****

**Thank you**

Much of this Guide was derived directly from the following the Los Angeles County Operational Area Family Reunification Center (FRC) Plan, Version 1, March 31, 2010; H[ttp://www.apctoolkits.com/family-assistance-center](http://www.apctoolkits.com/family-assistance-center); or Seattle and King County Healthcare Coalition’s Family Reception Services Guidelines for Hospitals. Attachment O Version April 2012.

**For additional information, contact:**

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**Family Reunification Center Planning Guide**

**Mission:** To provide a planning guide to assist ASU and other jurisdictions in setting up a Family Reunification Center (FRC) following a major incident. For this Planning Guide, a “major incident” will not be defined as every jurisdiction will have their own set of “trigger points” that must be considered.

**Scope:**

1. Provide accurate and timely information to the family and friends of victims (clients) regarding the incident in a private and secure environment.
2. Provide a mechanism to coordinate efforts between law enforcement, EMS, hospital, call center, and medical examiner personnel to facilitate identification of victim status and client notification.
3. Provide emotional support and spiritual care services to clients.
4. Protect families from the media and curiosity seekers.
5. Provide a child care safe zone for unaccompanied minors.
6. Organize family reunification.
7. Support death notifications to next of kin for victims that have died when identity is known.
8. Support family needs (e.g., vigils, site visits, and so forth) post event.

**Planning Assumptions:**

1. Expect a minimum of eight to ten family members or loved ones to arrive or need assistance for each victim.
2. After an incident, family members may immediately call or self- report to the hospital they believe their loved one may have been taken.
3. Coordination among responding agencies about family members, missing persons, and patient tracking will be necessary.
4. An FRC will be necessary to provide a safe place for families to convene until a Family Assistance Center or shelter is activated.
5. Families will have high expectations regarding:
6. Identification of the deceased,
7. The return of loved ones and their belongings,
8. Accurate and timely information and updates.
9. Victim identification may take multiple days, weeks, months or even years.
10. Not all families will grieve or process information in the same way.
11. Ethnic and cultural traditions will be important factors in the way families grieve or process information.
12. Both Behavioral Health and Spiritual Care resources should be available.
13. Responding to a mass casualty or mass fatality incident can be overwhelming and lead to traumatic stress. Support for staff will be essential.
14. A specific safe zone must be established for unaccompanied minors to ensure appropriate release to a custodial adult.

**Definitions Used by All Family Reunification Initiative Partners**

|  |  |
| --- | --- |
| **Reunification** | The process of reuniting family members with their missing or deceased loved one. |
| **Emergency Call Center** | Following a mass casualty or mass fatality incident, this designated space is activated as a communications hub to collect information from families and friends of possible victims (integrates Medical Examiner/Coroner interviews); to direct families and friends to appropriate Hospital Reception Sites, Family Reunification Centers, or Family Assistance Centers for reunification and assistance; and to direct other callers to appropriate recipients, such as Public Information Officers. |
| **Family Assistance Center**  **(Long-Term)** | Following a large mass casualty or mass fatality incident, this designated county or state space is established as a centralized location for families (and friends) to gather, receive information about the victims and grieve, protect families from the media and curiosity seekers, facilitate information sharing to support family reunification (e.g., direct families to Hospital Reception Sites if victims are known to have been transported to the location), and provide death notification when patients die and identity is known. This Center is long-term and may target delivery of a range of services and/or may focus on families and friends of missing or deceased victims. |
| **Family Reunification Center**  **(Short-Term)** | In the immediate hours after a mass casualty or mass fatality incident, this designated community space is established as a centralized location for families (and friends) to gather, receive information about the victims and grieve, protect families from the media and curiosity seekers, facilitate information sharing to support family reunification (e.g., direct families to Hospital Reception Sites if victims are known to have been transported to the location), and provide death notification when patients die and identity is known. This Center is short-term and may be replaced by a Family Assistance Center or shelter in the event the County or State or other jurisdiction deems this to be necessary. |
| **Hospital Reception Site** | A hospital space designated to provide a private and secure place for families to gather, receive information about the patients and grieve, protect families from the media and curiosity seekers, facilitate information sharing with other hospitals and partners to support family reunification (e.g., direct families to Family Reunification Centers if victims are missing), and provide death notification when patients die and identity is known. |
| **Family** | Any individuals that consider themselves to be a part of the victim’s family, even if there is not a legal familial relationship. This could include friends, partners, caretakers and loved ones that have defined themselves or are indicated by other family members to be “family”. |
| **Immediate Family** | A defined group of relations, used in rules or laws to determine which members of a **person's**[**family**](http://en.wikipedia.org/wiki/Family) are affected by those rules. It normally includes a person's parents, spouses, siblings and children. |
| **Custodial Parent** | The parent, also considered the primary care parent, a child resides with full time. Most custodial parents have been awarded physical custody of a child by a court of law. |
| **Legal Guardian** | A person or entity who has been granted the legal authority (and the corresponding duty) to care for the personal and property interests of another person, called a ward. |
| **Legal Next of Kin** | The nearest blood relatives of a person who has died, including the surviving spouse. |
| **Separated Children** | Children who have been separated from both parents or from their previous legal or customary primary caregiver, but not necessarily from other relatives. These may, therefore, include children accompanied by other adult family members. |
| **Unaccompanied Minors** | Children who have been separated from both parents, legal guardians, and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so (18 or under). |

**The Command Chart used by ALL Family Reunification Initiative Partners is displayed on the next page.**



**Activation:** The FRC may be activated as part of disaster response operations. The decision to activate an FRC is made at the discretion of the local Incident/Unified Commander and may be done in consultation with the Emergency Operations Center Manager but should be done in accordance with your overall incident plan. The activation process is displayed on the next page.

