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### ACRONYMS FOR

**VOLUNTEER AND DONATIONS MANAGEMENT CLASS**

*If a participant asks about the term COAD, tell him or her the term is not used because it is a copyrighted acronym in use for another purpose. Community Organizations Active in Disaster are generally considered Regional VOADs or community groups.*

<table>
<thead>
<tr>
<th>ACRONYMS</th>
<th>TERMS</th>
</tr>
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<tbody>
<tr>
<td>ACS</td>
<td>Adventist Community Services</td>
</tr>
<tr>
<td>CAP</td>
<td>Community Action Programs</td>
</tr>
<tr>
<td>CBO</td>
<td>Community-Based Organizations</td>
</tr>
<tr>
<td>CFR</td>
<td>Code of Federal Regulations</td>
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<tr>
<td>*DRC</td>
<td>Disaster Recovery Center</td>
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<tr>
<td>DSS</td>
<td>Department of Social Services</td>
</tr>
<tr>
<td>EM</td>
<td>Emergency Management</td>
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<tr>
<td>EMAC</td>
<td>Emergency Management Assistance Compact</td>
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<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
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<tr>
<td>EOP</td>
<td>Emergency Operations Plan</td>
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<td>ESF</td>
<td>Emergency Support Function</td>
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<tr>
<td>FCO</td>
<td>Federal Coordinating Officer</td>
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<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
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<tr>
<td>GIS</td>
<td>Geographical Information System</td>
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<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>IMAT</td>
<td>Incident Management Assistance Team</td>
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<tr>
<td>JFO</td>
<td>Joint Field Office</td>
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<tr>
<td>JIC</td>
<td>Joint Information Center</td>
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<tr>
<td>LTRG</td>
<td>Long-Term Recovery Group</td>
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<tr>
<td>MACC</td>
<td>Multi-Agency Coordination Center</td>
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<tr>
<td>Mob Center</td>
<td>Mobilization Center</td>
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<tr>
<td>MRE</td>
<td>Meals Ready to Eat</td>
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<tr>
<td>National VOAD</td>
<td>National Voluntary Organizations Active in Disaster</td>
</tr>
<tr>
<td>NDMN</td>
<td>National Donations Management Network (information management system used by States)</td>
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<tr>
<td>NEMA</td>
<td>National Emergency Management Association</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-Government Organization</td>
</tr>
</tbody>
</table>
NIMS National Incident Management System
NPSC National Processing Service Center
NRCC National Response Coordination Center
NDRF National Disaster Recovery Framework
NRF National Response Framework
NWS National Weather Service
OFDA Office of Foreign Disaster Assistance
PAO Public Affairs Officer
PDA Preliminary Damage Assessment
PIO Public Information Officer
PNP Private-Not-for-Profit
POD Point of Distribution
PVOs Private Voluntary Organizations
RA Regional Administrator
Red Cross American Red Cross
RRCC Regional Response Coordination Center
SBA Small Business Administration
SCO State Coordinating Officer
SEOC State Emergency Operating Center
SERT State Emergency Response Team
SITREP Situation Report
SOP Standard Operating Procedures
USDA United States Department of Agriculture
USDOT United States Department of Transportation
VAL Voluntary Agency Liaison
VDCC Volunteer and Donations Coordination Center
VDCT Volunteer and Donations Coordination Team
VOAD Voluntary Organizations Active in Disaster (National, State, Regional, Community)
The Disaster Cycle

- **Response**: efforts to minimize damage to life, property, and the environment.
  - When a hazard affects a community, the local volunteer and donation expert matches the needs of people, stuff, and money alongside county emergency management and community partners.

- **Recovery**: returning the community to normal.
  - Volunteers are still needed during this phase for long-term projects such as home and school repair. And funders should strategize to set aside a generous amount of money raised for this phase.

