WILSON COUNTY EMERGENCY OPERATIONS PLAN
DONATED GOODS MANAGEMENT

I. PURPOSE

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

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Historically, persons not directly affected by an emergency/disaster are eager to render aid to disaster victims through donations of money, goods and services.

2. Lack of an organized system of management for the identification, receipt, organization, and distribution of donations will result in chaos.

3. The timely release of information to the public regarding needs and points of contact is essential to management of donated goods.

4. Donated goods are essential to recovery in most cases.

5. Suitable facilities, equipment, and personnel are needed for the management of donated goods.

6. The coordination of the collection, packaging, and shipment of goods to a disaster area is best accomplished at the county level.

7. Historically, churches, fire stations, EMS stations, the community college, and other volunteer agencies in Wilson County have served as collection points for donated goods.

8. Monetary donations, staple goods, and those items specifically requested, best serve the needs of victims.

9. The distribution of donated goods must be coordinated with the identification of unmet needs.

B. Assumptions

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

2. Adequate personnel for donated goods management will be available.

3. Local distribution sites will be convenient to the affected populations.

4. A regional reception and distribution site for donated goods will be established by the State.

5. Unsolicited donations of goods can be expected.

6. Donations of non-useful and unwanted goods can be expected; these include loose unsorted clothing, perishable items, and worn-out items.

7. People unaffected by the disaster will seek to receive donated goods.

8. Some donors will seek to bypass the distribution system established by the County.

9. An aggressive public information effort will expedite the distribution of goods as well as limit the influx of unwanted goods.

10. Citizens and businesses of Wilson County will elect to donate money and goods to disaster victims elsewhere. They will need and seek guidance on methods of participation.

11. Transportation will be available to ship donated goods from the County to other destinations.

12. It is inevitable that there will be a surplus of some donated goods which will require disposal.

III. CONCEPT OF OPERATIONS

A. Receipt of Donated Goods for Wilson County.

1. The Wilson County Donations Manager will coordinate the reception and distribution of donated goods.

2. The magnitude of the disaster and the severity of local need will dictate the amount of space and personnel required for the reception and distribution of donated goods.

3. Ideally, a central reception and sorting center for donated goods should be established. Separate locations convenient to the affected areas of the County should be utilized as distribution centers.

4. The Donations Manager will coordinate with relief agencies working on the disaster to ensure needs are met without duplication of effort.

5. Operational personnel will be solicited from the Volunteer Coordinator's list of available personnel resources.

6. Public information regarding distribution sites, needed goods, volunteers, and other pertinent matters will be coordinated by the Public Information Officer.

7. Requests for needed goods and re-supply of needed goods will be channeled through the State EOC.

8. Upon receipt, donated goods must be sorted and packaged in a manner suitable for distribution.

9. When identifiable, unwanted goods should be refused.

10. Surplus donated goods will be sold or otherwise disposed in a manner consistent with the donor's apparent intent.

B. Collection and Shipment of Donated Goods to Other Counties/States/Localities.

1. An attempt will be made to identify the needs of the intended destination prior to collection of goods.

2. A systematic method will be established for collection of the donated goods to be shipped.

3. Goods will be sorted and packaged in an appropriate manner prior to shipment to accomplish the following:

   - Timely and undamaged arrival at the destination
   - Proper identification of contents
   -- Minimal need for repacking and unloading
   - Elimination of inappropriate/unwanted goods

4. Shipments of donated goods will be coordinated with the receiving destination prior to departure from the County.

5. Suitable means of transport will be arranged for delivery of the shipment in a timely manner.

6. When appropriate, shipments of donated goods should be coordinated with the Central Branch Office or State office of the Division of Emergency Management.