultimately be entered into Aidmatrix.

#### **STEP 3: PROCESSING THE INFORMATION**

The steps involved in processing the information include:

- Sorting goods from services.
- Prioritizing offers based on need.
- Routing top-priority offers to the appropriate Donations Coordination Team staff for immediate processing.
- Calling donors to decline offers that are not needed.
- Processing offers with 48 to 72 hours, if possible.

#### **STEP 4: CLOSING OUT THE PHONE BANK**

At some point, it will become clear that the phone bank is no longer necessary. The Donations Coordination Team will gradually reduce the hours of phone bank operation and assess the readiness of local agencies to handle calls locally. By the end of the phone bank operation, the status of all donation offers should be clear.

The steps involved in closing out the phone bank include:

- Distributing a news release notifying the public that the phone bank will close, and when. This release should provide referrals to local agencies in the event that individuals and companies may still wish to donate.
- Ensuring that all donors have received thank-you notes for offering to help. (This can be done through the State Donations Coordination Center or through the local agencies that actually accepted the donations.)
- Making arrangements for maintenance of records.
- Making arrangements to disconnect the phone lines, return the equipment, and restore the facility to its pre-incident condition.

## AIDMATRIX

The Nevada AID MATRIX Portal <http://www.aidmatrix.org/fema/state.aspx?ST=Nevada> is the landing page to access the Aidmatrix Network, Nevada's Donations Management system for in-kind product donations, referrals for cash donations, and volunteer registration. This portal allows the public, private and non-profit sectors to participate in the offering, accepting, and distribution of in-kind product donations to those recovering from the effects of all kinds of disasters. By combining state of the art technology with the power, leverage and consistency of a nationwide system, Nevada will receive high quality offers of donations which can then be offered to a myriad of non-profits who may be able to meet the needs of individuals. In the Private Sector, individuals and corporations can easily make offers of donations on the web. In the Public Sector, FEMA, State OES and local government can manage the inflow of donations and offer high quality, usable products and services while respectfully declining those items that are not needed or appropriate, thereby reducing or eliminating unsolicited donations that show up spontaneously at sites not equipped to handle them. The Non-Profit sectors benefit by having an efficient system that works for them to identify and coordinate the distribution of products/services with minimal amount of paperwork and time.

Division of Emergency Management will be working to include a link in NDEM's webpage to this portal as well as getting links [www.nevadavolunteers.org](http://www.nevadavolunteers.org) and [www.volunteercentersn.org](http://www.volunteercentersn.org).

The following is an application for non-profit groups which help individuals and families recover from disasters and would like to participate in the Aidmatrix System in Nevada.



**STATE OF NEVADA  
DIVISION OF EMERGENCY SERVICES**

**APPLICATION TO PARTICIPATE IN THE AIDMATRIX NETWORK**

The purpose of the State's volunteer & donations management system is to link together those that have contributions of in kind products and services with those that need them. The Aidmatrix Network is a web based tool that allows us to do this efficiently, remotely, and without burdensome layers of bureaucracy, all done in real time online. Your request to participate in the Aidmatrix Network will require both diligence and responsibility. Because this Network is internet based, all offers of product will come to you via e-mail as they are allocated from the portal administrator. Additionally, because it is first come –first served, you (an/or your designees) will need to monitor your e-mail daily during incidents. The questions below are designed to validate that group/organizations/agencies having access to high value donations are reputable. As the State Coordinator, we are accountable to donors to ensure their contributions are distributed to trustworthy groups doing the most good for the most people; responsible to previously approved agencies that other groups requesting access have been vetted; and answerable to the public that every donation offered through our portal will be used as directed by the donor, in accordance with their direction. Whether the donation offer is for the victims of a particular disaster, for general humanitarian purposes, or any other reason, the donor's intent will be honored.

