



CHATHAM COUNTY EMERGENCY OPERATIONS PLAN

**ESF ANNEX - 08
APPENDIX 8-3
TAB H**

JOB ACTION SHEETS

NOVEMBER 2013



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H-1 POSITION MATRIX

Position/Section/Branch/ Group/Unit	Mission	Possible Source of Staff examples - not intended as exhaustive list
Family Assistance Center Manager	<ul style="list-style-type: none"> Oversee all FAC operations Oversee strategic decision concerning FAC operations Coordinate with EOC and Coroner on FAC operations 	EMA, County Agencies
PIO	<ul style="list-style-type: none"> Coordinate all public messaging concerning the FAC Coordinate with LE PIO, Public Health PIO and Hospital PIOs to provide information to the public and the media concerning FAC operations 	CCPIO
Deputy PIO Family Briefings	<ul style="list-style-type: none"> Coordinate all Family Briefings Is a point of contact for families concerning family briefings 	CCPIO
Interpretation/Translation Services Group	<ul style="list-style-type: none"> Provide interpretation/translation services to families during all FAC processes (interviews, notifications, registration, family briefings, etc.) 	CCPIO
Safety Officer	<ul style="list-style-type: none"> To ensure the safety of all staff and families at the FAC 	Public Health, Law Enforcement, Incident Management Team, Military/Federal partnerships
Liaison Officer	<ul style="list-style-type: none"> Coordinate information sharing with partner agencies working in other areas of the response 	County Agencies
Logistics	<ul style="list-style-type: none"> Oversee and coordinates all resource, technical, and facility needs for the FAC 	County Agencies, Incident Management Teams
Communications & IT Unit	<ul style="list-style-type: none"> Coordinate all communication set-up, management and support for the FAC Coordinate any resource needs of the Group or supporting Units 	County IT/Comms
Transportation Unit	<ul style="list-style-type: none"> Provide transportation to family member to and from the facility (to residence, hotel, hospitals, shelters) (may not be applicable in catastrophic incident) Provide staff transportation to and from the facility if needed 	CAT
Facilities Unit	<ul style="list-style-type: none"> Communicate with facility owners Ensure upkeep of FAC facility Coordinate any resource or service need concerning the physical facility 	County Agencies, Incident Management Teams



Position/Section/Branch/ Group/Unit	Mission	Possible Source of Staff examples - not intended as exhaustive list
Security Unit	<ul style="list-style-type: none"> • Coordinate FAC site security • Coordinate badging protocol and operations • Provide FAC site security • Ensure only authorized visitors are allowed into the facility 	Law Enforcement, contracted security
Victim Information Branch	<ul style="list-style-type: none"> • Coordinate all Victim Information Services at the FAC • Provide antemortem data to Missing Persons Group and Coroner for matching and identification • Serve as a liaison with the Morgue Operations 	Public Health, County Agencies, Law Enforcement
Missing Person Contact Center Group	<ul style="list-style-type: none"> • Answer calls from the public concerning unaccounted for persons, decedents, FAC operations and hours, etc 	Trained contracted phone operators such as 211 or Poison Control
Unaccounted for Persons Group	<ul style="list-style-type: none"> • Collect all unaccounted for persons information and antemortem data and work to match all unaccounted for persons 	Law enforcement
Patient Tracking Liaison	<ul style="list-style-type: none"> • Coordinate with the local hospitals to receive information on unaccounted for persons and injured victims (known and unknown) • Communicate to the hospitals all possible matches made by the Unaccounted for Persons Group 	Public Health staff, DFCS, CERT
Shelter Liaison	<ul style="list-style-type: none"> • Coordinate with local sheltering organizations to receive information on shelter residents and missing persons reports • Communicate to shelters all possible matches made by the Unaccounted for Persons Group 	American Red Cross, DFCS
Web Search Liaison	<ul style="list-style-type: none"> • Search databases, social networking sites, disaster assistance sites, and any other web sites that may provide information about a missing person. • Assist the Unaccounted for Persons Group in investigation. 	Law Enforcement, CERT, CCPIO, County Agencies
Antemortem Data Group	<ul style="list-style-type: none"> • Coordinate the collection of all antemortem data and provide information to the Coroner and the Unaccounted for Persons Group 	Law Enforcement, trained chaplains, death investigators, funeral directors
Family Interview Unit	<ul style="list-style-type: none"> • Collect antemortem data via family interviews from all the family members of probable decedents 	Public health nurses, death investigators, trained chaplains, forensic nurses, funeral directors



Position/Section/Branch/ Group/Unit	Mission	Possible Source of Staff examples - not intended as exhaustive list
Medical/Dental Unit	<ul style="list-style-type: none"> Collect the medical and dental record of the probable decedents to aid in the identification by the Coroner 	Public Health staff, PHRC, volunteers / professionals trained in recognizing medical and dental records, state forensic odontology volunteers
DNA Unit	<ul style="list-style-type: none"> Collect DNA samples from family members and unaccounted for person's personal effects to aid in identification by the Coroner 	Law enforcement, family interviewers
Data Management Unit	<ul style="list-style-type: none"> Manage all antemortem data received and provide it to the Coroner for identification 	Public Health staff, Law Enforcement
Notification and Referral Group	<ul style="list-style-type: none"> Perform notifications and referrals to families regarding the status and/or location of their loved ones Notification and referral staff serve on the notification and referral team during hospital/shelter notifications, missing persons notifications, and death notifications Act as a family representative/point of contact for families during the notification, referral and family affairs process 	Law enforcement, Coroner
Hospital / Shelter Referral	<ul style="list-style-type: none"> Refer families of loved ones identified in hospitals or shelters to the locations. 	Public Health staff, law enforcement, CERT, CCVOAD
Decedent Affairs Unit	<ul style="list-style-type: none"> Coordinate remains release, personal effects release, and disposition services for the families following notification Provide referrals to disposition services not provided at the FAC 	Coroner
Support Services Branch	<ul style="list-style-type: none"> Coordinate all support services needs of the FAC 	DFCS
Child Care Group	<ul style="list-style-type: none"> Provide childcare and respite care for families at the FAC 	American Red Cross, DFCS, CCVOAD
Social Services Group	<ul style="list-style-type: none"> Provide social services or referrals to families as needed 	Various (see Full Plan Table 1)
Health Services Branch	<ul style="list-style-type: none"> Coordinate all health service needs of the FAC 	Public Health, SSFD
Medical/First Aid Group	<ul style="list-style-type: none"> Provide basic health services and first aid to all FAC families. Provide referrals to outside medical services if necessary 	SSFD, School Nurses
Behavioral Health Services Group	<ul style="list-style-type: none"> Oversee the mental health unit and the spiritual care unit and ensures all mental and spiritual health needs of the families are met. 	Public Health staff, behavioral health contractors (via ARC contacts), chaplains.



Position/Section/Branch/ Group/Unit	Mission	Possible Source of Staff examples - not intended as exhaustive list
Mental Health Unit	<ul style="list-style-type: none"> Ensure mental health services are available to family members at all stages of the FAC process (registration, meals, waiting times, interviews, notifications, family briefings, etc.) 	
Spiritual Care Unit	<ul style="list-style-type: none"> Ensure spiritual care services are available to family members at all stages of the FAC process (registration, meals, waiting times, interviews, notifications, family briefings, etc.) 	
Reception Branch	<ul style="list-style-type: none"> Coordinate all Reception Services for the FAC 	PHRC, Public Health staff, behavior health contractors (via American Red Cross contacts)
Registration Group	<ul style="list-style-type: none"> Intake and register all family members upon arrival at the FAC which will include, checking identification, answering questions, ensuring all paperwork is completed, issuing badges, and assessing for any immediate service needs Sign-in/out all family members returning to the FAC Sign-in/out all staff 	DFCS, County Agencies
Family Host Group	<ul style="list-style-type: none"> Greet family members upon entry into the FAC Answer questions concerning services and procedures Provide a tour of the facility if possible (may not be applicable in catastrophic incident) Connect families with any resources they request 	Victim Advocates, CASA, DFCS
Finance/Administration Section	<ul style="list-style-type: none"> Coordinate all Finance and Admin services needed at the FAC Provide admin assistances, note-takers, and runners as requested 	County Finance
Time Keeping Unit	<ul style="list-style-type: none"> Oversee all time keeping issues 	County Agencies
Cost Accounting Unit	<ul style="list-style-type: none"> Track all costs associated with FAC operations 	County Agencies
Check in/ Out Unit	<ul style="list-style-type: none"> Ensure all staff arriving at FAC have received badges and are checked in 	County Agencies, CERT