As a guide for this manual, if the event exceeds the definition of a small event (50 or less victims) or the jurisdiction’s capacity, consideration should be given to opening additional sites or contacting the next largest government agency for assistance or activation of a Family Assistance Center (FAC).  In addition, consideration should be given as to how transition from an FRC to an FAC will occur. Historically we have found that, even after the initial response is over and we begin other parts of the process, families will still be in need of services. The recommendation is to establish and maintain ongoing relationships and use a “whole community” approach to include private and Non-Profit Organizations – such as Red Cross, Salvation Army, and local faith based groups – that normally supply assistance to the local, county, or region under such circumstances.

**Attachments**

A – Site Selection

B – Job Summaries, Checklists, and Applicable Information for Positions:

1. Reunification Branch Director.
2. Family Reunification Center Division Supervisor.
3. Credentialing Unit Leader.
4. Security Unit Leader.
5. Whole Community Unit Leader.
6. Reception and Check-in Unit Leader.
7. Medical Unit Leader.
8. Victim Coordination Unit Leader.
9. Behavioral Health Services Unit Leader.
10. Spiritual Services Unit Leader.
11. Child Care Unit Leader.
12. Unaccompanied Minor Unit Leader.
13. Investigative Unit Leader.
14. Volunteers Unit Leader.
15. Non-Governmental Organization (NGO) Unit Leader
16. Medical Examiner Unit Leader.

C – Contact Sheet

D – Equipment and Supply Checklist

E – Situational Awareness Checklist

**Attachment A – Site Selection**

1. Determine Location:
   1. Site Accessibility :
   * Approval from facility owner, jurisdiction, or relevant agency;
   * Easy access from major roads, freeways, or public transit;
   * Close proximity to individuals and clients affected by the incident;
   * Proximity to mass transportation resources;
   * Adequate number of parking spaces;
   * Parking lot layout that is amenable to law enforcement access restriction; and
   * Availability on short notice.
   1. Usable Space and Resource:
   * Large indoor space to accommodate needs listed;
   * Multiple exterior ingress/egress points (preferably two egress points);
   * Proximity to restrooms, tap water source, telephone and security station;
   * Controlled heating/air conditioning;
   * Flow consideration for FRC required areas to include (Use Equipment and Supply Checklist in Attachment B):

* Reception/Check-In;
* Credentialing
* Reception lobby;
* Family interview/notification/counseling (individual rooms);
* Child Care Area;
* Meal area (as appropriate);
* Medical Examiners’ area;
* Victim coordination area;
* Staff briefing area;
* Staff work area;
* Staff break room; and
* Logistics/IT area.
  + Appropriate space for the Office of the Medical Examiners, including the following:
    - Separated, designated space,
    - Secured area; and
    - Enclosed space with no windows.
  + Appropriate space for a child care area, including the following:
    - Enclosed space with narrow entrance,
    - Real walls (or solid partitions),
    - Unencumbered access to two means of ingress/egress, and
  + Food preparation and/or consumption, including any applicable cultural or religious considerations regarding the types of food permitted on the premises.
  + Ability to support communications and technological infrastructure, including expected power load and data transmission capability;
  + Telephones available in facility;
  + Tables and chairs available on-site; and
  + Facility conforms with jurisdiction and Federal regulations:
    - Certificate of Occupancy,
    - OSHA facility requirements,
    - ADA compliant or modifiable to be compliant (including all access/egress), and
    - Affirmative Action Compliance criteria Security.
  1. Safety:
  + Easily secured perimeter and
  + Endorsement of local law enforcement.

**Attachment B. 1. – Reunification Branch Director**



Mission: It is the mission of the Reunification Branch Director to activate necessary Divisions (i.e. Emergency Call Center, Family Reunification, etc.). The Reunification Branch Director will report to the Operation Section Chief with information that is pertinent for a continuous and good situational awareness.

This position may be called upon to communicate with the Family Reunification Center Division Supervisor. The Reunification Branch Director is the connector for the reunification center supervisor positions and Hospital Incident Command (HICs) Operations Section Chief to the jurisdictional command.

**Checklist for the Reunification Branch Director**

1. Notify External Partners, as needed:

* Arizona Department of Health Services.
* Behavioral Health Services.
* Medical Examiner Services.

**Attachment B. 2. – Family Reunification Center (FRC) Division Supervisor**



Mission: It is the mission of the Family Reunification (FRC) Center Division Supervisor to select the location of the FRC and ensure that all needed FRC Unit Leaders are in place. The FRC Division Supervisor will report directly to the Reunification Branch Director unless that position is not established at which time they will report directly to the Operation Section Chief.

This position may be called upon to communicate with the Emergency Call Center (ECC) Division Supervisor(s) and the Hospital Reception Site (HRS) Division Supervisor(s). The FRC Division Supervisor verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned, per the Site Selection Checklist. This position monitors compliance to guidance, mediating and address any challenges that may impact service, efficiency, and productivity.