There is a high level of trust implied in giving non profit groups access to high value donation offers made to the State by individuals, businesses, and corporations via the Aidmatrix Nevada Portal. As such, the responsibility to ensure that groups are providing essential services in accordance with the policies and procedures of established Voluntary Organizations Active in Disasters (VOAD) principles lies with the State. Because local, state and national VOAD groups are both established and well respected in the communities in which they serve, the State relies on their recommendations' in making determinations of who should be given access.

Additionally, many groups claim a national or international focus during times of disaster for purposes of providing assistance. While this is acknowledged and appreciated, the State has a duty to respect the donor's intent as to how to distribute the product/services donated. It is generally understood that a vast majority of donations offers are intended for local disaster victims. As such, we make every effort to ensure that groups/organizations/agencies with access to the Aidmatrix Network are distributing donated goods in the local disaster area.

**Please complete the following: (Use the boxes below to record your answers)**

1. Please provide the name and address of your group or organization as well as the names, e-mail addresses and phone numbers of those you authorize as users, if any.

2. What is your role with respect to this disaster in general; what do you do, how do you help, what services do you provide, etc.

3. Please list any references in the disaster recovery community who you have worked with (include organization name and point of contact).

4. Is your group a registered 501 (c) (3)? If so, please provide your TIN, EIN, or FEIN#.

5. Is the work you are doing local, regional, interstate? It's important that whatever donations you claim from this portal are going to assist **local** disaster victims.

6. Are you looking for specific in-kind donations (i.e. clothing, food/water, furniture, etc)?

7. Are you willing to invest approx. 1 hour in a webinar training to learn how to navigate the system and about your roles and responsibilities?

8. Does your group have a website? Is so, please provide the web address here.

9. this is a web based system that requires you to monitor your e-mail for reception of, and response to, offers of in-kind products. Will you be able to comply with this?

10. Do you have any affiliation with the local or state VOAD? If so, please detail.

Please save, and then e-mail your completed questionnaire back to me. If you have any questions or problems with the form contact the Volunteer & Donations Coordinator.

**Point of Contact:** Karen Johnson, Division of Emergency Management

**E-Mail Address:** [kijohnson@dps.nv.state.us](mailto:kijohnson@dps.nv.state.us)

**Phone Number:** 775-687-0373

## NEVADA AIDMATRIX VOLUNTEER REGISTRY INFORMATION

### NV Volunteer Registry Frequently Asked Questions

#### 1. BACKGROUND INFORMATION

**Q1.** What is the purpose of NV Aidmatrix Volunteer Registry?

**A1.** The purpose of the volunteer registry is to provide an electronic environment for volunteers to indicate their volunteer interests and contact information. In the event of a disaster, the registry functions as the central location for volunteer information, which can be queried and provided to volunteer organizations active in disaster response.

#### 2. REGISTRATION INFORMATION

**Q1.** Who can register for NV Aidmatrix Volunteer Registry?

**A1.** NV Aidmatrix Volunteer Registry is designed to accept all volunteers who register to help with a disaster and includes the ability for the volunteer to include specific abilities (i.e. health care professionals, heavy equipment operators, etc.)

**Q2.** Where can I register to be a volunteer?

**A2.** To register, go online to: <http://www.aidmatrix.org/fema/state.aspx?ST=Nevada>

Registering should take approximately 5-10 minutes.

**Q3.** What do I have to do to qualify to register?

**A3.** We are looking for people with all skill levels and experiences. Once you have filled out the necessary information for registration volunteer organizations active in disaster will review your information to determine if you are qualified to assist with potential volunteer activities.

**Q4.** Can I register if I am not currently licensed?

**A4.** Yes, there is a need for unlicensed health volunteers as well as general support volunteers.

**Q5.** If I am not currently employed, but keep my license current, can I register?

**A5.** Yes, if you are retired or are not working in a health care field, please register.

**Q6.** May I volunteer for the Aidmatrix volunteer Registry as well as for other organizations?

**A6.** The registry is event driven. Organizations active in a specific disaster response will contact volunteers to confirm their availability. If you are currently affiliated with an organization active in disasters you should continue to volunteer through that organization.