H-2 JOB AIDS

2.1 FAMILY ASSISTANCE CENTER MANAGER (FAC)

REPORTS TO:

- ☐ Incident Command Unit/Group

POSITIONS REPORTING TO THE FAC MANAGER:

- ☐ Planning Section Chief
- ☐ Logistics Section Chief
- ☐ Operations Section Chief
- ☐ Finance/Administration Section Chief
- ☐ PIO
- ☐ Safety Officer
- ☐ Liaison Officer

GENERAL OVERALL RESPONSIBILITIES:

The Family Assistance Center Manager provides leadership and direction for all FAC operations and ensures coordination with the regional health and medical response and with local response agencies and partners. Specific duties include:

- ☐ Serve as the Family Assistance Center Manager for all FAC operations
- ☐ Serve as the Family Assistance Center Manager for all FAC operations
- ☐ Oversee all FAC operations
- ☐ Develop the FAC objectives for each operational period
- ☐ Oversee strategic decision concerning FAC operations
- ☐ Coordinate with HMAC on all FAC/HMAC operations

ACTIVATION PHASE:

- ☐ Review the Chatham County Family Assistance Center Plan Conduct comprehensive outreach regarding the FAC activation announcement.
- ☐ Review position checklist.
- ☐ Determine scale and functions of the Family Assistance Center
 - ☐ Determine the scale of the FAC
 - ☐ Determine the services that will be provided at the FAC
 - ☐ Determine the FAC organization chart for the facility
 - ☐ With law enforcement, determine the security needs of the FAC
 - ☐ Determine the logistical needs of the FAC
 - ☐ Determine the staffing needs of the FAC
 - ☐ Determine the FAC location
 - ☐ Identify expectation, needs and challenges
- ☐ Coordinate with Finance and Administration Section Chief to provide activation information to responding staff
 - ☐ Reporting Time
 - ☐ Travel instructions
 - ☐ Any special instructions
- ☐ Oversee and direct set up of the FAC facility

- ☐ Establish coordination and communications protocols with EOC
- ☐ Establish coordination and communications protocols with the Morgue Operations (if applicable)
- ☐ Establish coordination and communications protocols with On-Site Incident Command
- ☐ Coordinate with FAC PIO to ensure key stakeholders are notified of the FAC activation; may include the public, political officials, the media, partner organizations
- ☐ Officially activate the FAC

OPERATIONAL PHASE:

- ☐ Review previous operational period activities
- ☐ Receive briefing from FAC Manager from previous operational period
- ☐ Develop objectives for current operational period. Ensure the preparation of the current Incident Action Plan
- ☐ Conduct initial command staff meeting/briefing
- ☐ Establish communications with current EOC Manager
- ☐ Establish communications with current Morgue Operations Chief
- ☐ Establish a briefing schedule for Command Briefings and General Staff Briefings
- ☐ Exercise responsibility for overall FAC operations
- ☐ Coordinate activity of all command staff and section chiefs
 - ☐ Identify, review and communicate goals and objectives for FAC operation with command staff and section chiefs
 - ☐ Provide direction to command staff and section chiefs as needed
 - ☐ Ensure accurate and timely information is being released through the PIO
 - ☐ Coordinate with key stakeholders through the Liaison Officer
 - ☐ Ensure, with Safety Officer, the continued safety of the facility and staff
 - ☐ Ensure sections are activated and staffed appropriately as needed
- ☐ Maintain communications with EOC
- ☐ Provide periodic updates to EOC
- ☐ Review and approve all requests for additional resources or staff
- ☐ Maintain a written log of all important actions and decisions
- ☐ Brief the incoming FAC Manager and Command staff
- ☐ Identify operational priorities and urgent missions currently underway or planned

DEACTIVATION PHASE:

- ☐ In coordination with EOC, Morgue Operations, Scene Operations and partner organizations determine when to begin to demobilize the FAC
- ☐ Create a demobilization plan
 - Determine how outstanding case management needs will be handled
 - Determine how outstanding behavioral health needs will be handled
- ☐ Conduct a demobilization meeting with Command Staff
- ☐ Communicate with all key stakeholders the date and time of demobilization
- ☐ Communicate the date and time of demobilization to the public
- ☐ Oversee the break-down of the FAC facility and the Missing Persons Call Center
- ☐ Coordinate staff and volunteer debrief



2.2 PUBLIC INFORMATION OFFICER

REPORTS TO:

- ☐ Family Assistance Center Director

POSITIONS REPORTING TO THE PUBLIC INFORMATION OFFICER CHIEF:

- ☐ Deputy PIO

GENERAL OVERALL RESPONSIBILITIES:

Provide accurate, consistent, and comprehensive information about FAC operations to key stakeholders including, response staff, the public, the media, and partner organizations. Coordinate all messaging about FAC operations. Specific duties include:

- ☐ Coordinate all messaging to the public and the media concerning FAC operations
- ☐ Coordinate with EOC PIO concerning FAC messaging
- ☐ Provide messaging to key stakeholders about FAC operations

ACTIVATION PHASE:

- ☐ Provide a formal notification of the date, time, location, and services of the FAC to key stakeholders, families, the public, and the media.
- ☐ Conduct comprehensive outreach regarding the FAC activation announcement.
- ☐ Provide messaging to healthcare facilities, call centers, community organizations, government agencies, foreign diplomats, etc. Messaging should include
 - ☐ A brief synopsis of the incident
 - ☐ An overview of the services provided at the FAC
 - ☐ The date, time, location of the FAC
 - ☐ The type of information the families will be asked to provide
- ☐ Develop a document to provide guidance to families on what to expect and how to handle media inquiries
- ☐ Develop rules of engagement for media personnel
- ☐ Develop standardized messaging and briefing templates

OPERATIONAL PHASE:

- ☐ Receive briefing from previous PIO
- ☐ Read the current operational objective and Incident Action Plan
- ☐ Attend Command Staff briefings and General Staff Briefings
- ☐ Coordinate the release of all information to key stakeholder, the public, and the media. Ensure all command staff and the Missing Persons Call Center have copies of the briefings.
- ☐ Maintain a regular schedule for briefing key stakeholders
- ☐ Maintain a regular schedule for briefing the media
- ☐ Develop FAC messaging as appropriate
- ☐ Develop messaging for the Missing Person Contact Center as appropriate
- ☐ Instruct all staff to refer media inquiries to the PIO
- ☐ Coordinate all messaging with the EOC PIO



- ☐ Monitor media reports to ensure the reporting of accurate information concerning the FAC
- ☐ Maintain situational awareness on the status of FAC operations
- ☐ Maintain a written log of all actions and decisions
- ☐ Brief the incoming PIO

DEACTIVATION PHASE:

- ☐ Communicate demobilization information to all key stakeholders
 - ☐ Ensure information regarding follow-up services is clearly communicated to key stakeholders
- ☐ Coordinate the demobilization of the media center (if necessary)
- ☐ Participate in staff debriefing
- ☐ Develop items for after action report



2.3 DEPUTY PIO FAMILY BRIEFINGS POSITION CHECKLIST

REPORTS TO:

- ☐ Family Assistance Center PIO

POSITIONS REPORTING TO THE DEPUTY PIO:

- ☐ None

GENERAL OVERALL RESPONSIBILITIES:

The Deputy PIO Family Briefings is responsible for coordination all briefings to families at the FAC and overseeing all communication to families not at the FAC. Specific Duties include:

- ☐ Coordinate all Family Briefings
- ☐ Coordinate all key stakeholders for family briefings
- ☐ Coordinate information sharing with families not at the FAC

ACTIVATION PHASE:

- ☐ Establish communications protocols with Morgue Operations, EOC, On-Site Incident Command and any other key stakeholders
- ☐ Establish a daily briefing schedule for families (once established, do not alter the schedule)

OPERATIONAL PHASE:

- ☐ Receive briefing from previous Deputy PIO Family Briefings
- ☐ Read the current operational objectives and the Incident Action Plan
- ☐ Attend all Command and General Staff Briefings
- ☐ Communicate dates, times, and locations of families briefings to families, FAC staff, and key stakeholders
- ☐ Coordinate all family briefings
- ☐ Answer all family questions concerning family briefings and current operations
- ☐ Coordinate all messaging to families with the FAC PIO
- ☐ Communicate any family concerns to the FAC PIO and the FAC Director
- ☐ Ensure all families not present at the FAC are receiving timely information regarding updates
- ☐ Brief the incoming Deputy PIO Family Briefings.

