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MEMORANDUM OF UNDERSTANDING BETWEEN THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY, BY AND THROUGH THE MAYOR'S OFFICE OF EMERGENCY MANAGEMENT, AND HANDS ON NASHVILLE

This MEMORANDUM OF UNDERSTANDING is made and entered into this 26th day of July, 2007, between THE METROPOLITAN GOVERNMENTOF NASHVILLE AND DAVIDSON COUNTY, BY AND THROUGH THE MAYOR'S OFFICE OF EMERGENCY MANAGEMENT (hereinafter "OEM"), and HANDS ON NASHVILLE (hereinafter "HON").

The purpose of this agreement is to establish a working relationship between the Metropolitan Government Office of Emergency Management and Hands on Nashville in preparing for and dealing with disaster relief situations. This document provides a broad framework for cooperation between the two organizations.

It is AGREED:

Hands on Nashville will:

1. Develop a system of management for both trained high-level disaster support volunteers and the management of unsolicited or "spontaneous" volunteers who want to assist during response and recovery operations and also:

2. Develop and support a corps of highly-trained disaster volunteers to assist with crisis project management, spontaneous volunteer coordination for long-term recovery scenario management.

3. Define "high level" volunteer roles needed within disaster response context (logistics, call center management, Human Services coordination,) and create a plan for a "Disaster Reserve Corps" of skilled, well-trained volunteers for response/recovery.

4. Develop job descriptions for Disaster Reserve Corps leaders

5. Develop a volunteer waiver/liability guideline subject to approval of the Metropolitan Department of Law.

6. Work with OEM to define and manage training and/or necessary certifications.

7. Ensure those registered with HON prior to a disaster have updated training, credentials, security background checks, etc.

8. Develop and maintain communication network for mobilizing and coordinating Disaster Reserve Corps, including redundancy.

9. Coordinate with OEM, VOAD and others to procure supplies necessary for volunteers.

10. Develop and maintain a centralized volunteer management database for mobilizing skilled human resources. Identify data (skills, ability, availability, and training) to mobilize and manage trained and spontaneous volunteers during disaster.

11. Create and manage volunteer database that can be accessed via the metro emergency operations center (EOC), including redundancy.

12. Ensure data accuracy and confidentiality.

13. Develop and implement confidentiality agreements for all parties with access to key data subject to the approval of the Metropolitan Department of Law.

14. Coordinate confidentiality agreement collection and updates.

15. Work with OEM on running reports and processing volunteer data as needed by Operations Management.

16. Run reports and process volunteer requests from other nonprofits, Metro departments indicated in the Operation, as directed by OEM.

17. Provide regular updates to EOC Public Information hotline and 211 regarding volunteers.

18. Manage and support the registration and deployment of spontaneous volunteers via phone, email and in person through a donations/volunteers processing center.

19. Work with the local VOAD to coordinate overall staffing plan for volunteer/donations drop in center.

20. Design intake process/skill assessment for spontaneous volunteers.

21. Ensure volunteer information is catalogued and entered into central database.

22. Coordinate collection of liability waivers from volunteers.

23. Provide onsite coordination of volunteers for response/recovery projects as indicated by Operation Management.

24. Coordinate regular information about volunteer needs with EOC Public Information Line and United Way 211 for general public dissemination.

25. Coordinate group volunteer teams for necessary response/recovery activities.

26. Participate in Unmet Needs Committee and act as a resource for volunteer/in-kind labor necessary during recovery.

27. Coordinate skilled/unskilled volunteers for emerging recovery efforts.

28. Utilize volunteer database to connected skilled volunteers to emerging recovery needs.

29. Coordinate and manage supervised volunteer recovery teams.

30. Create and manage work assignments for volunteer leaders and volunteer groups working with nonprofits in relief/recovery or Metro departments in relief/recovery.

31. Manage volunteer safety and supply procurement.

32. Provide necessary supplies and coordination with Incident Command Procedures (Public Works)

33. Coordinate volunteer liability waivers/agreements subject to the approval of the Metropolitan Department of Law.

OEM will:

1. Assist HON with developments of this MOU and ensuring procedures are established.

2. Activate this emergency support function.

3. Make emergency notifications to HON and other agencies.

4. Assist HON with coordination and logistics elements upon activation of volunteer resources.

Concept of Operations

Activation

1. Based on the nature of the disaster and public interest, OEM will determine the need to activate this operation.

2. If activation is warranted, OEM will contact HON.

3. A representative of HON will activate the secondary agencies and coordinate their response.

4. If activation of the donations/volunteer drop in center is warranted, OEM will contact designated agencies whose representatives will activate necessary staff to begin operations of center.

5. A representative of HON will respond to the EOC to coordinate the processing of volunteer needs and to begin the activation of the Disaster Reserve Corps.

6. A representative of HON will create a phone script about the emerging volunteer needs (not less than 2x per day) and provide to EOC Community Information hotline and United Way-211.

7. A representative of HON will work with Operation Management to coordinate and disseminate to the general public updates on donations/volunteer needs.

8. A representative of HON will work with OEM and Operation Management to coordinate individual or group volunteer responses as needed.

9. The term of this agreement will begin July 26, 2007.

10. This memorandum may be terminated by either party at any time, upon thirty (30) days written notice.

11. Effective Date. This contract shall not be binding upon the parties until it has been signed first either by the Metropolitan Government Office of Emergency Management and then by the authorized representatives of Hands on Nashville, or vice versa.

12. Notices and Designation of Agent for Service of Process:

HON:

With a copy to:

Meredith Hansel, Disaster Preparedness Coordinator
Hands On Nashville, Inc.
209 10th Avenue So, Cummins Station, Suite 318
Nashville, TN 37203

OEM:

With a copy to:

Kevin Penney, Deputy Director
2060 15th Avenue South
Nashville, TN 37212

RECOMMENDED BY:

CHIEF STEPHEN HALFORD,
ACTING DIRECTOR
OFFICE OF EMERGENCY MANAGEMENT

HANDS ON NASHVILLE:

7/27/07

BRIAN WILLIAMS
EXECUTIVE DIRECTOR
HANDS ON NASHVILLE

APPROVED AS TO FORM AND LEGALITY

BY: Kathryn S. Evans
Metropolitan Attorney

FILED IN THE OFFICE OF THE METROPOLITAN CLERK:

Marilyn S. Ewing
Metropolitan Clerk

Date Filed: AUG 20 2007