**Q7.** What if I am in the military?

**A7.** If you have other priorities to work or volunteer in an emergency, please indicate that on the registration form.

**Q8.** How many people are needed for the registry?

**A8.** We would like to register as many people as possible so that organizations will have immediate access personnel that they will need in the event of an emergency.

**Q9.** How will I be able to update my information?

**A9.** You will have a secure password that will allow you to re-enter and modify your record at any time.

**Q10.** Is it required that I register now or may I decide if and when a crisis occurs?

**A10.** We strongly recommend affiliating with an organization active in disaster prior to an event, however it is not required.

**Q11.** Does registering obligate me to volunteer in an emergency?

**A11.** No. At the time when there is an emergency, if you are contacted by an organization active in the disaster, you will be able to make the decision to volunteer when contacted.



### **3. LEGAL ISSUES**

**Q1.** Are there provisions for compensating me for time lost from work or other expenses?

**A1.** There are no provisions for compensating volunteers.

**Q2.** What protection might be available for volunteers against liability lawsuits arising out of the volunteer work?

**A2.** NRS 414.110 protects volunteers from liability lawsuits, except in cases of willful misconduct, gross negligence, or bad faith. If you have legal questions, you should consult with your own attorney.

#### ***For Government Employees:***

**Q3.** If I become injured or sick as a result of the volunteer work, are there any provisions for my medical care and related expenses?

**A3.** Aidmatrix Registry is simply a database; it does not provide health or disability benefits. Organizations that utilize volunteers might provide such benefits, but that will vary on a case-by-case basis. Workers' compensation laws cover employees. Therefore, unpaid volunteers are not usually covered by workers' compensation.

If a person is deployed under EMAC, the National Medical Response System, or other governmental programs, and becomes a government agent or employee, then the person may become eligible for workers' compensation benefits.

**Q4.** Are there any eligibility restrictions for volunteering?

**A4.** When a volunteer's services are needed, an organization active in disaster will contact the volunteer to inquire about availability and willingness to serve. Depending on the circumstances, conditions could require certain skills, abilities or other criteria.

**Q5.** What precautions are being taken by the State to protect volunteers against disclosure of personal information contained in the Aidmatrix Volunteer Registry?

**A5.** Only authorized system administrators will have access to your information. The registry is not open to the public for any purpose. The system is designed so the database of volunteers can be queried for the specific skills needed by organizations active in disaster following an emergency incident.

### **4. COMMiTMENTS**

**Q1.** What is the level or length of volunteer commitment in an emergency?

**A1.** Once contacted by a volunteer organization active in disaster of the emergency or crisis, each volunteer will determine their current availability, based on the following:

- What kind of incident are you willing to respond to?
- What distance are you willing to travel?
- How long are you willing to be deployed?

**Q2.** What kind of tasks may I be assigned?

**A2.** The type of tasks assigned may depend upon the situation or event and the volunteer organization you become affiliated.

**Q3.** Can I be asked to volunteer out of State?

**A3.** Yes, you may be asked but are under no obligation to volunteer out of state.

**Q4.** Do I have to go out of state?

**A4.** No, see above (A3).

**Q5.** Under what conditions will I be contacted to provide emergency services?

**A5.** You will be contacted in an emergency if local, regional, and/or state responder resources are not sufficient to meet the need for response and recovery efforts resulting from that incident and a voluntary organization active in disaster has a need for additional volunteers.

**Q6.** Will I get paid to volunteer?

**A6.** No. All volunteer work is unpaid. However, being a volunteer is important!

## **5. TRAINING AND EDUCATION**

**Q1.** What kind of training or additional responsibilities will I receive for dealing with emergencies?

**A1.** There are no trainings or additional responsibilities that are required prior to an emergency at this time. However, disaster training and participation in local and regional exercises is encouraged. Specific opportunities can be found through the organization you become affiliated.

