Donation Management During Disaster

Lori Cora, Coal City United Methodist Church





How Did We Become The Donation Facility?

- ☐ Long time member of the Church
- ☐ Our church has a Disaster Response Team
- ☐ Familiar with the Church members and their abilities as being hard working and the organization skills that they have
- ☐ History
 - ☐ Large dinners that have been held.
 - ☐ Food Pantry
 - ☐ Drop off location for donations in the past.



How Did We Setup Our Facility?

- Check in Station
- Sanctuary
- ☐ Call Center
- ☐ Free Shopping Area
- ☐ Kitchen- Dining area
- Take out area
- Drop off area & Bulk Distribution









Check in Station

- Check in Station
 - Everyone was badged for identification purposes
 - ☐ Red- eating only
 - Blue- Volunteers
 - ☐ Green- Families
 - Information for families
 - Organizations with immediate assistance
 - ☐ Corporate assistance
 - ☐ Mattresses from Ashley Furniture etc.
 - Immediate needed items from the time



Sanctuary

□ A place of peace and comfort
□ Solitude
□ Pastor for Spiritual Care
Call Center
□ Special Services
□ Consistency of answering calls
□ Monetary donations are kept here
□ Debriefing and plans for the next day where made here
□ Privacy





Free Shopping Areas

- Room Preparation
 - ☐ Got shopping carts from local grocery store to help with shopping
 - Shelving and tables
 - ☐ Labeled areas, rooms, and items
- Room Organization
 - ☐ Each room was set up and labeled for different departments with a lead individual running the area
 - Personal Products
 - Baby Supplies
 - □ Grocery







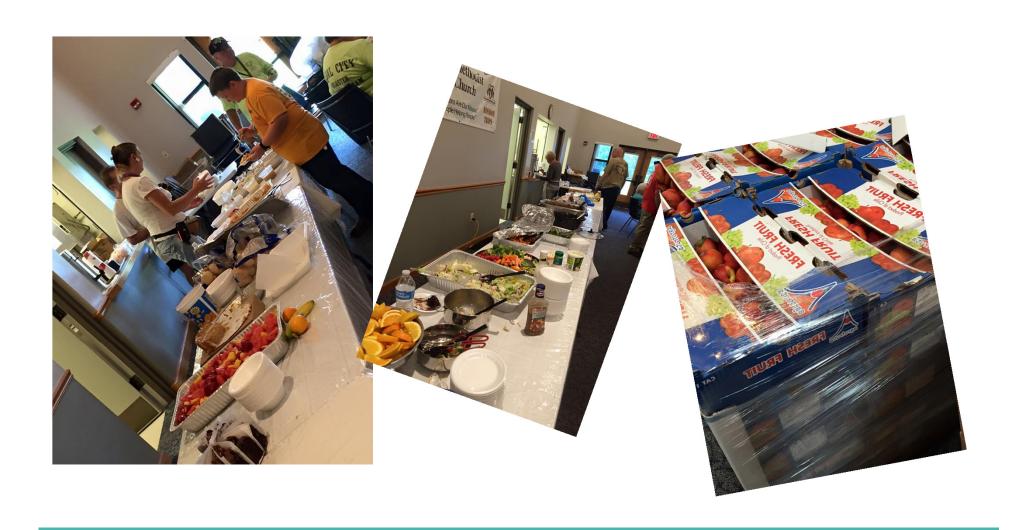


Kitchen- Dining Room

- We provided 3 meals a day to volunteers & homeowners to come in and rest & relax while they eat.
- ☐ Menu plans were made for each day.
- □ Different Churches and organizations came in and helped prepare meals and clean up.
- ☐ Continues snacks and drinks were always available.
- We had Dish Network set up cable & TV's in the Dining Room so people could watch the latest news or shows.