DEACTIVATION PHASE:

- ☐ Establish communications protocols for communicating any on-going information to families
- ☐ Participate in staff debriefing
- ☐ Develop items for after action report



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2.4 INTERPRETATION/TRANSLATION SERVICES

REPORTS TO:

- ☐ FAC PIO

POSITIONS REPORTING TO INTERPRETATION/TRANSLATION SERVICES:

- ☐ Interpreters and Translators

GENERAL OVERALL RESPONSIBILITIES:

The Interpretation/Translation Services Group Supervisor coordinates and oversees the provision of interpretation and translation services to families at the FAC. Specific duties include:

- ☐ Continually assess the interpretation and translation needs of families visiting the FAC or calling the Missing Persons Call Center.
- ☐ Coordinate and provide interpretation and translation services to families at the FAC
- ☐ Make recommendation and requests to the Support Services Branch Director for additional translators and interpreters as necessary
- ☐ Ensure the privacy, confidentiality, and security of all protected health information

ACTIVATION PHASE:

- ☐ Conduct Just-in-Time training of Interpretation/Translation staff
- ☐ Assess the potential interpretation/translation needs of the families that are coming to the FAC and coordinate staffing and resources as necessary
- ☐ Establish contact with outside organizations as appropriate, concerning interpretation/translation

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Interpretation/Translation Services Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Continually assess the interpretation and translation needs of families during all FAC processes:
 - ☐ (Interviews, notifications, registration, family briefings, etc.), whether they be in person or via phone.
- ☐ Coordinate and provide interpretation and translation services to families at the FAC
- ☐ Make recommendation and requests to the Support Services Branch Director for additional translators and interpreters as necessary
- ☐ Ensure there is proper signage for all families visiting the FAC
- ☐ Ensure the privacy, confidentiality, and security of all protected health information



- ☐ Provide recommendations and assistance to the Support Services Branch Director concerning Interpretations/Translation operations.
- ☐ Brief incoming Social Services Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Social Services Staff and collect after action items
- ☐ Provide referrals to outside child care resources if necessary



2.5 SAFETY OFFICER POSITION CHECKLIST

REPORTS TO:

- ☐ Family Assistance Center Director

POSITIONS REPORTING SAFETY OFFICER POSITION:

- ☐ None

GENERAL OVERALL RESPONSIBILITIES:

Ensure the health and safety of all FAC staff, volunteers, families, and visitors at the Family Assistance Center facility.

- ☐ Ensure the safety of all staff, volunteers, families, and visitors of the FAC
- ☐ Make recommendations concerning safety and health issues
- ☐ Conduct all safety briefings

ACTIVATION PHASE:

- ☐ Ensure the structural integrity of the FAC facility if necessary
 - ☐ Conduct a site inspection of the FAC facility
 - ☐ Consult with professionals concerning any safety concerns if necessary
- ☐ Ensure the FAC facility is compliant with all regulations (Fire, OSHA, ADA, etc.)
- ☐ Ensure all staff and volunteers are provided a safety training before beginning work
- ☐ Ensure that there are no hazards in any of the work area or family areas
- ☐ If there is not one already, prepare a facility evacuation plan

OPERATIONAL PHASE:

- ☐ Receive a briefings from the outgoing Safety Officer
- ☐ Read the current operational objectives and Incident Action Plan
- ☐ Attend all Command and General Staff Briefings
- ☐ Perform hazard/risk assessment and make recommendations
- ☐ Continually monitor the conditions at the FAC facility
- ☐ Advise the FAC Manager of any safety concerns
- ☐ Ensure all safety concerns are identified and remedied
- ☐ Conduct all safety briefings
- ☐ Ensure arrangements are made for the proper disposal of biohazard waste
- ☐ Serve as a resource for staff and volunteers regarding safety and health topics
- ☐ Brief incoming Safety Officer

DEACTIVATION PHASE:

- ☐ Review the Demobilization Plan for safety implications
- ☐ Monitor the demobilization process to ensure safe practices
- ☐ Participate in staff debriefing
- ☐ Develop items for after action report



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2.6 LIAISON OFFICER POSITION CHECKLIST

REPORTS TO:

- ☐ Family Assistance Center Director

POSITIONS REPORTING LIAISON OFFICER POSITION CHECKLIST:

- ☐ None

GENERAL OVERALL RESPONSIBILITIES:

Coordinates all information sharing and requests to assisting and cooperating agencies, responders, and stakeholders. Communicates and issues or concerns to the FAC Manager.

- ☐ Coordinates all information sharing and requests with outside agencies
- ☐ Provides update, issues, and concerns from outside agencies or responders to the FAC Command Staff.

ACTIVATION PHASE:

- ☐ In cooperation with the PIO, ensure all key stakeholders, partners, and response agencies are aware of the date, time, and location of the FAC activation
- ☐ Contact Liaisons at partners agencies and establish communications and coordination protocols

OPERATIONAL PHASE:

- ☐ Receive briefings from the outgoing Liaison Officer
- ☐ Read the current operational objectives and Incident Action Plan
- ☐ Attend all Command and General Staff Briefings
- ☐ Establish and maintain communications with key stakeholders, partners and response agencies
- ☐ Serve as a support agency for all outside stakeholders, partners, and response agencies
- ☐ Relay requests, questions, and concerns to FAC staff as appropriate
- ☐ Monitor FAC operations to identify potential inter-agency operational issues
- ☐ Maintain a log of contacts, agreements, and issues
- ☐ Organize briefings with stakeholders, partners, and response agencies as necessary
- ☐ Brief incoming Liaison Officer

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Communicate demobilization information to relevant stakeholders, partners and response agencies
- ☐ Ensure that information concerning follow up services is clearly communicated to stakeholders, partners, and response agencies



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2.7 OPERATIONS SECTION CHIEF POSITION CHECKLIST

REPORTS TO:

- ☐ Family Assistance Center Manager

POSITIONS REPORTING OPERATIONS SECTION CHIEF:

- ☐ Victim Information Branch Director
- ☐ Support Services Branch Director
- ☐ Health Services Branch Director
- ☐ Reception Branch Director

GENERAL OVERALL RESPONSIBILITIES:

The Operations Section Chief manages on-site FAC operations and objectives established by the FAC manager. Specific Duties Include:

- ☐ Coordinate operations with Section representatives and ensure that resource deployment is consistent with objective priorities.
- ☐ Participate in planning meetings to bring an operations perspective.
- ☐ Conduct Section briefings as necessary.
- ☐ Maintain coordination with Planning, Logistics, and Finance and Administration Chiefs.
- ☐ Inform FAC Manager of section activities and status of response activities.

