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# Donation Management During Disaster

— Lori Cora, Coal City United Methodist Church —

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Coal City  
United Methodist  
Church

DISASTER RELIEF HERE
SUN 1-6
MON 8-8



# 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.
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# 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
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# 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
  - Special Services
  - Consistency of answering calls
  - Monetary donations are kept here
  - Debriefing and plans for the next day where made here
  - Privacy
- Call Center
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# 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
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## 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.
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# 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.

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# 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
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# 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!!!!
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# 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
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# 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.
- First 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
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# How Did We Begin Reducing Hours & Eventually Closing Down The Facility?

- ❑ While participating in daily meetings with the Immediate recovery team.
    - ❑ Decisions were made that families were beginning to have their needs met, so we decided to transition to a Long Term Facility. A local organization 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.
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# 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
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# 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
    - ❑ Meals
    - ❑ Volunteers
    - ❑ Meeting place for families to meet with them.
  - ❑ Churches & such
    - ❑ Had them help provide meals, volunteers, sort, and organize.
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# 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
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# 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.
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