



The Rapid bus sits outside the VRC waiting to transport volunteers to the DMC

## Volunteer Reception & Donation Management Center Exercise April 28, 2015

MDHHS along with MSP-EMHSD, Kent County Emergency Management, The Salvation Army, Heart of West Michigan United Way, Kent County Medical Reserve Corps, Kent County CERT, and The Rapid, planned and held this Volunteer Reception Center (VRC) / Donation Management Center (DMC) exercise. This exercise focused on the mission areas of Mitigation, Response and Recovery. The objectives of the VRC were to evaluate the operational components of registering, credentialing, assigning, training, transporting and accounting for spontaneous volunteers. The DMC objectives were to evaluate the operational components of receiving, inspecting, sorting, distributing and storage of donated items.

During the exercise, 47 "spontaneous" volunteers went through the complete VRC process and were deployed and transported to the DMC three miles away, where they processed donated goods with an approximate value of \$12,500.00.

A distinguished guest tour was conducted of both facilities.

The Salvation Army provided lunch for all volunteers, participants, and guests.

A hot wash followed the exercise and follow-up meetings are taking place to create our after action report which will identify best practices as well as gaps in the current plans.



Interviews and background checks were completed with each volunteer, just as it would in a real live event.



Here at the DMC, volunteers can be seen working hard in the background, while the distinguished guests are being briefed of the process during their tour.



Volunteers were provided with an ID and safety briefing before being transported to the DMC.