Take Out Area

- □ 3 Meals Per Day
- Meals
 - ☐ Prepared meals for:
 - ☐ Salvation Army & Red Cross to take out to ground zero
 - ☐ anyone who needed a meal to go, it was always available
 - ☐ Prepared bags were made up with a snack, chip, fruit and sandwich
 - ☐ Every bag was prepared in advance (without the sandwich), boxed and numbered for easy distribution.
 - ☐ Each lunch would have a fresh sandwich prepared for each meal



Drop Off Area & Bulk Distribution

	Drop	off area- outside the building		
		Sorting station		
		Every item is separated		
		Expiration checked		
		Before entering into the building to their assigned rooms		
		File 13		
■ Necessities Bulk Distribution				
		Roll Off Dumpster (Waste Management- Do remember you will have to call to have it dumped each time.)		
		Refrigerator Truck		
		Skid Steer		
		Pallet Jack		
		Semi Trailer - for extra storage		
Traffic Control				
☐ Assistance for:				
		Deliveries		
		Family parking		
		Volunteer Parking		







Shelter

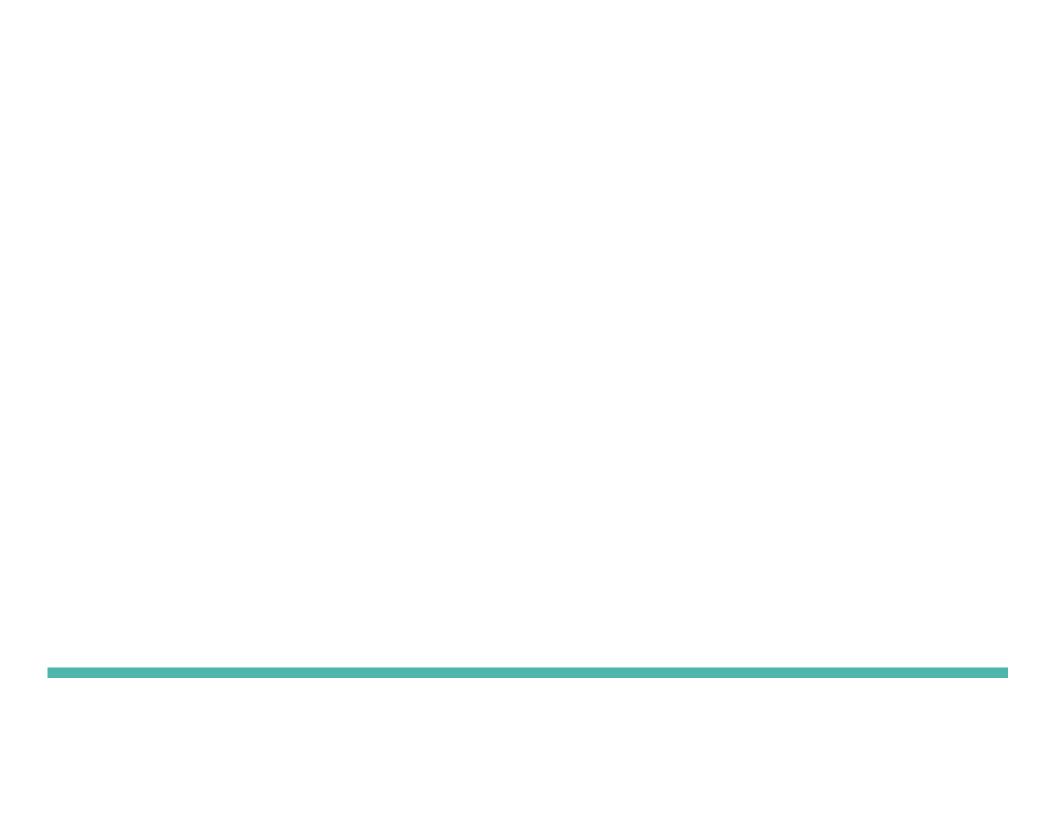
- Rooms were assigned to Red Cross to set up cots for families that had lost everything to stay
- We provided nurses to assist in bathing for the handicapped
- ☐ Transportation to and from shower facilities for those that needed it
- □ COMFORT!!!!





How We Serve The Impacted Individuals/Families?

- □ We assisted them with:
 - ☐ Week 1- Shelter, supplies, and 3 hot meals
 - ☐ Week 2- Supplies & 3 hot meals
 - ☐ Week 3- Supplies & 2 hot meals
 - ☐ Week 4- Supplies &1 hot meal
 - ☐ Week 5- Supplies
 - ☐ Week 6- Transition to new location
 - ☐ Week 7&8- We created special hours for our families to come and shop at a long term facility that helps families in need year round



What Did We Provide Them?