**Q2.** What kind of risks may I be exposed to in an emergency?

**A2.** The volunteer organization you become affiliated can provide you with safety tips and training suggestions.

**Q3.** How can I get information about local or regional preparedness contacts, activities, including training?

**A3.** Information regarding preparedness training and activities can be obtained from the volunteer organization you become affiliated or by contacting your local county offices.

## **6. CONTACT INFORMATION**

**Q1.** How will I be contacted in an emergency?

**A1.** You will be contacted directly by the volunteer organization active in the disaster if your skills are needed. If your skills are not needed you will not be contacted.

**Q2.** If I have questions or concerns once I have registered, whom do I contact?

**A2.** Aidmatrix does not have phone support. If you are contacted by an organization please direct all questions to their agency.

**Q3.** If I volunteer, will there be help available to take care of my family?

**A3.** No, this is a personal responsibility and whether you chose to volunteer or not, it is important to develop an emergency plan for your family.

**Disclaimer:** This FAQ is for informational purposes only. Nothing within this FAQ is meant to provide specific legal guidance or advice to any person. Rather, this FAQ is meant to serve as an assessment tool for individuals who are considering participation in the Aidmatrix Volunteer Registry. Readers should consult with their own attorneys about these laws and their applicability to particular situations or organizations

## NEVADA NONPROFIT CORPORATION FORMS

This form can also be found on the Secretary of State's web site <http://sos.state.nv.us/business/forms/nonprofit.asp>  
 In addition to this form an IRS Application for tax-exemption must also be filed see <http://www.irs.gov/pub/irs-pdf/f1023.pdf> for the current form. Sample By-Laws are on the following pages, which are required for tax-exempt status and must be filed with the application for tax exempt status.



**ROSS MILLER**  
 Secretary of State  
 206 North Carson Street  
 Carson City, Nevada 89701-4299  
 (775) 684 5708  
 Website: [www.nvsos.gov](http://www.nvsos.gov)

### Articles of Incorporation Nonprofit Cooperative Corporation Without Stock (PURSUANT TO NRS 81.410 - 81.540)

USE BLACK INK ONLY - DO NOT HIGHLIGHT

ABOVE SPACE IS FOR OFFICE USE ONLY

<b>1. Name of Corporation:</b>	
<b>2. Registered Agent for Service of Process:</b> <small>(check only one box)</small>	<input type="checkbox"/> Commercial Registered Agent: _____ <small>Name</small> <input type="checkbox"/> Noncommercial Registered Agent <span style="margin-left: 100px;"><i>OR</i></span> <input type="checkbox"/> Office or Position with Entity <small>(name and address below) (name and address below)</small> <hr/> <small>Name of Noncommercial Registered Agent OR Name of Title of Office or Other Position with Entity</small> _____ Nevada _____ <small>Street Address City Zip Code</small> _____ Nevada _____ <small>Mailing Address (if different from street address) City Zip Code</small>
<b>3. Names, Addresses and Number of Board of Directors/Trustees:</b> <small>(must not be less than three members; attach additional page if necessary)</small>	1) _____ <small>Name</small> _____ <small>Street Address City State Zip Code</small> 2) _____ <small>Name</small> _____ <small>Street Address City State Zip Code</small> 3) _____ <small>Name</small> _____ <small>Street Address City State Zip Code</small>
<b>4. Purpose:</b> (required; attach additional page if necessary)	<i>The purpose of the corporation shall be:</i> _____ _____
<b>5. Member Property Rights:</b> (see instructions)	
<b>6. Names, Addresses and Signatures of Incorporators:</b> (must be subscribed by three or more of the original members, a majority of whom must be residents of this state)	1) _____ <b>X</b> _____ <small>Name Incorporator Signature</small> _____ <small>Address City State Zip Code</small> 2) _____ <b>X</b> _____ <small>Name Incorporator Signature</small> _____ <small>Address City State Zip Code</small> 3) _____ <b>X</b> _____ <small>Name Incorporator Signature</small> _____ <small>Address City State Zip Code</small>
<b>7. Certificate of Acceptance of Appointment of Registered Agent:</b>	I hereby accept appointment as Registered Agent for the above named Entity. <b>X</b> _____ <small>Authorized Signature of Registered Agent or On Behalf of Registered Agent Entity Date</small>

This form must be accompanied by appropriate fees.