- **Preparedness**: planning how to respond. And even before a hazard strikes volunteer and donation management agencies train community partners and households to prepare and organize volunteers to pack and distribute emergency supply kits.
Disaster Timeline

Palm Beach County Recovery Continuum

PRE DISASTER PREPAREDNESS
- Disaster preparedness
- Emergency planning
- Effective communication
- Emergency services
- Hazard mitigation
- Risk reduction

DISASTER RESPONSE
- Mitigation
- Emergency response & recovery
- Preparedness
- Public safety
- Hazardous materials
- Utilities
- Event planning
- Communication
- Emergency management
- Healthcare
- Emergency response & recovery
- Public safety
- Hazardous materials
- Utilities
- Event planning
- Communication
- Emergency management
- Healthcare

SHORT-TERM RECOVERY
- Mitigation
- Emergency response & recovery
- Preparedness
- Public safety
- Hazardous materials
- Utilities
- Event planning
- Communication
- Emergency management
- Healthcare

INTERMEDIATE RECOVERY
- Mitigation
- Emergency response & recovery
- Preparedness
- Public safety
- Hazardous materials
- Utilities
- Event planning
- Communication
- Emergency management
- Healthcare

LONG-TERM RECOVERY
- Mitigation
- Emergency response & recovery
- Preparedness
- Public safety
- Hazardous materials
- Utilities
- Event planning
- Communication
- Emergency management
- Healthcare
120 Hour Planning Timeline for Events with Notice

120 hours
- Monitor weather
- Monitor EOC status
- Update leadership and EOC teams at least once a day

96 hours
- Draft website volunteer and donation pages
- Draft Disaster Hotline hold message
- Update board
- Communicate with funded partners
  - make sure website includes info on possible disaster grants
  - send email explaining process to agencies

72 hours
- Brief staff: collect storm plans and distribute phone tree, hurricane assignments, and family disaster plans, remind staff to take laptops and phones home, activate Jive, distribute phone power sources, prep office
- Choose and brief phone rollover team
- Check in with VRC team

48 hours
- Check in with agencies who provide emergency needs
- Finalize VRC bucket
- Finalize POD buckets
- Distribute hotspots

24 hours
- Report to EOC if activated to level 1 or 2

0 hours
- confirm all personnel are in their safe place for the storm

24 hours post hazard
- conduct office damage assessment

48-72 post hazard
- confirm if opening VRC
- conference call with funders to determine if grants will be available
- check in with agencies and conduct damage/needs assessment
Agency Go Kit

The Go Box contains copies of important documents, equipment, and supplies essential for the business to continue to operate. It should be stored in a fireproof/waterproof secure container in an alternate location.

Recommended Go Box Contents
- Referral lists: where to take non-accepted donations and 211 lists
- Emergency phone tree
- Family Disaster Plan
- Employee preparedness manual
- Critical contracts
  - EM contract(s)
  - Employee Payroll Agreements
  - Building documents
  - Vendor contracts
  - Funder contracts
- Employee handbook
- Hurricane assignments
- 120 hr planning timeline
- Info on AlertPBC, scam, and gas buddy apps
- List of funded programs and ED contact info
- Financial policies
- Documentation requirements for a SBA disaster loan
  - Copy of 3 years tax returns
  - Copy of current Profit & Loss Statement (within 90 days)
  - Copy of Listing of aged accounts receivables/payables
- Copy of listing of inventory
- Copy of schedule of liability
- Copy of balance sheet
- Pens, pencils, and notepads
- hotspot
Facility Disaster Supplies Kit

- Flashlights and batteries for each employee
- Portable radio and batteries
- First aid book and kit
- Fire extinguisher
- Plastic trash bags
- Paper towels and sanitary hand wipes
Non-Profits and FEMA’s Public Assistance Program: Volunteer Hours as a Donated Resource Offseting Cost Share


- FEMA’s Public Assistance Program provides supplemental grants to state, tribal, territorial, and local governments, and certain types of private non-profits so communities can quickly respond to and recover from major disasters or emergencies. After an event like a hurricane, tornado, earthquake or wildfire, communities need help to cover their costs for debris removal, life-saving emergency protective measures, and restoring public infrastructure. FEMA also encourages protecting these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process.