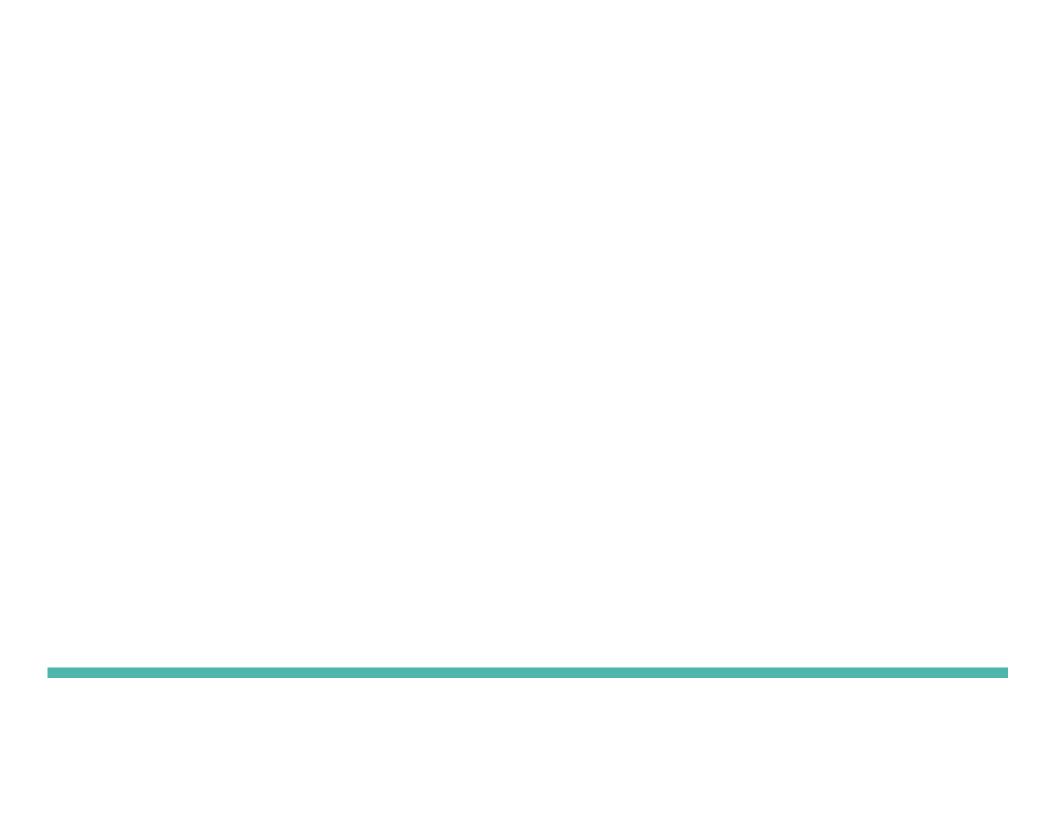
- ☐ Hot Meals
- □ Sack Lunches
- ☐ Cleaning Supplies
- **□** Toiletries
- **■** Work Gloves
- ☐ Rakes, Shovels, etc.
- ☐ Food- canned goods, cereal, bread, eggs, dried foods, etc.

DEirct Aid Supplies



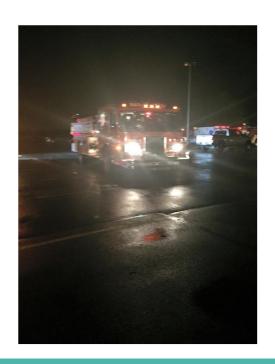
How Many Days Was The Facility Open For Each Event?

- Week 1- 16 hours, 7 days a week, 3 meals
- Week 2- 12 hours, 6 days a week, 3 meals
- Week 3- 12 hours, 6 days, 3 meals
- Week 4- Evening hours w/dinner, 6 days a week
- Week 5- Evening shopping hours, 6 days a week, no meals
- Week 6- Inventorying and transition
- ■Week 7&8- 2 hours, 3 days a week



How Did We Begin Reducing Hours & Eventually Closing Down The Facility?

- □ While participating in daily meetings with the Immediate recovery team.
 - □ Decisions were made to that families were beginning to have their needs met, so we decided to transition to a Long Term Facility. A local organize that helps families in need all year round.
- ☐ The process was by cutting back hours and assistance until we became just a shopping center. Then, inventorying and transitioning it to LTRF.
 - ☐ To a facility that helps People in need all year round.



How Did We Get Rid Of The Stuff That Was Unuseable Or Simply Was Not Needed By Families?