The FRC Division Supervisor will communicate on-going costs through the chain of command to the Admin-Finance Section (if activated), or Command. The position assigns and directs the workflow to ensure excellent service is delivered through appropriate staff planning and scheduling to meet/exceed all of the disaster response goals. The EEC Division Supervisor also identifies improvement opportunities and assists with establishment and implementation of practices to achieve desired improvements. This Supervisor participates in disaster team planning to meet established objectives.

**Checklist for the FRC Division Supervisor**

FRC Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Situation Briefing:**

* Received situation update briefing from Command, Operation Section Chief, or Branch Director.

**Operational Period:**

* Received information related to the operational period.

**Anticipated operational period: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Additional Staffing Needs** (Activate Leaders for the Following Units (considerations per shift), using the Internal Staffing Form following the Checklist)**:**

* Credentialing.
* Security.
* Whole Community.
* Reception and Check-In.
* Medical.
* Victim Coordination.
* Behavioral Health Services.
* Child Care.
* Department of Safety (DCS) Reunification.
* Volunteers and Giving.
* Meal.
* Spiritual Services.
* Investigative.
* Transportation.

**Communications:**

* Establish with Branch Director, Operation Section Chief, Command, or EOC.
* Establish with Reunification Center.
* Establish with Hospital Staff via the Hospital Liaison Unit (for reunification).
* Establish with ASU Public Information officer.
* Receive briefing from the Reunification Branch Director.
* Document all key activities, actions, and decisions.
* Notify and distribute job assignment, checklist information, maps and other logistical information to all Unit Leaders.
* Obtain from Unit Leaders:
* Evacuation plans,
* Medication dispensing protocols,
* Behavioral health assessments and intervention protocols,
* Whole Community needs plans, and
* Medical Examiner notifications and plans.
* Distribute contact information provided by the Reunification Branch Director.
* Instruct all FRC unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from Unit Leaders at scheduled intervals and provide that information to the Reunification Branch Director.
* Distribute information provided by the Reunification Branch Director to the appropriate unit leaders or entire team.

**Logistical Needs:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Additional Activities:**

* Distribute contact information provided by the Reunification Branch Director.
* Instruct all FRC unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from Unit Leaders at scheduled intervals and provide that information to the Reunification Branch Director.
* Distribute information provided by the Reunification Branch Director to the appropriate unit leaders or entire team.
* Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques.
* Observe all staff and volunteers for signs of stress.
* Upon relief (e.g., shift change), brief the replacement on the status of all ongoing operations, issues, and other relevant incident information.

**Demobilization:**

* As needs for the FRC decrease, notify Reunification Branch Director and demobilize when appropriate.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the Unit Leaders and give them to Planning/ Documentation Unit.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the Branch Director.
* Upon deactivation of the position, brief the Reunification Branch Director on current problems, outstanding issues, and follow-up requirements.
* Upon deactivation of the position, ensure all documentation and FRC Operational Logs are submitted to the Planning, Documentation Unit.
* Submit written comments to the Reunification Branch Director for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommendations for procedure changes.
* Section accomplishments and issues.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Attachment B. 3. – Credentialing Unit Leader**



Mission: It is the mission of the Credentialing Unit Leader to staff, equip, supply, and oversee the Credentialing Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Credentialing Unit Leader enables a safe and secure environment for other Units to perform their duties. The position works closely with the Security Unit Leader. The position assigns and directs the workflow of the Credentialing Unit. This Leader participates in disaster team planning to meet goals and objectives.

The Credentialing Unit implements credentialing processes defined by the FRC Division Supervisor.

**Checklist for the Credentialing Unit Leader**

Credentialing Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Attachment B. 4. – Security Unit Leader**



Mission: It is the mission of the Security Unit Leader to staff, equip, supply, and oversee the Security Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Security Unit Leader enables a safe and secure environment for other Units to perform their duties. The position verifies that needed barricades, tape, and other supplies and equipment are available and accessible. The position also establishes communications with law enforcement and other key partners to understand situational awareness of activities that may impact operations, such as weather, actions of estranged family members, and arrival of recruited external Unit members. This Leader participates in disaster team planning to meet goals and objectives.

The Security Unit is responsible for the safety of the FRC, locking doors, managing access and egress, generating badges (as needed), issuing parking decals, and/or safety procedures defined by the Supervisor.

**Checklist for the Security Unit Leader**

Security Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Notify immediately the Unaccompanied Minor Unit Leader when an unaccompanied minor is brought in.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Attachment B. 5. – Whole Community Unit Leader**



Mission: It is the mission of the Whole Community Unit Leader to staff, equip, supply, and oversee the Whole Community Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Whole Community Unit Leader assures whole community needs are addressed by all services and settings. Whole community populations include but are not limited to: those with physical and cognitive disabilities (blind, hard of hearing, autistic, and so forth), limited or non-English speakers, homeless, and frail and/or elderly. Children are addressed by the Child Care Unit Leader and not herein. This Leader participates in disaster team planning to meet goals and objectives.

**Checklist for the Whole Community Unit Leader**

Whole Community Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.
* On-site electrical power connectivity to support multiple medical devices (respirators, infusion pumps, and so forth) and/or assistive technologies (power wheelchairs, hearing aids, and so forth).