ACTIVATION PHASE:

- ☐ Review checklists of subordinate positions
- ☐ Assign and brief subordinate staff
- ☐ Coordinate with each subordinate Group to develop a strategy to carry out the mission of their Group
- ☐ Coordinate and conduct Just-in-Time training for section staff

OPERATIONAL PHASE:

- ☐ Receive a briefing from the outgoing Operations Section Chief, including information on the state of the incident and the FAC operations.
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Ensure a staffing schedule for the Operations Section is established for at least the next 3 days
- ☐ Ensure there is sufficient support and resources to carry out operations for the section.
- ☐ Attend all Command and General Staff Briefings
- ☐ Oversee and make decisions regarding operations at the FAC
- ☐ Carry out operational objectives for the FAC
- ☐ Provide supervision and support to subordinate positions
- ☐ Participate in Command and General Staff briefings



- ☐ Make changes as necessary to the Operations Section staff, structure, and procedures
- ☐ Maintain incident awareness throughout operations
- ☐ Coordinate with Logistics regarding short and long term objectives for the FAC
- ☐ Initiate and maintain communication with partners, response agencies and outside operations.
- ☐ Communicate important operational information to subordinate staff
- ☐ Provide recommendations and assist the Incident Commander on Operations issues
- ☐ Brief incoming Operations Section Chief
- ☐ Identify operational priorities and urgent missions currently underway
- ☐ Ensure outgoing Branch Directors briefing their incoming counterparts

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Coordinate demobilization activities with the FAC Manager and the Planning Section Chief
- ☐ Inform all subordinate staff about demobilization activities and priorities
- ☐ Debrief Operations Section staff and document all after action items



2.8 VICTIM IDENTIFICATION BRANCH DIRECTOR POSITION CHECKLIST

REPORTS TO:

- ☐ Operations Section Chief

POSITIONS REPORTING TO THE VICTIM IDENTIFICATION BRANCH DIRECTOR:

- ☐ Missing Person Contact Center Supervisor
- ☐ Unaccounted for Persons Group Supervisor
- ☐ Antemortem Data Group Supervisor
- ☐ Notification and Referral Group Supervisor

GENERAL OVERALL RESPONSIBILITIES:

The Victim Information Branch Director coordinates and supports all victim information operations, maintains communications with on and off-site operations, and assesses the state of victim information services. Specific duties include:

- ☐ Coordinate and support Victim Information Services operations.
- ☐ Maintain communications with on and off-site operations concerning victim information services and any operational issues
- ☐ Continually assess the needs, support and staffing of the Victim Information Branch
- ☐ Provide recommendations and assistance to the Operational Section Chief

ACTIVATION PHASE:

- ☐ Assess the operational needs required by the incident in terms of victim information services
- ☐ Activate the Victim Information Operations Groups as necessary
- ☐ Assess the logistic and staffing needs of the Victim Information Branch and communicate them to the Logistics Section and Finance/Administration Section
- ☐ Coordinate and conduct Just-in-Time training for branch staff

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Victim Information Branch Director
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Brief subordinate staff concerning any information relating to victim information services
- ☐ Establish communication with on and off-site operations concerning victim information services and any operational issues
- ☐ Ensure there is sufficient support and resources to carry out operations for the Victim Information Group
- ☐ Attend all General Staff Briefings



- ☐ Oversee all Victim Information Service operations
- ☐ Continually assess the needs, support, and staffing of the Victim Information Services
- ☐ Provide supervision and support to subordinate positions
- ☐ Provide recommendations and assistance to the Operations Section Chief concerning Victim Information Services
- ☐ Maintain communications with on and off-site operations concerning victim information services and any operational issues
- ☐ Ensure families' Victim Information needs are being properly met
- ☐ Brief incoming Victim Information Branch Director
- ☐ Identify operational priorities and urgent missions currently underway
- ☐ Ensure outgoing Group Supervisors briefing their incoming counterparts

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Victim Information Branch Staff and collect after action items
- ☐ Ensure ongoing Victim Information Services are transferred to the KCMEC, Law Enforcement and other appropriate authorities
- ☐ Ensure ongoing Victim Information Service resources are properly communicated to families, the FAC Manager, and the PIO



2.9 MISSING PERSON CONTACT CENTER SUPERVISOR POSITION CHECKLIST

REPORTS TO:

- ☐ Victim Information Branch Director

POSITIONS REPORTING TO MISSING PERSON CONTACT CENTER SUPERVISOR

- ☐ Missing Person Contact Center
- ☐ Call Takers & Staff

GENERAL OVERALL RESPONSIBILITIES:

The Missing Person Contact Center Group Supervisor develops, implements, and oversees all Missing Person Contact Center Operations. Ensure that contact center operations achieve operational objectives.

- ☐ Develop implement and oversee all Missing Person Contact Center Operations
- ☐ Ensure contact center operations achieve operational objectives
- ☐ Ensure the Missing Person Contact Center has all of the assets, staff and support it needs
- ☐ Provide recommendations and assistance to the Victim Information Branch Director concerning Missing Person Contact Center operations

ACTIVATION PHASE:

- ☐ Receive initial briefing from FAC Manager, Victim Information Branch Director and the FAC PIO
- ☐ Conduct Just-in-Time training of call center staff
- ☐ Establish communications with FAC facility (if off-site or in a separate area)
- ☐ Oversee the set-up and activation of the call center

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Missing Person Contact Center Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Ensure a staffing schedule for the Missing Person Contact Center is established for at least the next 3 days
- ☐ Attend all General Staff Briefings
- ☐ Review all Operator Guide information and protocols to ensure that information is up to date
- ☐ Brief call center staff on all relevant information
- ☐ Maintain communications with the Victim Information Branch Director and the PIO concerning Missing Person Contact Center operations



- ☐ Continually communicate with call center staff to ensure timely and appropriate information flow.
- ☐ Provide updates, recommendations, and assistance to the Victim Information Branch Director concerning Missing person Contact Center operations
- ☐ Ensure the collection and review of missing persons reports and call center data
- ☐ Transfer all missing persons information to the Unaccounted for Persons Group
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Update the Operator Guides with new information as necessary
- ☐ Communicate all concerns concerning Missing Person Contact Center Operations to the Victim Information Branch Director
- ☐ Brief incoming Public Information Contact Center Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Missing Person Contact Center Call Takers and collect after action items
- ☐ Ensure ongoing Missing Person Contact Center operations are transferred to the appropriate authorities
- ☐ Ensure ongoing Missing Person Contact Center responsibilities are properly communicated to families, the FAC Manager, and the PIO



2.10 ANTEMORTEM DATA GROUP SUPERVISOR POSITION CHECKLIST

REPORTS TO:

- ☐ Victim Information Branch Director

POSITIONS REPORTING TO VICTIM MISSING PERSON CONTACT CENTER SUPERVISOR:

- ☐ Family Interview Unit
- ☐ Medical/Dental Records Unit
- ☐ DNA Unit
- ☐ Data Management Unit

GENERAL OVERALL RESPONSIBILITIES:

The Ante mortem Data Group Supervisor oversees and evaluates all ante mortem data collection, analysis, and communication to the Coroner's Office and Missing Persons Group. Specific duties include:

- ☐ Oversee and maintain the integrity of all ante mortem data collection
- ☐ Oversee and maintain the mental and physical health/safety of all subordinate staff
- ☐ Establish and maintain communications with the Coroner's Office, Missing Persons Group and Victim Information Branch
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Maintain accurate and secure records of all ante mortem data

ACTIVATION PHASE:

- ☐ Receive incident briefing and assess the needs of the Ante mortem data group
- ☐ Conduct Just-in-Time training of all subordinate staff
- ☐ In consultation with the Coroner, FAC Manager, and Victim Information Branch Director establish the mode of ante mortem data collection
- ☐ Ensure the support, resources, and staff needs of the Ante mortem data Group are met

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Ante mortem Data Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Establish communications with the Coroner's Office, Unaccounted for Persons Group and the Victim Information Branch Director
- ☐ Oversee the collection of all ante mortem data from families



- ☐ Troubleshoot any issues concerning ante mortem data collection
- ☐ Provide recommendations and assistance to the Victim Information Branch Director as necessary
- ☐ Maintain communications with the Coroner's Office, Unaccounted for Persons Group and the Victim Information Branch Director
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Oversee and maintain the mental and physical health/safety of all subordinate staff
- ☐ Ensure that all ante mortem data is accurate and secure
- ☐ Brief incoming Ante mortem Data Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Ante mortem Data Group and subordinate staff and collect after action items
- ☐ Ensure ongoing Ante mortem Data operations are transferred to the Coroner

2.11 FAMILY INTERVIEW UNIT LEADER CHECKLIST

REPORTS TO:

- ☐ Antemortem Data Group Supervisor

POSITIONS REPORTING TO FAMILY INTERVIEW UNIT LEADER:

- ☐ Family Interview Staff

GENERAL OVERALL RESPONSIBILITIES:

The Family Interview Unit Lead oversees and conducts family interview for the collection of ante mortem data. If Family Liaison Teams are activated, serve on a Family Liaison Team. Specific duties include:

- ☐ Collect ante mortem data via family interviews from all the family members of Probable victims
- ☐ Oversee and maintain the mental and physical health/safety of all subordinate staff
- ☐ Serve on a Family Liaison Team (if activated)
- ☐ Work collaboratively with Medical/Dental Records Unit, DNA Unit and the Data Management Unit to collect all ante mortem data

ACTIVATION PHASE:

- ☐ Confirm the established mode of ante mortem data collection with the Ante mortem Data Group Supervisor
- ☐ Conduct Just-in-Time training for Family Interview Staff
- ☐ Ensure all support, resource, and staff needs are met for Family Interview operations

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Family Interview Unit Lead
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Establish a regular unit meeting schedule
- ☐ Collect ante mortem data via family interviews
- ☐ Oversee and maintain the mental and physical health/safety of all subordinate staff
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Serve on a Family Liaison Team (if activated)
- ☐ Maintain communications and information sharing with the Mental/Dental Records Unit, the DNA Unit, and the Data Management Unit
- ☐ Provide recommendations and assistance to the Antemortem Data Group Supervisor concerning Family Interview operations



- ☐ Conduct unit meetings
- ☐ Brief incoming Family Interview Unit Lead
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Family Interview staff and collect after action items
- ☐ Ensure ongoing Family Interview operations are transferred to the Coroner's Office



2.12 MEDICAL/DENTAL RECORDS UNIT LEADER POSITION CHECKLIST

REPORTS TO:

- ☐ Ante mortem Data Group Supervisor

POSITIONS REPORTING TO FAMILY INTERVIEW UNIT LEADER:

- ☐ Medical/Dental Records Unit Staff

GENERAL OVERALL RESPONSIBILITIES:

The Medical Dental Records Unit Lead will request and collect all medical/dental records and communicate all receipts to the Coroner's Office. Specific duties include:

- ☐ Request and collect the medical and dental record of the probable victims
- ☐ Maintain communications with the Coroner's Office about requested and received Medical/Dental records
- ☐ Work collaboratively with the Family Interview Unit, the DNA Unit, and the Data Management Unit

ACTIVATION PHASE:

- ☐ Confirm the medical/dental records request and acquisition protocols
- ☐ Conduct Just-in-Time training for Medical/Dental Records Staff
- ☐ Ensure all support, resource, and staff needs are met for Medical/Dental Records operations

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Medical/Dental Records Unit Lead
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Establish a regular unit meeting schedule
- ☐ Establish communications with the Coroner's Office concerning medical/dental records
- ☐ Request and collect the medical and dental record of the probable victims
- ☐ Maintain communications with Coroner's Office about requested and received Medical/Dental records
- ☐ Work collaboratively with the Family Interview Unit, the DNA Unit, and the Data Management Unit
- ☐ Provide recommendations and assistance to the Ante mortem Data Group Supervisor concerning Medical/Dental Records operations
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Conduct unit meetings



- ☐ Brief incoming Medical/Dental Records Unit Lead
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Medical/Dental Records staff and collect after action items
- ☐ Ensure ongoing Medical/Dental Records operations are transferred to the Coroner's Office



2.13 DNA UNIT LEADER POSITION CHECKLIST

REPORTS TO:

- ☐ Ante mortem Data Group Supervisor

POSITIONS REPORTING TO FAMILY INTERVIEW UNIT LEADER:

- ☐ DNA Unit Staff

GENERAL OVERALL RESPONSIBILITIES:

The DNA Unit Lead collects DNA samples from family members and victim's personal effects. Coordinate with the Coroner's Office and the contracted laboratory to ensure the proper handling of all DNA samples. Council family members on the purposes of DNA identification and answer any questions. Specific duties include:

- ☐ Collect DNA samples from family members and decedent's personal effects
- ☐ Coordinate with the Coroner's Office and the contracted laboratory concerning collection and analysis of DNA samples
- ☐ Council family members on the purposes of DNA identification and answer any questions

ACTIVATION PHASE:

- ☐ Confirm the DNA collection and analysis protocols
- ☐ Conduct Just-in-Time training for DNA Unit staff
- ☐ Ensure all support, resource, and staff needs are met for DNA operations

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing DNA Unit Lead
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Establish a regular unit meeting schedule
- ☐ Establish communications with the Coroner's Office and the contracted laboratory concerning DNA collection and analysis
- ☐ Collect DNA samples from family members and decedent's personal effects
- ☐ Coordinate with the Coroner's Office and the contracted laboratory concerning collection and analysis of DNA samples
- ☐ Council family members on the purposes of DNA identification and answer any questions
- ☐ Check in with laboratory once per operational period on the progress of DNA analysis
- ☐ Ensure the privacy, confidentiality, and security of all protected health information



- ☐ Provide recommendations and assistance to the Antemortem Data Group Supervisor concerning DNA operations
- ☐ Conduct unit meetings
- ☐ Brief incoming DNA Unit Lead
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief DNA staff and collect after action items
- ☐ Ensure ongoing DNA operations are transferred to Law Enforcement and the Coroner's Office



2.14 DATA MANAGEMENT UNIT LEADER POSITION CHECKLIST

REPORTS TO:

- ☐ Ante mortem Data Group Supervisor

POSITIONS REPORTING TO FAMILY INTERVIEW UNIT LEADER:

- ☐ Data Management Unit Staff

GENERAL OVERALL RESPONSIBILITIES:

Manage all ante mortem data received and provide information to the Coroner's Office for identification. Coordinate with the Unaccounted for Persons Group to share information when appropriate. Maintain the integrity and security of all ante mortem data. Specific duties include:

- ☐ Manage all ante mortem data received and provide it to Coroner's Office for identification
- ☐ Coordinate information sharing with the Unaccounted for Persons Group, the Family Interview Unit, the Medical/Dental Records Unit, and the DNA Unit as appropriate
- ☐ Ensure the integrity, privacy, confidentiality, and security of all antemortem data and protected health information

ACTIVATION PHASE:

- ☐ Confirm the Data Management protocols
- ☐ Conduct Just-in-Time training for Data Management Unit staff
- ☐ Ensure all support, resource, and staff needs are met for Data Management operations

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Data Management Unit Lead
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Establish a regular unit meeting schedule
- ☐ Manage all data according to the established protocol
- ☐ Coordinate information sharing with the Unaccounted for Persons Group, the Family Interview Unit, the Medical/Dental Records Unit, and the DNA Unit as appropriate
- ☐ Ensure the integrity, privacy, confidentiality, and security of all antemortem data and protected health information



- ☐ Provide recommendations and assistance to the Antemortem Data Group Supervisor on Data Management operations
- ☐ Conduct unit meetings
- ☐ Brief incoming Data Management Unit Lead
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Data Management staff and collect after action items
- ☐ Ensure ongoing Data Management operations are transferred to the appropriate authority



2.15 UNACCOUNTED FOR PERSONS GROUP SUPERVISOR POSITION CHECKLIST

REPORTS TO:

- ☐ Victim Information Branch Director

POSITIONS REPORTING TO UNACCOUNTED FOR PERSONS GROUP SUPERVISOR:

- ☐ Patient Tracking Liaison
- ☐ Shelter Liaison

GENERAL OVERALL RESPONSIBILITIES:

The Unaccounted for Persons Group Supervisor gathers and assimilates all information on missing persons. Certify all probable matches made by the Missing Persons Group. Specific duties include:

- ☐ Collect all unaccounted for persons information and antemortem data and work to match all missing persons
- ☐ Certify all probable matches
- ☐ Transfer all information concerning a probable match to a decedent to the Coroner's Office
- ☐ Monitor the number of unaccounted for persons
- ☐ Ensure the privacy, confidentiality, and security of all protected health information

ACTIVATION PHASE:

- ☐ Assess the need for a Unaccounted for Persons Group during activation and activate all necessary units
- ☐ Conduct Just-in-Time training of Unaccounted for Persons Group staff
- ☐ Establish communications and protocols with the Coroner's Office and the Antemortem Data Group to share ante mortem and postmortem data
- ☐ Oversee the establishment of communications and protocols with local Hospitals/ACFs and Shelters to share information concerning injured or sheltered individuals
- ☐ Establish communications and protocols with the Unaccounted for Persons Call Center to gather missing persons information

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Unaccounted for Persons Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information



- ☐ Gather information from the Patient Tracking Unit, the Shelter Unit, the Web Search Unit, the Coroner's Office, the Unaccounted for Persons Call Center, and the Antemortem Data Group concerning missing persons
- ☐ Assimilate unaccounted for persons information and certify all probable matches
- ☐ Communicate probable matches with the appropriate parties (Patient Tracking Unit, Shelter Unit, Coroner's Office, other as appropriate)
 - Transfer all information concerning probable matches to decedents to the Coroner's Office
- ☐ Participate in notifications to families concerning injured/sheltered individuals or those who are still unaccounted for
- ☐ Ensure that law enforcement does all necessary checks for protection orders concerning unaccounted for persons
- ☐ Monitor and track the number of unaccounted for persons and report this information to the Victim Information Branch Director
- ☐ Provide recommendations and assistance to the Victim Information Branch Director on Unaccounted for Persons operations
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Brief incoming Unaccounted for Persons Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Develop items for after action report
- ☐ Debrief Unaccounted for Persons Group staff and collect after action items
- ☐ Ensure ongoing Unaccounted for Persons Group operations are transferred to local law enforcement agencies



2.16 PATIENT TRACKING LIAISON POSITION CHECKLIST

REPORTS TO:

- ☐ Unaccounted for Persons Group Supervisor

POSITIONS REPORTING TO PATIENT TRACKING LIAISON:

- ☐ Staff supporting the Patient Tracking Liaison

GENERAL OVERALL RESPONSIBILITIES:

The Patient Tracking Liaison coordinates with local hospitals/ACFs for information concerning unaccounted for persons and injured victims. Communicates all probable matches certified by the Unaccounted for Persons Group to the local hospitals/ACFs.

Specific duties include:

- ☐ Coordinate with the local hospitals/ACFs to receive information on unaccounted for persons and injured victims (known and unknown)
- ☐ Communicate to the hospitals/ACFs all possible matches made by the Unaccounted for Persons Group
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Coordinate information sharing with Family Reception Services at local hospitals/ACFs if established

ACTIVATION PHASE:

- ☐ Conduct Just-in-Time training of any staff supporting the Patient Tracking Liaison
- ☐ Establish communications and protocols with the local hospitals/ACFs
- ☐ Verify communications and protocols with the Unaccounted for Persons Group

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Patient Tracking Liaison
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Establish a schedule for conducting unit briefings
- ☐ Coordinate with the local hospitals/ACFs to receive information on unaccounted for persons and injured victims (known and unknown)
- ☐ Provide a list of injured victims at hospitals/ACFs to the Unaccounted for Persons Group Supervisor
- ☐ Communicate probable match made by the Unaccounted for Persons Group to the local hospitals/ACFs
- ☐ Inform local hospitals/ACFs when families are on their way to the facility
- ☐ If possible, receive written authorization from the injured at the local hospitals/ACFs to provide information to their family that is looking for them



- ☐ Provide recommendations and assistance to the Unaccounted for Persons Group Supervisor concerning patient tracking operations
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Maintain records of all injured victims as local hospitals/ACFs
- ☐ Serve as a liaison for information sharing with Family Reception Services at local hospitals/ACFs if established
- ☐ Conduct unit briefings
- ☐ Brief incoming Patient Tracking Unit Lead
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Patient Tracking Liaison and collect after action items
- ☐ Ensure ongoing Patient Tracking operations are transferred to the appropriate authorities



2.17 SHELTER LIAISON POSITION CHECKLIST

REPORTS TO:

- ☐ Unaccounted for Persons Group Supervisor

POSITIONS REPORTING TO SHELTER LIAISON:

- ☐ Staff supporting the Shelter Liaison

GENERAL OVERALL RESPONSIBILITIES:

The Shelter Liaison coordinates with shelters for information concerning unaccounted for persons and shelter residents. Communicates all probable matches certified by the Unaccounted for Persons Group to the shelters. Specific duties include:

- ☐ Coordinate with the shelters to receive information on unaccounted for and sheltered persons
- ☐ Communicate to the shelters all possible matches made by the Unaccounted for Persons Group
- ☐ Ensure the privacy, confidentiality, and security of all private information

ACTIVATION PHASE:

- ☐ Conduct Just-in-Time training of staff supporting the Shelter Liaison
- ☐ Establish communications and protocols with the shelters
- ☐ Verify communications and protocols with the Unaccounted for Persons Group

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Shelter Liaison
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Establish a schedule for conducting unit briefings
- ☐ Coordinate with the shelters to receive information on unaccounted for persons and shelter residents
- ☐ Provide a list of sheltered individuals to the Unaccounted for Persons Group Supervisor
- ☐ Communicate to the shelters all possible matches made by the Unaccounted for Persons Group
- ☐ Inform shelters when families are on their way to the facility
- ☐ If possible, receive written authorization from shelter residents to provide information to their family that is looking for them
- ☐ Provide recommendations and assistance to the Unaccounted for Persons Group Supervisor concerning shelter liaison operations
- ☐ Ensure the privacy, confidentiality, and security of all private information



- ☐ Maintain records of all shelter residents
- ☐ Serve as a liaison for information sharing with shelters
- ☐ Conduct unit briefings
- ☐ Brief incoming Shelter Liaison
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Shelter Unit staff and collect after action items
- ☐ Ensure ongoing Shelter operations are transferred to the appropriate authorities



2.18 WEB SEARCH LIAISON POSITION CHECKLIST

REPORTS TO:

- ☐ Unaccounted for Persons Group Supervisor

POSITIONS REPORTING TO WEB SEARCH LIAISON:

- ☐ Staff supporting Web Liaison

GENERAL OVERALL RESPONSIBILITIES:

The Web Search Liaison will search all available web databases to provide information about unaccounted for persons to the Unaccounted for Persons Group. Specific duties include:

- ☐ Search databases, social networking sites, disaster assistance sites, and any other web sites that may provide information about an unaccounted for person.
- ☐ Assist the Unaccounted for Persons Group in investigation

ACTIVATION PHASE:

- ☐ Conduct Just-in-Time training of staff supporting the Web Search Liaison
- ☐ Establish communications and protocols with any relevant partner agencies
- ☐ Develop a list of web resources useful in gathering information on unaccounted for persons

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Web Search Liaison
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Establish a schedule for conducting unit briefings
- ☐ Search databases, social networking sites, disaster assistance sites, and any other web sites that may provide information about an unaccounted for person.
- ☐ Assist the Unaccounted for Persons Group in investigation.
- ☐ Communicate with partner agencies as necessary
- ☐ Provide recommendations and assistance to the Unaccounted for Persons Group Supervisor on Web Search operations
- ☐ Brief incoming Web Search Liaison
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief staff supporting the Web Search Liaison and collect after action items



- ☐ Ensure ongoing Web Search operations are transferred to the appropriate authorities

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2.19 NOTIFICATION AND REFERRAL GROUP SUPERVISOR POSITION CHECKLIST

REPORTS TO:

- ☐ Victim Information Branch Director

POSITIONS REPORTING TO NOTIFICATION AND REFERRAL GROUP SUPERVISOR:

- ☐ Decedent Affairs Unit Lead

GENERAL OVERALL RESPONSIBILITIES:

The Notification and Referral Group Supervisor oversees all notifications for family members concerning unaccounted for or deceased persons. The supervisor acts as a liaison to families concerning notification, referral to shelters and hospitals, and decedent affairs issues. Specific duties include:

- ☐ Perform notifications and referrals to families regarding the status and/or location of their loved ones
- ☐ Coordinates with the Coroner's Office when the Coroner is prepared to notify families and refer them to hospitals and shelters
- ☐ Serve on the notification and referral team during hospital/shelter referrals, missing persons notifications, and death notifications
- ☐ Serve on a Family Liaison Team; act as a family representative/point of contact for families during the notification, referral and decedent affairs process