**Reset**

Nevada Secretary of State NRS 81.410 Articles  
 Revised on 7-1-08



**ROSS MILLER**  
**Secretary of State**  
 206 North Carson Street  
 Carson City, Nevada 89701-4299  
 (775) 684 5708  
 Website: [www.nvsos.gov](http://www.nvsos.gov)

**Instructions for Nonprofit  
 Articles of Incorporation  
 (PURSUANT TO NRS CHAPTER 82)**

**IMPORTANT: READ ALL INSTRUCTIONS CAREFULLY BEFORE COMPLETING FORM.**

1. **Name of the Corporation.** A name appearing to be that of a natural person and containing a given name or initials must not be used as a corporate name except with the addition of a corporate ending such as Incorporated, Inc., Limited, Ltd., Company, Co., Corporation, Corp. or other words that identifies it as not being a natural person. The name must be distinguishable from the names of corporations, limited-liability companies, limited partnerships, business trusts or limited-liability partnerships on file in the office of the Secretary of State. If it appears from the name and/or purpose of the entity being formed that it is to be regulated by the Financial Institutions Division, Insurance Division, State Board of Professional Engineers and Land Surveyors, State Board of Accountancy or Real Estate Division, the application will need to be approved by the regulating agency before it is filed with the Office of the Secretary of State. A name may be reserved, if available, for 90 days by submitting a name reservation form with a \$25.00 filing fee. For details you may call (775) 684-5708, visit [www.nvsos.gov](http://www.nvsos.gov), or write to the Secretary of State, 206 North Carson Street, Carson City NV. 89701-4201.
2. **Registered Agent.** Persons wishing to incorporate in the State of Nevada must designate a person as a registered agent who resides or is located in this state. Every registered agent must have a street address in this state for the service of process, and may have a separate Nevada mailing address such as a post office box, which may be different from the street address.
3. Indicate the names and addresses of each member of the first governing board. Use a separate 8 1/2 x 11 sheet as necessary for additional members. Directors or trustees must be at least 18 year of age.
4. Describe the nature of the corporation's business or purposes.
5. Names and addresses of the incorporators are required. Each incorporator must sign the articles. Additional 8 1/2 x 11 white sheet will be necessary if more than 1 incorporator.
6. Registered agent must complete and sign certificate of acceptance at bottom of form or attach a separate signed certificate of acceptance.
7. On a separate 8 1/2 x 11, white sheet you may state additional information you wish to be part of the articles. This is an optional provision.

\*\*\*IMPORTANT\*\*\*

**INITIAL LIST OF OFFICERS:** Pursuant to NRS 78.150, each corporation organized under the laws of this state shall, on or before the last day of the first month after the filing of its articles of incorporation, and annually thereafter, file its list of officers, directors and registered agent. The fee is \$25.00 per year. Forms will be mailed to you upon the organization of your corporation and annually thereafter to the corporation's registered agent.

**PLEASE NOTE:** Any nonprofit corporation before engaging in any activities in the state of Nevada, as specified in section 5 of SB224 of the 2005 session, designed to affect the outcome of any primary, general or special election or question on the ballot shall, submit the names, addresses and telephone numbers of its officers to the Secretary of State. This is a separate filing from the initial or annual list of officers. For your convenience, a form is available for your use at [www.nvsos.gov](http://www.nvsos.gov).