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Establish communications with the Division of Developmental Disabilities’ (DDD) Hot Line (602.316.0405)
* Consider establishing communication with the Statewide Independent Living Council (602.262.2900).
* Activate interpreters as needed.
* Submit whole community needs to the FRC Division Supervisor.
* Communicate to the Security and Reception/Check-in unit the arrival of developmentally disabled or whole community members needing assistance and assist with their care.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.
* For Non-English speakers:
* FRC stations should have signage, registration forms, information forms, and educational materials in several common languages appropriate to the area.
* Use “point to” cards to identify which language the non-English speaker is using.
* If a person show speaks a language other than English requests assistance, resources should be obtained in coordination with FRC Division Supervisor.
* For those with physical disabilities:
* If a person with a physical disability requests assistance, resources should be obtained in coordination with FRC Division Supervisor (e.g., electric wheelchair, ramps for restrooms, and so forth) and the Statewide Independent Living Council (SILC).
* Provide Braille and large print forms for people with vision disabilities as requested. If such forms are unavailable, registration staff members should assist clients who have vision impairments to fill out registration forms or should fill out the forms for the client, when requested.
* If a person who is hard of hearing or who has a speech disability requests assistance, resources should be obtained in coordination with FRC Division Supervisor and SILC, to include ASL interpretation services.
* For those with cognitive disabilities:
* If a person with an intellectual or behavioral health disability is not accompanied by a guardian:
* Address any physical impairment needs, as needed.
* Contact the Security Unit Leader to call law enforcement.
* Contact the DDD (Refer to Instructions following Checklist).

**Assessments:**

* + Determine planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Determine estimated length of time for the expected operational period.
  + Determine the evacuation procedure.
  + Identify with the Medical Unit any medication needs for those with intellectual or behavioral health disabilities.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Unaccompanied Developmentally Disabled Individual**

Locate the individual to a “safe” room that is as calming as possible and away from the general population. Make sure the individual is accompanied and supported. Call the DDD Hot Line (602.316.0405) to reach a senior manager for health and safety and do the following:

* Explain the situation
* Notify the senior manager:
* Of the location of the Family Reunification Center.
* Of the individual’s name, if known.
* Of any guardian’s(s’) name(s), if known. Any additional information available about the guardian is beneficial as well.

DDD will send a member or members of a disaster response team to staff the room/individual and assist with relocation.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Attachment B. 6. – Reception and Check-In Unit Leader**



Mission: It is the mission of the Reception and Check-In Unit Leader to staff, equip, supply, and oversee the Reception and Check-In Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity. This Leader participates in disaster team planning to meet goals and objectives.

**Checklist for the Reception and Check-In Unit Leader**

Reception and Check-In Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.
* Bilingual, hearing impaired, other services may be needed to communicate with those arriving.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Family Reunification Center Sign-In Sheet**

**INCIDENT NAME:**

**OPERATIONAL PERIOD: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **DATE**  **Of Arrival** | **TIME**  **Of Arrival** | **RELATIONSHIP**  **TO MISSING**  **NAME PERSON CONTACT #** | | | **Are You Legal Next**  **of Kin to Person**  **Missing?**  **(YES/NO)** |
| **1** |  |  |  |  |  |  |
| **2** |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  |
| **4** |  |  |  |  |  |  |
| **5** |  |  |  |  |  |  |
| **6** |  |  |  |  |  |  |
| **7** |  |  |  |  |  |  |
| **8** |  |  |  |  |  |  |
| **9** |  |  |  |  |  |  |
| **10** |  |  |  |  |  |  |

**Intake Form**

|  |
| --- |
| Name: |
| Phone Number: |
| Address: |
| Relationship to Missing Person: |
| Missing Person Information:  Name: |
| Gender: |
| Age: |
| DOB: |
| Height/Weight: |
| Race: |
| Hair Color: |
| Eye Color: |
| Tattoos/Other Identifiers: |
| Occupation: |
| Primary Language: |
| Notes: |

Name and Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Attachment B. 7. – Medical Unit Leader**



Mission: It is the mission of the Medical Unit Leader to staff, equip, supply, and oversee the Medical Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Medical Unit Leader is responsible for establishing medical care hours of operation and coordinating medical needs of those coming to the center and staff. This Leader participates in disaster team planning to meet goals and objectives.

**Checklist for the Medical Unit Leader**

Medical Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Coordinate with Logistics to produce and distribute medical plan to staff.
* Provide medical assistance to arriving parties and staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Attachment B. 8. – Victim Coordination Unit Leader**



Mission: It is the mission of the Victim Coordination Unit Leader to staff, equip, supply, and oversee the Victim Coordination Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The position monitors production and quality of data collection and entry of family/friend information; ensures evidence-based behavioral health practices are applied to communications with family/friends to foster a supportive, responsive, thorough, and sympathetic management during inquiries; offers aid related to withdrawals, extensions, and more to family/friends; monitors Unit production, providing direct and timely feedback on results to ensure timely, compassionate, and effective response, research, referral, and resolution of issues; maintains data integrity of the patient data entered as well as the delivery of information derived from EMTrack to the Behavioral Health Unit; offers just-in-time instruction on computer use details to ensure the Unit is able to function with the equipment, seeking guidance from the EMTrack representative; consults with external representatives, as needed, to resolve victim destinations and data corrections; secures translational services; and participates in disaster team planning to meet goals and objectives.

**Checklist for the Victim Coordination Unit Leader**

Victim Coordination Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Establish with Hospital Liaisons in the Emergency Call Center (via Unit Leader).
* Establish with Arizona Department of Health Services Subject Matter Expert on EMTrack.
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Attachment B. 9. – Behavioral Health Services Unit Leader**



Mission: It is the mission of the Behavioral Health Services Unit Leader to staff, equip, supply, and oversee the Behavioral Health Services Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Behavioral Health Services Leader provides crisis assessments and referrals. This individual may be asked to assist with providing notification to loved ones that someone is missing or deceased. This unit is also responsible for managing “crisis debriefings” for staff prior to demobilization. This Leader participates in disaster team planning to meet goals and objectives.