- Donated Resources- Individuals and organizations often donate resources (like volunteer hours) to assist with disaster response activities. FEMA does not provide Public Assistance funding for donated resources. However, FEMA allows the applicant (local and Commonwealth agencies and certain private nonprofits, including houses of worship) to use the value of donated resources (non-cash contributions of property or services) related to eligible Emergency Work or categories A and B (debris removal and emergency protective measures) to offset the non-federal cost share of eligible projects and direct federal assistance. FEMA also allows applicants to use the value of donated resources related to eligible Permanent Work (categories C-G) to offset the non-federal cost share of that specific Permanent Work Project.

Required documentation to submit for cost share reimbursement:

- Incident Name
- Sign in time / Sign out time / date
- Home Agency i.e., Charlotte County CERT
- Detailed narrative description of what the volunteer did, this can be 50-100 words (can be written as a chunk)
- Contact Information of Volunteer (name, phone, email, signature)

To understand more about Public Assistance Program cost share reimbursement requirements such as who can apply, what constitutes “Emergency Work,” necessary documentation for volunteers and timelines, etc. be sure to check the links above and FEMA news periodically as well as connect with your FEMA voluntary agency liaison for updates to guidance.
Cash, Confirm, Connect

It is important to deliver clear and timely messages regarding what donations are needed after a disaster. This will prevent unwanted items from showing up. Below is some suggested language.

- **Cash:** Financial support to established relief organizations is always the most immediate, useful and versatile way to give. Financial assistance allows relief organizations to meet urgent needs quickly.
- **Confirm:** Confirm there is a need before collecting or sending donated items. Volunteer Florida encourages cash donations to disaster relief organizations.
- **Connect:** Volunteers are a critical part of a well-coordinated and well-resourced humanitarian response, but potential volunteers should confirm that they are needed before traveling to impacted areas – do not self-deploy.

For more information visit: [https://www.fema.gov/assistance/volunteer-donate](https://www.fema.gov/assistance/volunteer-donate).
Volunteer Connect is Florida’s official platform for volunteer opportunities, providing a streamlined way for potential volunteers to connect with organizations in need of their time and talent.

Use Volunteer Connect to:

► **PROMOTE** your organization and opportunities to volunteer
  Searchable by date, location, issue area, population/age group

► **SCHEDULE** volunteers for specific shifts or general availability
  Automatically or tentatively approve volunteers, establish parameters for sign-ups, etc

► **TRACK** volunteer sign-ups, actual attendance and service hours
  Communicate with volunteers about changes and updates

**Who can post their volunteer opportunities?**

► 501(c)3 organizations
► Community-based, faith-based, etc
► Governmental entities
► Agencies, schools, school districts, etc

**READY TO GET STARTED?**

It takes 2 minutes! Register your organization today at VolunteerFlorida.org/VolunteerConnect

Questions?
Contact Jovita Woodrich
volunteer@volunteerflorida.org
850.414.7400 ext. 113
Volunteer Connect is the State of Florida’s official volunteer opportunities platform, providing a streamlined mechanism for volunteers to connect with local nonprofits and governmental entities in need of their time and talents.

The platform offers a variety of features for volunteer engagement leaders and potential volunteers.

Nonprofit 501(c)3 and government organizations with volunteer opportunities available in Florida are eligible.

REGISTER

Register with Volunteer Connect here: [https://volunteer.volunteerflorida.org/new-organization-registration](https://volunteer.volunteerflorida.org/new-organization-registration). If your registration is approved, you will receive both a notification email and an email to set your password.

HERE’S HOW TO POST QUICKLY OR ADD INDIVIDUALS TO YOUR ACCOUNT IF YOUR ORGANIZATION IS APPROVED.

LOGIN

Go to [www.volunteerflorida.org](http://www.volunteerflorida.org), and click the login button in the Volunteer Connect widget to access your account.
POST A GENERAL INTEREST OPPORTUNITY

There are a number of helpful ways to schedule and register volunteers using Volunteer Connect. The below option allows volunteers to express interest without committing to a date or time. We highly recommend it as a first step.

1) Login to Volunteer Connect. Click on Volunteer Opportunities in the left navigation bar, then click on Create Volunteer Opportunity.

![ Volunteer Opportunities

2) Complete the required fields. Be sure to select Schedule Type: Individually Scheduled and Registration Type: Express Interest Only. Individuals can simply express a general interest, with no schedule established.