**COPIES:** One file stamped copy of the articles will be returned at no additional charge. To receive a certified copy, enclose an additional \$30.00 per certification. A copy fee of \$2.00 per page is required for each additional copy generated when ordering 2 or more file stamped or certified copies. Appropriate instructions must accompany your order. NRS 82.181 requires that a corporation receive at least one certified copy to be kept in the office of the registered agent. The Secretary of State keeps the original filing.

**CEREMONIAL CHARTER:** Ceremonial (colored) charters are also available for an additional \$100.00.

**FILING FEE:** Filing fee is \$50.00. Filing may be expedited for an additional \$125.00 expedite fee.

**TAX-EXEMPT STATUS:** Filing articles with the Secretary of State does not infer tax-exempt status. Prior to submitting articles of incorporation, contact the IRS for specific information.

Filing may be submitted at the office of the Secretary of State or by mail at the following addresses:

**MAIN OFFICE:**

*Regular and Expedited Filings*

Secretary of State  
 New Filings Division  
 206 North Carson Street  
 Carson City NV 89701-4299  
 Phone: 775-684-5708  
 Fax: 775-684-7138

**SATELLITE OFFICES:**

*Expedited Filings Only*

Secretary of State - Las Vegas  
 Commercial Recordings Division  
 555 East Washington Ave, Suite 5200  
 Las Vegas NV 89101  
 Phone: 702-486-2880  
 Fax: 702-486-2888

Secretary of State - Reno  
 Commercial Recordings Division  
 1755 East Plumb Lane, Suite 231  
 Reno NV 89502  
 Phone: 775-688-1257  
 Fax: 775-688-1858

Nevada Secretary of State NRS 82 Instructions  
 Revised on: 1-21-09

## **SAMPLE BY LAWS**

The following is a sample only and would need to be edited to fit the organizations intention. Applications to the IRS for a non-profit status require a copy of the organizations By-Laws to be included.

[Name of Organization]

[City & State]

**By-Laws**

APPROVED [Date]

### **ARTICLE I. PURPOSE**

The Long Term Recovery Committee (LTRC) provides financial and other assistance to all \_\_\_\_\_ (i.e. disaster victims of the Fernley Flood) or non-profit support organizations for the \_\_\_\_\_ Disaster. Generally, the LTRC supports those programs and activities that serve more than one (1) victim or organization.

### **ARTICLE II. MEMBERS**

Membership in the LTRC is open to those persons eighteen (18) years old and older, who are living in the \_\_\_\_\_ area. Any member may resign by filing a written request for resignation to the Board.

### **ARTICLE III. MEETINGS**

SECTION 1. Annual Meeting. An annual meeting of the members shall be held in June of each year at a place and hour set by written notice of the Board and given to all members at least ten (10) days before the meeting. The purpose of this meeting is the election of the new Board members, as set forth in Article IV and for the transaction of such other business as may come before the meeting.

SECTION 2. Special Meeting. Special meetings may be called by the President of the Board with seven (7) days notice to all Board members.

SECTION 3. Monthly Meeting. Monthly meetings will be held for the purpose of handling matters necessary for the continuation and purpose of the LTRC as set forth in Article I. These meetings will be held at a time and place to be decided by the Board following the annual election, and the membership shall be so notified. (If the regular meeting falls on a holiday, then the meeting will be moved to the next agreeable date.) Only the President has the authority to cancel a monthly meeting in the event that there is no pending business or weather prohibits such a meeting. Monthly meetings are open to all members of the LTRC.

### **ARTICLE IV. OFFICERS AND BOARD MEMBERS**

SECTION 1. Number, Tenure, and Qualifications. The number of members of the Board shall be an odd number not to exceed fifteen (15), nine (9) of whom are elected at the annual meeting for a term of one (1) year after these revised bylaws are adopted. There shall be five (5) Officers elected by the Board at the first regular meeting of the Board after the annual meeting.