**Checklist for the Behavioral Health Services Unit Leader**

Behavioral Health Services Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.
  + Identify behavioral health assessment and intervention protocols to include debriefings for staff.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Upon deactivation of your position, brief the FRC Division Supervisor on current problems, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written comments to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommendations for procedure changes.
* Section accomplishments and issues.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Psychological First Aid Tools**

* + 1. ***Psychological First Aid for Disaster Survivors:***

**Re-create sense of safety:**

* + Provide for basic needs (food, clothing, medical care),
  + Ensure that survivors are safe and protected from reminders of the event,
  + Protect them from on-lookers and the media, and
  + Help them establish a “personal space” and preserve privacy and modesty.

**Encourage social support:**

* + Help survivors connect with family and friends (most urgently, children with parents), and
  + Educate family and friends about survivors’ normal reactions and how they can help.

**Re-establish sense of efficacy:**

* + Give survivors accurate simple information about plans and events,
  + Allow survivors to discuss events and feelings, but do not probe,
  + Encourage them to re-establish normal routines and roles when possible,
  + Help resolve practical problems, such as getting transportation,
  + Discuss self-care and strategies to reduce anxiety, such as grounding and relaxation techniques, and
  + Encourage survivors to support and assist others
  + Assist with post event activities (e.g., vigils, scene visits, and so forth).

**For children under age 5:**

* Ask what makes them feel better, and
* Give plenty of hugs and physical reassurance.

**For children older than age 5:**

* Don’t be afraid to ask them what is on their mind and answer their questions honestly,
* Talk to them about the news and any adult conversations they have heard,
* Make sure they have opportunities to talk with peers if possible,
* Set gentle but firm limits for acting out behavior, and
* Listen to child’s repeated retelling of the event.

***2. Normal Reactions to Disaster for Adults and Children:***

|  |
| --- |
| **Emotional:**  Shock, fear, grief, anger, guilt, shame helplessness, hopelessness, numbness, emptiness. Decreased ability to feel interest, pleasure, love. |
| **Cognitive:**  Confusion, disorientation, indecisiveness, worry, shortened attention span, poor concentration, memory difficulties, unwanted memories, self-blame. |
| **Physical:**  Tension, fatigue, edginess, insomnia, generalized aches and pains, starling easily, rapid heartbeat, nausea, decreased appetite and sex drive. |
| **Interpersonal:**  Difficulties being intimate, being over-controlling, feeling rejected or abandoned. |
| **Children’s age-specific disaster response** |
| **Pre-school:**  Separation fears, regression, fussiness, temper tantrums, somatization. Sleep disturbances including nightmares, somnambulism and night terrors. |
| **School-Age:**  May still have the above, as well as excessive guilt and worries about others safety poor concentration and loss of school performance, repetitious re-telling or play related to trauma. |
| **Adolescent:**  Depression, acting out, which for revenge, sleeping and eating disturbances, altered view of the future. |
| **Persons with Intellectual Disabilities** |
| **Communications:** May not be able to communicate. |
| **Behavior:** May act out behaviorally. |

**Attachment B. 10. – Spiritual Services Unit Leader**



Mission: It is the mission of the Spiritual Services Unit Leader to staff, equip, supply, and oversee the Spiritual Services Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Spiritual Services Supervisor may assist with: transportation, housing, food, and ministry support needs. They may be asked to work closely with members from the behavior health unit related to notifications and post event activities. This Leader participates in disaster team planning to meet goals and objectives.

**Checklist for the Spiritual Services Unit Leader**

Spiritual Services Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Attachment B. 11. – Child Care Unit Leader**



Mission: It is the mission of the Child Care Unit Leader to staff, equip, supply, and oversee the Child Care Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Child Care Unit Leader is responsible for the care of unaccompanied minors or minors placed into their care by a legal guardian while they obtain other services. This unit will work closely with law enforcement and child services for custody and care of unaccompanied minors. This Leader participates in disaster team planning to meet goals and objectives.

**Checklist for the Child Care Unit Leader**

Child Care Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.
  + Ensure enough staff is available for Child Care Area (CCA) using a 1:4 staffing pattern.
  + Activate staffing using the Internal Contact List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability. Make sure there are ample supplies of diapers, hygiene supplies, and other critical supplies.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.
    - Verify the following protections are in place:
  + Windows can open, as appropriate, lock, and have window guards, as necessary
  + Plug-in covers or safety wiring are provided for electrical outlets.
  + Strangulation and other hazards are removed (cords, wires, tubing, curtains/blinds, drawstrings, heaters, and fans)?
  + There are barricades to prevent children from stairwells, elevators, and doors.
  + The area is poison-proof (cleaning supplies, choking hazards, cords should be removed or locked.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Provide the child identification strategy to the Reception and Check-In and Security Unit Leaders.
* Communicate with Behavioral Health Services Unit Leader for ongoing evaluations of mental health of staff and children in case of need for psychosocial resources.
* Work with the Unaccompanied Minor Unit Leader on processes for unaccompanied minors, supplying the individual with applicable Child Identification Forms (see next page).
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.
  + Determine if separate areas must be created for various age groups and adjust arrangements as necessary.
  + Assess ample plug-in covers, safety wiring for electrical outlets, and removal of any strangulation hazards (cords, wires, tubing, and curtains/blinds drawstrings).
  + Determine necessary barricades for stairwells, elevators, doors, fans, heaters, and so forth.
  + Assess if any med carts and supply carts locked.
  + Assess that area is poison-proof (cleaning supplies, choking hazards, cords should be removed or locked).
  + Identify if children will need to be escorted away from safe area to bathrooms and how this will be accomplished safely (2:1 staffing strategy).
  + Identify plans for identifying/badging children.
  + Gather information about how many pediatric persons may present to the area.
  + Ensure there is a sign in/out log for CCA.
  + Determine if there are any medical or non-medical needs specifically needed by pediatric persons in CCA.
  + Maintain registry of children in CCA as they arrive or are released to appropriate adult.
  + Determine estimated length of time for the expected operational period of CCA.
  + Complete Child Identification Forms for All Children.