3) Complete the second page of the form. We recommend an end date no more than six months to one year from the start date, in case transitions within your organization cause the account to go unmonitored.
4) After creating the opportunity, you will be routed to a page that allows you to edit or view the volunteer opportunity on the public site (as it would appear to the public).

### Volunteer Opportunity

<table>
<thead>
<tr>
<th>Edit</th>
<th>View Volunteer Opportunity on Public Site</th>
<th>Back to List</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Opportunity Name</td>
<td>Become A Member of Our Disaster Response Unit!</td>
</tr>
<tr>
<td></td>
<td>Schedule Type</td>
<td>Individually Scheduled</td>
</tr>
<tr>
<td></td>
<td>Registration Type</td>
<td>Express interest Only</td>
</tr>
<tr>
<td></td>
<td>Default Opportunity Coordinator</td>
<td>Volunteer Connect Staff</td>
</tr>
<tr>
<td></td>
<td>Primary Impact Area</td>
<td>Disaster &amp; Emergency Services</td>
</tr>
<tr>
<td></td>
<td>Secondary Impact Area</td>
<td></td>
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<tr>
<td></td>
<td>Population Served</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Age Groups Served</td>
<td>All Ages</td>
</tr>
<tr>
<td></td>
<td>Minimum Age (w/ adult)</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Minimum Age</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Maximum Age</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Suitable for Groups</td>
<td>No</td>
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<tr>
<td></td>
<td>Court Ordered Allowed</td>
<td>No</td>
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<tr>
<td></td>
<td>Maximum Age</td>
<td></td>
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<tr>
<td></td>
<td>Program Area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Registration cutoff (hours)</td>
<td>0</td>
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<tr>
<td></td>
<td>Registration Start Date</td>
<td></td>
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<tr>
<td></td>
<td>Description</td>
<td>We need individuals willing to be trained in case of disasters. These volunteers will help support our mission work when disaster affects our community. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.</td>
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<tr>
<td></td>
<td></td>
<td>• Serve food to those in need</td>
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<tr>
<td></td>
<td></td>
<td>• Support shelter operations</td>
</tr>
</tbody>
</table>
PUBLIC SITE EXAMPLE:

5) You will receive email notifications as individuals express interest in your opportunity!

PRINTING A LIST OF INTERESTED VOLUNTEERS

Under the left-hand menu in your account, select “Reports”, then “HOC Sharing Portal Reports”. Select the “Volunteers and Connections- Searchable” report. Filter by the name of the volunteer opportunity, then download as a .CSV (Excel).
RESOURCES

CLICK HERE FOR THE VOLUNTEER CONNECT PROMO VIDEO

KEY VOLUNTEER CONNECT NEWSLETTER ARCHIVES:

Your Organization Profile
Location Menu Link | Posting Virtual Opportunities
Managing Occurrences

Questions? Contact Jovita Woodrich: vcsupport@volunteerflorida.org.

Sign up for our newsletter for tips on using Volunteer Connect, and for information about volunteer engagement leadership training.

www.volunteerflorida.org
Resource Links

- FEMA Independent Study Courses: [Emergency Management Institute | Independent Study Program (IS) (fema.gov)]
  These courses are available for free and all virtual. They provide great introductions to emergency management, incident command, volunteer and donation management, and a plethora of other topics. They are recommended for anyone with disaster/emergency/crisis responsibilities, especially if you have formal roles such as activating to an Emergency Operations Center.

- National Voluntary Organizations Active in Disaster: [Homepage | VOAD (nvoad.org)]
  National VOAD, an association of organizations that mitigate and alleviate the impact of disasters, provides a forum promoting cooperation, communication, coordination and collaboration; and fosters more effective delivery of services to communities affected by disaster.

- FLVOAD: [Home | VOAD Affiliates (wpengine.com)]

- Florida Division of Emergency Management: [Home | Florida Disaster]

- Volunteer Florida: [Home - Volunteer Florida]

- Florida County Emergency Managers Contacts: [https://www.floridadisaster.org/counties/]