ACTIVATION PHASE:

- ☐ Conduct Just-in-Time training of Notification and Referral Group staff
- ☐ Establish communications and protocols with the Coroner's Office and Unaccounted for Persons Group
- ☐ Establish communications and protocols with the Decedent Affairs Unit

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Notification and Referral Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Perform notifications to families regarding the status and/or location of their loved ones
- ☐ Coordinates with the Coroner's Office when the Coroner is prepared to notify families
- ☐ Serve on the notification and referral team during hospital/shelter notifications, missing persons notifications, and death notifications



- ☐ Serve on a Family Liaison Team; act as a family representative/point of contact for families during the notification, referral and decedent affairs process
- ☐ Provide recommendations and assistance to the Victim Information Branch Director on Notification and Referral operations
- ☐ Coordinate with the Decedent Affairs group
- ☐ Continue communication with Coroner's Office and the Unaccounted for Persons Group regarding notifications and referrals
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Continually assess the mental health and spiritual care needs of Notification and Referral Staff
- ☐ Brief incoming Notification and Referral Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway
- ☐ Debrief Notification and Referral Staff at the end of each operational period

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Notification and Referral Group staff and collect after action items
- ☐ Ensure ongoing Notification and Referral Group operations are transferred to Coroner's Office



2.20 DECEDENT AFFAIRS UNIT LEADER POSITION CHECKLIST

REPORTS TO:

- ☐ Notification and Referral Group Supervisor

POSITIONS REPORTING TO DECEDENT AFFAIRS UNIT LEADER:

- ☐ Decedent Affairs Unit Staff

GENERAL OVERALL RESPONSIBILITIES:

The Decedent Affairs Unit Lead coordinates all decedent affairs services including remains/personal effects release, disposition services, death certificate services, and referrals to any other necessary services. Specific duties include:

- ☐ Coordinate closely with the Notification and Referral Teams to assess Decedent Affairs needs of families
- ☐ Coordinate remains release, personal effects release, and disposition services for the families following notification
- ☐ Provide referrals to disposition services not provided at the FAC

ACTIVATION PHASE:

- ☐ Conduct Just-in-Time training of Decedent Affairs staff
- ☐ Establish communications and protocols with the Notification and Referral Group

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Decedent Affairs Unit Lead
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Coordinate closely with the Notification and Referral Teams to assess Decedent Affairs needs of families
- ☐ Coordinate remains release, personal effects release, and disposition services for the families following notification
- ☐ Provide referrals to disposition services not provided at the FAC
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Continually assess the mental health and spiritual care needs of Decedent Affairs Staff
- ☐ Provide recommendations and assistance to the Notification and Referral Group Supervisor on Decedent Affairs operations
- ☐ Brief incoming Decedent Affairs Unit Lead
- ☐ Identify operational priorities and urgent missions currently underway



DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Decedent Affairs staff and collect after action items
- ☐ Ensure ongoing Decedent Affairs operations are transferred to Coroner's Office



2.21 SUPPORT SERVICES BRANCH DIRECTOR POSITION CHECKLIST

REPORTS TO:

- ☐ Operations Section Chief

POSITIONS REPORTING TO SUPPORT SERVICES BRANCH DIRECTOR:

- ☐ Child Care Group Supervisor
- ☐ Social Services Group Supervisor

GENERAL OVERALL RESPONSIBILITIES:

The Support Services Branch Director coordinates all support service needs of families at the Family Assistance Center. Specific duties include:

- ☐ Continually assess the Support Services needs of the families at the FAC
- ☐ Coordinate all Support Services at the FAC
- ☐ Continually assess the needs, support and services needed by the Support Services Branch
- ☐ Provide recommendations and assistance to the Operations Section Chief concerning Support Services as needed

ACTIVATION PHASE:

- ☐ Assess the operational needs required by the incident in terms of victim information services
- ☐ Activate the Support Service Groups as necessary
- ☐ Assess the logistic and staffing needs of the Support Service Branch and communicate them to the Logistics Section and Finance/Administration Section
- ☐ Coordinate and conduct Just-in-Time training for branch staff

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Support Services Branch Director
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Brief subordinate staff concerning any information relating to support services
- ☐ Ensure there is sufficient support and resources to carry out operations for the Support Services branch
- ☐ Attend all General Staff Briefings
- ☐ Coordinate and oversee all Support Services operations
- ☐ Continually assess the needs, support, and staffing of the Support Services operations
- ☐ Continually assess the Support Service needs of families at the FAC and activate/demobilize groups as necessary
- ☐ Provide supervision and support to subordinate positions



- ☐ Provide recommendations and assistance to the Operations Section Chief concerning Support Services
- ☐ Maintain communications with on and off-site operations concerning victim information services and any operational issues
- ☐ Ensure families' Support Services needs are being properly met
- ☐ Brief incoming Support Services Branch Director
- ☐ Identify operational priorities and urgent missions currently underway
- ☐ Ensure outgoing Group Supervisors briefing their incoming counterparts

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Support Services Branch Staff and collect after action items
- ☐ Ensure ongoing Support Services are transferred to the appropriate authorities
- ☐ Ensure ongoing Support Services resources are properly communicated to families, the FAC Manager, and the PIO



2.22 CHILD CARE GROUP SUPERVISOR POSITION CHECKLIST

REPORTS TO:

- ☐ Support Services Branch Director

POSITIONS REPORTING TO CHILD CARE GROUP SUPERVISOR:

- ☐ Child Care Group Staff

GENERAL OVERALL RESPONSIBILITIES:

The Child Care Group Supervisor oversees the provision of child care for all children of families at the FAC facility. Specific duties include:

- ☐ Oversee the provision of child care at the FAC
- ☐ Review names, qualifications and criminal background checks of all Child Care Providers on shift.
- ☐ Continually assess the child care needs of families at the FAC
- ☐ Ensure the safety of children under the care of child care providers at the FAC

ACTIVATION PHASE:

- ☐ Conduct Just-in-Time training of Child Care staff
- ☐ Assess the potential child care needs of the families at the FAC and coordinate staffing and resources as necessary
- ☐ Verify child care protocols and train staff on check-in/out procedures

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Child Care Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Oversee the provision of child care at the FAC
- ☐ Review names, qualifications and criminal background checks of all Child Care Providers on shift.
- ☐ Continually assess the child care needs of families at the FAC
- ☐ Ensure all check-in/out protocols are being followed
- ☐ Provide recommendations and assistance to the Support Services Branch Director concerning Child Care operations
- ☐ Ensure the safety of children under the care of child care providers at the FAC
- ☐ Ensure only authorized individuals are allowed in the child care areas
- ☐ Provide age appropriate care and activities for children as applicable
- ☐ Brief incoming Child Care Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway



DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Child Care Staff and collect after action items
- ☐ Provide referrals to outside child care resources if necessary



2.23 SOCIAL SERVICES GROUP SUPERVISOR POSITION CHECKLIST

REPORTS TO:

- ☐ Support Services Branch Director

POSITIONS REPORTING TO SOCIAL SERVICES GROUP SUPERVISOR:

- ☐ Social Services Group Staff

GENERAL OVERALL RESPONSIBILITIES:

The Social Services Group Supervisor coordinates and oversees all social services at the FAC. If a separate disaster assistance center is established for those affected from the disaster but are not at the FAC, serve as a liaison with the services at the facility.