**Additional Activities:**

* Prepare informational sessions for children in the CCA, as age-appropriate and necessary.
* Make sure that pediatric persons have the appropriate food, water, medications, reading materials, and other entertainment. Consider food allergies, such as peanuts.
* Make sure that CCA staff has enough breaks, water, and food during their working periods.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Child Identification Form**

**Name of child**:

Age: \_\_DOB: \_\_\_\_\_\_\_\_ Male: \_\_\_\_\_\_ Female:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address, if available \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If unaccompanied minor, circumstances (who, where, when, clothing, etc.)

Eye color:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ Hair color:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Distinguishing Marks\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of accompanying adult:**

Age: DOB: Male: Female:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to child:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accompanying adult treated for illness or injury? Yes\_\_ No\_\_\_

Admitted? Yes\_\_\_ No\_\_ If so, where? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Child treated for illness or injury? Yes\_\_ No\_\_

Admitted? Yes\_\_ No\_\_ If so, where? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If so, describe illness or injury: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If “No,” disposition (include Child Care Area): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Identification bands placed:**

* Child (initial when completed)
* Adult (initial when completed)

**Unaccompanied minor:**

* Photographed and catalogued (initial when completed)
* Reported to EOC (initial when completed)

**Attachment B. 12. – Unaccompanied Minor Unit Leader**



Mission: It is the mission of the Unaccompanied Minor Unit Leader to staff, equip, supply, and oversee the Unaccompanied Minor Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Unaccompanied Minor Leader coordinates with the Department of Child Safety (DCS) and law enforcement to locate optimal accommodations for an unaccompanied minor. This Leader participates in disaster team planning to meet goals and objectives.

**Checklist for the Unaccompanied Minor Unit Leader**

DCS Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.
    - Ensure sufficient copies of the DCS Child Identification Forms (see Attachment E) are available.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Establish communications with DCS’ Hot Line (1-888-767-2445) if a DCS employee is not already on site.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with FRC Division Supervisor for planning and resource needs.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Notify Security Unit Leader of a need for law enforcement presence in the event of an unaccompanied minor.
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.
  + Complete DCS Information Sheets (seen on following pages)
  + Determine if there are any guardians or family that can be reached.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Unaccompanied Minor Process**

All efforts must be extended to locate a guardian for an unaccompanied child. If no guardian is able to be located (for example, the family is deceased), contact the Security Unit Leader for law enforcement services. If DCS is not already on site, call the Hotline (1-888-767-2445) to request services and do the following:

* + - 1. When prompted, choose “mandated reporter” prompt. This will inform DCS the call is coming from a professional seeking help.
      2. Notify the call taker:
         1. There is “no guardian able or willing to care for the child.”
         2. Of the location of the Family Reunification Center.
         3. Of the child’s name, if known.
         4. Of the guardian’s(s’) name(s), if known. Any additional information available about the guardian is beneficial as well.

DCS will complete a DCS Report and/or Action Request signifying “no legal allegations.” DCS will send support to accept the unaccompanied child.

Upon arrival, DCS will obtain from law enforcement a signature authorizing “temporary custody notice.” Once signed, DCS will accept the unaccompanied child.

**Attachment B. 13. – Investigative Unit Leader**



Mission: It is the mission of the Investigative Unit Leader to staff, equip, supply, and oversee the Investigative Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Investigative Unit Leader coordinates law enforcement information and gathering that may include; witness statements of those arriving at the FRC, coordination with the Arizona Counter Terrorism Information Center (ACTIC) or local fusion centers, etc. This group will work closely with the public information officer related to the release of information. Also, this unit will be responsible for coordinating and communicating with personnel from the; Behavior Health Unit, the Spiritual Services Unit, Office of Medical Examiner, and hospital regarding death notification to family members arriving at the FRC.

**Checklist for the Investigative Unit Leader**

Investigative Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Facilitate death or law enforcement communication with family members at the FRC.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Attachment B. 14. – Volunteers Unit Leader**



Mission: It is the mission of the Volunteers Unit Leader to staff, equip, supply, and oversee the Volunteers and Giving Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Volunteers Unit Leader will be responsible for acceptance, tracking, and distribution of gifts or services. This unit will fall within, or work closely with the Spiritual Services Unit. This Leader participates in disaster team planning to meet goals and objectives.