The Officers shall be President, 1<sup>st</sup> Vice-President, 2<sup>nd</sup> Vice-President, Secretary, and Treasurer. The elected Officers shall serve for a term of two (2) consecutive years in each office, not to exceed two (2) consecutive terms.

The President shall also be the Chair of the Board. A person elected to the Board must be a member in good standing of the LTRC at the time of election. The election of Board members shall be considered official and binding when a majority of the members present at such an election vote in favor of the person seeking a position on the Board.

SECTION 2. General Powers. The affairs of the LTRC shall be managed by the Board. The Board shall carry out the purpose of the LTRC as described in Article I.

SECTION 3. Quorum. A majority of the Board present shall constitute a quorum for the transaction of business. If less than a majority of the Board is present, no official business can be conducted.

SECTION 4. Vacancies. A vacancy occurring in an elected Board position during an unexpired term will be filled from the LTRC membership by a majority vote of a quorum of the Board. Such appointees will complete the term of his/her predecessor or serve until the next scheduled election, at the discretion of the appointee.

SECTION 5. Compensation. Members of the Board shall not receive any salary or compensation for their services; but nothing herein shall be construed to preclude any Officer from serving the organization in any other capacity and receiving compensation therefore.

SECTION 6. Removal. Any member of the Board or any Officer elected or appointed by the Board may be removed by a majority vote of the quorum of the Board whenever, in its judgment, the best interest of the LTRC would be served thereby, but such removal shall be without prejudice to the contract rights, if any, of the individual so removed.

Absence from three (3) consecutive Board meetings or from any five (5) Board meetings in any one (1) year shall constitute grounds for removal from the Board upon a majority vote of the quorum of the Board. The year shall commence July 1 and conclude June 30.

## **ARTICLE V. DUTIES OF OFFICERS**

SECTION 1. President. The President shall be the principal executive officer of the LTRC and shall in general supervise and control all of the business and affairs of the LTRC. He/She shall preside at all meetings of Members and of the Board. He/She may sign, with the Secretary and/or the Treasurer any contracts or other instruments which the Board has authorized. He/She shall perform all duties of the office of the President and such other duties as may be prescribed by the Board.

SECTION 2. 1<sup>st</sup> Vice-President. In the absence of the President or in the event of his/her inability or refusal to act, the 1<sup>st</sup> Vice-President shall perform the duties of the President, and when so acting, shall have all the powers of and be subject to all the restrictions upon the President. The 1<sup>st</sup> Vice-President shall perform such other duties as may be assigned to him/her by the President of the Board. The 1<sup>st</sup> Vice-President shall be in charge of communications and publicity. It is desirable that the 1<sup>st</sup> Vice-President assume the position of the President for the following term, subject to the vote of the membership.

SECTION 3. 2<sup>nd</sup> Vice-President. The 2<sup>nd</sup> Vice-President shall serve in the absence of the President or the 1<sup>st</sup> Vice-President or in the event that either one or both are unable to serve in his/her capacity. The 2<sup>nd</sup> Vice-President shall chair the committee responsible for award banquets, fundraising events, and general hospitality activities. It is desirable that the 2<sup>nd</sup> Vice-President assume the position of the 1<sup>st</sup> Vice-President for the following term, subject to the vote of the membership.

SECTION 4. Treasurer. The Treasurer shall have charge and custody of and be responsible for all funds and securities of the LTRC. He/She shall receive and give receipts for moneys due and payable to the LTRC from any source whatsoever, and deposit all such moneys in the name of the LTRC in such banks, trust companies, or other depositories as shall be selected in accordance with the provisions of Article VII of these bylaws. In general, the Treasurer performs all the duties of the office of Treasurer and such other duties as may be assigned to him/her by the President or by the Board. The Treasurer shall submit a financial report at each monthly meeting and at the annual membership meeting. The Treasurer shall insure that all required government financial reporting forms are filed accurately and on time. The Treasurer shall establish and maintain a LTRC purchase order and invoice payment procedure which allows direct order and payment to a vendor for those expenditures authorized by the Board.