- □ Clothing- we did not accept any clothing at our facility. We referred them to other local facilities that normally accepts clothing.
 - (Clothing itself is a disaster)
- Once we had fulfilled the immediate need we contacted a local group that helps the needy on a regular bases to accept the donations in an organized transition.
 - We set them up with shelving
 - Organized, inventoried, pelleted by room, and transported all the items to them
 - ☐ They ran special hours for 2 weeks to help the families with continued needs for transition
 - ☐ They are currently still available to provide assistance to those in need



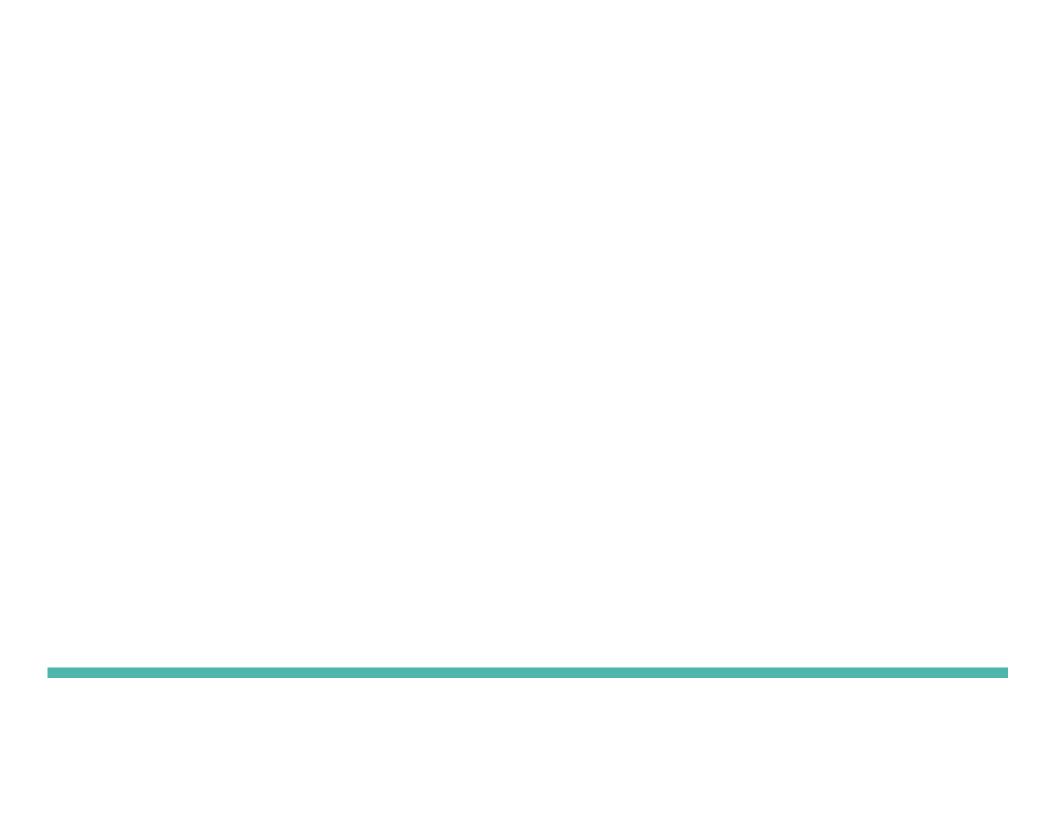
How Did We Handle Other Organizations Who Wanted To Come In & Assist?

	Red Cross		
		We provided them areas for shelter	
		We organized, prepared, packed thousands of meals for them to distribute in the field (ground zero).	
□ Salvation Army		ation Army	
		Meals	
		Volunteers	
		Meeting place for families to meet with them.	
	Chur	Churches & such	
		Had them help provide meals, volunteers, sort, and organize.	



If I Can Recall We Continued To Feed Team Rubicon & Americorp St. Louis Volunteers. How Did That Go? Who Helped Us?

- ☐ Team Rubicon & Americorp St. Louis Volunteers
 - ☐ We continued to provide meals for them after we got them set up at the High School
 - ☐ We provided 3 meals a day
 - ☐ We provided water, gatorade, ice and pretty much whatever they requested
- ☐ Little Caesars
- ☐ Grillin For Freedom



What Lessons Learned Were You Able To Correct For The June 22 Tornado?

- Not to take clothing
- ☐ Limit donations to only the supplies and goods we needed.
- ☐ Consistency in making decisions.
- □ Only COORDINATOR has decision making power.
- No time to back pedal.