**Checklist for the Volunteers and Giving Unit Leader**

Volunteers and Giving Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| NGO Unit |  |  |
| Medical Examiner Unit |  |  |

**Attachment B. 15. – NGO Unit Leader**



Mission: It is the mission of the NGO Unit Leader to staff, equip, supply, and oversee the NGO Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The NGO Unit Leader will coordinate with for coordination with all NGO leads that respond. Work assignments will be given in consultation with the NGO lead based on capability and experience of the team.

**Checklist for the NGO Unit Leader**

NGO Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Contact additional NGO’s to meet need of incident.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff or NGO leads.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| Medical Examiner Unit |  |  |
|  |  |  |

**Attachment B. 3. – Medical Examiner Unit Leader**



Mission: It is the mission of the Medical Examiner Unit Leader to staff, equip, supply, and oversee the Medical Examiner Unit. The position will report directly to the FRC Division Supervisor unless that position is not established at which time they will report directly to the Reunification Branch Director.

The position verifies that space, equipment, supplies, and staff are sufficient to handle the work assigned. This position monitors compliance to guidance, mediating and ameliorating any challenges that may impact service, efficiency, and productivity.

The Medical Examiner Unit Leader conducts all activities required by the Office of the Medical Examiner to enable identification of victims to assist with reunification. This Leader participates in disaster team planning to meet goals and objectives.

**Checklist for the Medical Examiner Unit Leader**

Medical Examiner Unit Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for Division Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information for other Unit Leaders: (**see chart following checklist**)

**Situation Briefing:**

* Received briefing from Division Supervisor**.**

**Operational Period:**

* Received information related to the operational period.

**Additional Staffing Needs:**

* + Activate staffing using the Internal Staff List provided following the Checklist.

**Additional Equipment and Supply Needs:**

* + - Use Equipment and Supply Checklist in Attachment B to validate equipment and supply availability.
    - Obtain maps, logistical information, and plans.
    - Communicate to FRC Division Supervisor or Logistic Section needed equipment and supplies that are not immediately obtainable.

**Communications:**

* Establish communications with Branch Director, Operation Section Chief, Command, or EOC.
* **Activate additional support personnel.**
* Distribute job assignment, checklist information, maps and other logistical information to all unit members, as needed.
* Remind all unit members to periodically evaluate equipment, supply, and staff needs and report status; address those needs with appropriate FRC unit staff; and report needs for additional staff or resources.
* Report planning priorities to the FRC Division Supervisor.
* Communicate with the Security Unit Leader regarding any known cautions or concerning observations about staff.
* Document all key activities, actions, and decisions.
* Assist with the establishment of the Incident Action Plan.
* Gain situational updates from staff at scheduled intervals and provide that information to the FRC Division Supervisor.
* Distribute information provided by the FRC Division Supervisor to the appropriate staff.
* Consult with FRC Division Supervisor regarding formal evaluations for staff.
* Report demobilization opportunities to the FRC Division Supervisor.
* Coordinate stress management debriefings for all personnel.

**Logistical Plans Based on Operational Period and Other Factors:**

* Electronic charging devices.
* Food and water for staff.
* Break-work cycle scheduling.

**Assessments:**

* + Announce operational period to staff.
  + Establish planning priorities.
  + Determine if there are any medical or non-medical needs specifically needed by staff entering the facility, including whole community needs.
  + Conduct safety briefing with staff to include: evacuation routes, facility amenities, and so forth.

**Demobilization:**

* As instructed by the FRC Division Supervisor, demobilize.
* Ensure the return/retrieval of equipment and supplies.
* Gather operational logs from the unit staff and give them to FRC Division Supervisor.
* Debrief staff on lessons learned and procedural/equipment changes needed. Provide formal evaluations of staff as required by the FRC Division Supervisor.
* Conduct formal or informal evaluation of staff.
* Upon deactivation of your position, brief the FRC Division Supervisor on current situation, outstanding issues, and follow-up requirements.
* Upon deactivation of your position, ensure all documentation and FRC Operational Logs are submitted to the FRC Division Supervisor.
* Submit written observations to the FRC Division Supervisor for discussion and possible inclusion in the after-action report; topics include:
* Review of pertinent position descriptions and operational checklists.
* Recommend procedural changes.
* Document section accomplishments and opportunities for improvement.
* Participate in stress management and after-action debriefings.
* Participate in other briefings and meetings as required.

**Internal Staff List**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Name** | **Cell** |
| Credentialing Unit |  |  |
| Security Unit |  |  |
| Whole Community Unit |  |  |
| Reception and Check-In Unit |  |  |
| Medical Unit |  |  |
| Victim Coordination Unit |  |  |
| Behavioral Health Services Unit |  |  |
| Spiritual Services Unit |  |  |
| Child Care Unit |  |  |
| Unaccompanied Minor Unit |  |  |
| Investigative Unit |  |  |
| Volunteers Unit |  |  |
| NGO Unit |  |  |