SECTION 5. Secretary. The Secretary shall be responsible for the minutes of the meetings of the membership and of the Board in one or more books provided for that purpose, see that all notices are duly given in accordance with the provisions set forth by the Board, be custodian of the LTRC's records, keep a register of the mailing addresses of each member which shall be furnished to the Secretary by the chairperson of the membership committee, keep a written roster of all the Board members, their addresses and telephone numbers, and in general perform all duties of the office of the Secretary and such other duties as may be assigned to him/her by the President of the Board.

SECTION 6. Executive Advisor. The Executive Advisor shall be the immediate past President of the LTRC. He/She shall advise the President and the Board of any and all matters which may come before the Board for action. He/She shall assist the President in insuring that the duties and responsibilities of the various Officers and LTRC committees are carried out. The Executive Advisor may be requested by the President or by the Board to perform or assist in the performance of other duties or responsibilities but is under no obligation to accept such requests.

#### **ARTICLE VI. COMMITTEES**

The President may designate one or more standing committees, each of which shall consist of one or more chairperson(s) and which shall assist the Board in managing the LTRC. Each chairperson of the committee shall be appointed by the President for up to two (2) years and may be reappointed. Members of each committee are appointed by the chairperson of that committee or the President and will serve the organization for up to two (2) years and may be reappointed.

#### **ARTICLE VII. CONTRACTS, CHECKS, DEPOSITS AND DISBURSEMENTS**

SECTION 1. Contracts. The Officers and Board may authorize any officer or officers, agent or agents of the LTRC to enter into any contract or execute and deliver any instrument in the name of and on the behalf of the organization. Such authority may be general or confined to specific instances.

SECTION 2. Checks, Drafts, etc. All checks, drafts, or orders for payment of any notes or other evidences of indebtedness issued in the name of the LTRC shall be signed by two of the Officers, preferably the Treasurer and President. Other agents may sign checks or drafts in the absence of the President or Treasurer, but only on approval of the Officers and/or the Board.

SECTION 3. Deposits. All funds of the organization shall be deposited to the credit of the organization in such banks, trust companies, or other depositories as the Board may select.

SECTION 4. Disbursement of Funds.

(A) All disbursements for disaster programs and activities shall be with the approval of the Board and shall be the result of written requests. Written requests from non-profit organizations shall be submitted to the Board.

(B) Upon approval by the Board, the Treasurer will a check to the victim or organization designated.

(C) If Board approved expenditures are not executed within ninety (90) days of the Board approval, such approval is automatically withdrawn and the request must be resubmitted per established procedures.

#### **ARTICLE VIII. BOOKS AND RECORDS**

The LTRC shall keep correct and complete books and records of account and shall keep minutes of the proceedings of its members, Board, Officers, and committees having any of the authority of the Board and shall keep a register of the names and addresses of the members entitled to vote. All books and records of the LTRC may be inspected by any member, or his/her agent or attorney for any proper purpose at any reasonable time. Copies of the official records of the organization will be available at the Incline High School.

#### **ARTICLE IX. DISSOLUTION OF THE CLUB**

The LTRC may be dissolved upon a vote of two-thirds (2/3) of the members of the LTRC at the time of voting. Any and all moneys, equipment, or properties held by the LTRC at the time of dissolution shall be transferred to any non profit organization as a donation.

#### **ARTICLE X. AMENDMENTS**

These bylaws may be amended, re-written, or changed by the majority of the quorum of the Board.

#### **ARTICLE XI. WAIVER OF NOTICE**

Whenever any notice is required to be given under the provisions of the Non-Profit Corporation Act of Nevada or under the provisions of the articles of incorporation or the bylaws of the organization, a waiver thereof in writing signed by the person or persons entitled to such notice, whether before or after the time stated therein, shall be deemed equivalent to the giving of such notice.