**Attachment C – Contact Information Sheet**

|  |  |  |
| --- | --- | --- |
| **Jurisdiction Lead Contact** | **Contact Number** | **Email** |
| Reunification Branch Director |  |  |
| Law Enforcement Liaison |  |  |
| Fire Department Liaison |  |  |
| Public Information Officer |  |  |
|  |  |  |
|  |  |  |
| **Emergency Call Center Contact** | **Contact Number** | **Email** |
|  |  |  |
| **Hospital Reception Site Contact(s)** | **Contact Number(s)** | **Email(s)** |
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| **Medical Examiner Officer Contact** | **Contact Number** | **Email** |
|  |  |  |
| **Department of Child Safety Contact** | **Contact Number** | **Email** |
|  |  |  |
| **Division of Developmental Disabilities Contact** | **Contact Number** | **Email** |
|  |  |  |
| **School Contact(s)** | **Contact Number(s)** | **Email(s)** |
|  |  |  |
| **Food Services Contacts** | **Contact Number** | **Email** |
|  |  |  |
|  |  |  |
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**Attachment D – Recommended Equipment and Supply Checklist**

|  |  |  |  |
| --- | --- | --- | --- |
| **Resource** | **Scaling Guide** | **Quantity Required** | **Description/Comment** |
| **Reception/Check-In** | | | |
| Administrative supplies | As needed |  |  |
| Badging equipment | 1 badging machine per 50 clients |  |  |
| Chairs | Number of Tables x2 |  |  |
| Clipboards | 1 per staff at registration |  |  |
| FRC forms | Multiple copies for staff |  |  |
| Signage | As needed |  |  |
| Tables | 1 per 2 filled positions |  |  |
| Telephones | 1 per 2 filled positions |  |  |
| Telephone lists | 1 per phone |  |  |
| Trash cans |  |  |  |
|  |  |  |  |
| **Credentialing Area** | | | |
| Administrative supplies | As needed |  |  |
| Badging equipment | 1 badging machine per 50 staff |  |  |
| Chairs | Number of Tables x 2 |  |  |
| Locked box | 1 per 50 badges |  | To store badges as returned |
| Staff computers | 1 per filled position |  |  |
| Tables | 1 per 2 filled positions |  |  |
| Telephones | 1 per 2 filled positions |  |  |
| Trash cans |  |  |  |
|  |  |  |  |
| **Assembly Area** | | | |
| Chairs | Enough for all clients |  |  |
| Communications boards | 1 or more as needed |  |  |
| Audio/visual equipment | 2 microphones, 4 speakers, 1 projector, 2 screens, 1 remote |  |  |
| Podium | 1 |  |  |
| Signage | See below |  |  |
| Telephones | 1 phone with speaker phone and conference call capabilities |  |  |
| Tables | As needed |  |  |
| Charging station |  |  |  |
| Chargers | A per 5 people |  |  |
| Trash cans |  |  |  |
| ICS forms |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Family Interview/Notification/Counseling Rooms (Behavioral Health and Spiritual Services)** | | | |
| Administrative supplies | As needed |  |  |
| Chairs | 6 for family, 1-2 for staff |  |  |
| Internet Access |  |  |  |
| Signage | See below |  |  |
| Tables | 1 |  |  |
| Telephones | 1 |  |  |
| Telephone lists | 1 per phone |  |  |
| Tissues | As needed |  |  |
| Trash cans |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Child Care Area** | | | |
| Age-appropriate toys | As appropriate |  |  |
| Cribs/cots |  |  |  |
| Diaper changing tables |  |  |  |
| Diapers |  |  |  |
| Formula |  |  |  |
| Digital camera | 1 |  |  |
| First aid kit | 1 |  |  |
| Folding partitions | As needed |  |  |
| Linens, blankets, pillows |  |  |  |
| Rest mats |  |  |  |
| Small refrigerator | 1 per Child Care area |  |  |
| Trash cans |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Meal Area (As Appropriate)** | | | |
| Food | 3 meals a day throughout duration of operations |  |  |
| Signage |  |  |  |
| Tables and chairs | 1 table per 2 clients (rectangular) or 1 per 8 clients (round) and 8 chairs per table |  |  |
| Trash cans |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Medical Examiners’ Area** | | | |
| Administrative supplies | As needed |  |  |
| Chairs |  |  |  |
| Internet access |  |  |  |
| Tables | 1 per counseling room |  |  |
| Telephones |  |  |  |
| Scanner |  |  |  |
| Fax machine |  |  |  |
| Trash cans |  |  |  |
| Tissue |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Victim Coordination Area** | | | |
| Administrative supplies | As needed |  |  |
| Chairs |  |  |  |
| Internet Access |  |  |  |
| Tables | 1 per counseling room |  |  |
| Telephones |  |  |  |
| Trash cans |  |  |  |
| Tissue |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Command Meeting Area** | | | |
| Chairs | 1 per staff member |  |  |
| Tables | 2 staff per table |  |  |
| Trash cans |  |  |  |
| Conference Call Phone |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Staff Area** | | | |
| Administrative supplies | As needed |  |  |
| Chairs | 1 per staff |  |  |
| Conference call phones | 1 |  |  |
| FAX machine | 1 |  |  |
| Photocopier and supplies | 1 |  |  |
| Printer | 1 |  |  |
| Radio | 1 for each member command staff, section chief, and branch directors. Others if possible. |  |  |
| Signage | 1 |  |  |
| Tables | Able to seat all command staff |  |  |
| Telephones | 3 |  |  |
| Telephone lists | 1 per phone |  |  |
| Trash cans |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Other Supplies** | | | |
| AED | As required |  |  |
| Fire extinguisher | Ad required |  |  |
| “Point to” cards |  |  |  |
| Wheelchairs and other  Items identified by the Whole Community Liaison Unit Supervisor |  |  |  |
|  |  |  |  |
|  |  |  |  |

**This plan is written using the concept that not everyone has access to computers and is supported by “paper documents”. Surge protectors, extension cords, computers, and other logistical needs related to automation will be left for the jurisdiction.**

**Attachment E – Situational Awareness Sheet**