Specific duties include:

- ☐ Coordinate and oversee all social services at the FAC
- ☐ Act as a liaison to a separate disaster assistance center if established
- ☐ Continually assess the social services needs of the families at the FAC
- ☐ Provide referrals to outside services if necessary

ACTIVATION PHASE:

- ☐ Conduct Just-in-Time training of Social Services staff
- ☐ Assess the potential social service needs of the families at the FAC and coordinate staffing and resources as necessary
- ☐ Establish contact with outside organizations as appropriate, concerning social services

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Social Services Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information\
- ☐ Provide social services information and make referrals to appropriate external resources
- ☐ Maintain communications with a disaster assistance center if established. If services are provided off site or at another disaster assistance center coordinate the following
 - Scheduling appointments between family members and services providers
 - Arrange transportation for family members or provide driving/transit directions
- ☐ Coordinate the provision of animal care if family members bring pets or services animals
- ☐ Continually assess the social services needs of the families at the FAC



- ☐ Provide referrals to outside services if necessary
- ☐ Provide recommendations and assistance to the Support Services Branch Director on Social Service operations
- ☐ Brief incoming Social Services Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Social Services Staff and collect after action items
- ☐ Provide referrals to outside child care resources if necessary



2.24 HEALTH SERVICES BRANCH DIRECTOR POSITION CHECKLIST

REPORTS TO:

- ☐ Operations Section Chief

POSITIONS REPORTING TO HEALTH SERVICES BRANCH DIRECTOR POSITION:

- ☐ Medical/First Aid Group Supervisor
- ☐ Behavioral Health Services Group Supervisor

GENERAL OVERALL RESPONSIBILITIES:

The Health Services Branch Director oversees and coordinates the provision of all health services at the FAC. Specific duties include:

- ☐ Continually assess the needs, support, and staffing of the Health Services Branch
- ☐ Coordinate and oversee the provision of all health services at the FAC
- ☐ Continually assess the health services needs of the families at the FAC
- ☐ Ensure the privacy, confidentiality, and security of all protected health information

ACTIVATION PHASE:

- ☐ Assess the operational needs required by the incident in terms of medical and behavioral health services
- ☐ Activate the Health Services Groups as necessary
- ☐ Assess the logistic and staffing needs of the Health Services Branch and communicate them to the Logistics Section and Finance/Administration Section
- ☐ Coordinate and conduct Just-in-Time training for branch staff

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Health Services Branch Director
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Brief subordinate staff concerning any information relating to health services
- ☐ Ensure there is sufficient support and resources to carry out operations for the Health Services branch
- ☐ Attend all General Staff Briefings
- ☐ Continually assess the needs, support, and staffing of the Health Services Branch
- ☐ Coordinate and oversee all health services at the FAC
- ☐ Continually assess the health services needs of the families at the FAC
- ☐ Ensure the privacy, confidentiality, and security of all protected health information



- ☐ Provide recommendations and assistance to the Operations Section Chief concerning Health Services operations
- ☐ Brief incoming Health Services Branch Director
- ☐ Identify operational priorities and urgent missions currently underway
- ☐ Ensure outgoing Group Supervisors briefing their incoming counterparts

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Health Services Branch Staff and collect after action items
- ☐ Ensure ongoing Health Services are transferred to the appropriate authorities
- ☐ Ensure ongoing Health Services resources are properly communicated to families, the FAC Director, and the PIO



2.25 MEDICAL/FIRST AID GROUP SUPERVISOR POSITION CHECKLIST

REPORTS TO:

- ☐ Health Services Branch Director

POSITIONS REPORTING TO MEDICAL/FIRST AID GROUP SUPERVISOR:

- ☐ Medical/First Aid Group Staff

GENERAL OVERALL RESPONSIBILITIES:

The Medical/First Aid Group Supervisor coordinates and provides basic health services and first aid to all FAC Families. If further care is necessary, provide referrals to outside health services. Specific duties include:

- ☐ Coordinate and provide basic health services and first aid to all FAC families and staff
- ☐ Provide referrals to outside medical or pharmaceutical services if necessary
- ☐ Continually assess the medical/first aid needs of the families at the FAC
- ☐ Ensure the privacy, confidentiality, and security of all protected health information

ACTIVATION PHASE:

- ☐ Based on the incident, assess the potential medical/first aid services necessary and make recommendations to the Health Services Branch Director
- ☐ Conduct Just-in-Time training of Medical/First Aid staff
- ☐ Establish contact and procedures with outside organizations for follow-up medical care

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Medical/First Aid Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Coordinate and provide basic health services and first aid to all FAC families and staff.
- ☐ Provide referrals to outside medical or pharmaceutical services if necessary
- ☐ Continually assess the medical/first aid needs of the families and staff at the FAC
- ☐ Provide recommendations and assistance to the Health Services Branch Director concerning Medical/First Aid operations.
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Brief incoming Medical/First Aid Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway



DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Medical/First Aid staff and collect after action items
- ☐ Provide referrals to outside/ongoing medical care if necessary



2.26 BEHAVIORAL HEALTH GROUP SUPERVISOR

REPORTS TO:

- ☐ Health Services Branch Director

POSITIONS REPORTING TO BEHAVIORAL HEALTH GROUP SUPERVISOR:

- ☐ Mental Health Unit Lead
- ☐ Spiritual Health Unit Lead

GENERAL OVERALL RESPONSIBILITIES:

The Behavioral Health Group Supervisor coordinates the behavioral health response to provide for and respond to the emotional, psychological and spiritual needs of families and FAC staff. Specific duties include:

- ☐ Coordinate the overall behavioral health response for FAC families and staff
- ☐ Ensure the mental and spiritual health of all behavioral health staff members
- ☐ Ensure the provision of mental health and spiritual care services
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Provide assistance in coordinating a memorial or site visit for the families

ACTIVATION PHASE:

- ☐ Assess the possible behavioral health implications of the incident and ensure the proper resource and staff needs are met to respond
- ☐ Assess the needs of the Behavioral Health Group and activate all necessary units
- ☐ Conduct Just-in-Time training of Behavioral Health Group staff

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Behavioral Health Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Review names, qualifications and criminal background checks of all Behavioral Health Team Leaders and Responders on shift.
- ☐ Review Behavioral Health Services Team forms completed since last review.
- ☐ Lead meeting with Behavioral Health Team Leaders and Responders in a confidential environment to review objectives and assignments for the shift, determine team communication plan, coordinate tasks, review protocols, procedures, documentations and tools, distribute equipment and answer questions.



- ☐ Follow all procedures, professional codes of conduct and laws and ensures Behavioral Health Team Leaders follow all procedures, professional codes of conduct and laws.
- ☐ Convene and lead Behavioral Health Team meetings and shift change briefings as scheduled.
- ☐ Conduct meetings with Mental Health and Spiritual Care Unit Leads individually or as a team, as needed.
- ☐ Ensure Behavioral Health Team Leaders receive relevant and up-to-date situational information in a timely manner. Information may include available resources for families and staff, changes in FAC procedures, response actions currently underway and planned, and specific religious or cultural resources available to families and staff.
- ☐ Provide clinical oversight of psychological triage, informal risk assessments and PFA provided to families and FAC staff.
- ☐ Liaison with qualified advisors to ensure care and support given by Behavioral Health Response Team members is culturally competent.
- ☐ Ensure the provision of spiritual / pastoral care, crisis intervention / mental health care when indicated.
- ☐ Monitor demand for Behavioral Health Services to determine appropriate staffing level.
- ☐ Monitor and anticipate emerging unmet needs / resources for families, FAC staff and BH Team. Lead initiative to fulfill needs / acquire resources.
- ☐ Liaison with Disaster Behavioral Health provider organizations.
- ☐ Ensure the privacy and confidentiality of all verbal and written Behavioral Health interaction and documentation concerning families and FAC staff.
- ☐ Provide consultation to Mental Health and Spiritual Care Unit Leads assigned to you regarding clinical and/or administrative concerns or matters.
- ☐ In consultation with Health Services Branch Director, dismiss BH Team members of duty who fail to follow FAC procedures, protocols, and professional codes of conduct or violate laws. Document dismissal in writing and submit original to Operations Section Chief/Deputy Chief
- ☐ Provide recommendations and assistance to the Health Services Branch Director concerning Behavioral Health operations
- ☐ Provide assistance in coordinating a memorial or site visit for families
- ☐ Brief incoming Missing Persons Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway
- ☐ Debrief individually with the Mental Health and Spiritual Care Unit Leads for you to assess how they are reacting to the work. Determine if a group debriefing is necessary.
- ☐ Review all documentation generated during shift and submitted by Mental Health and Spiritual Care Unit Leads. File documentation in a secure, locked location as approved by the Health Services Branch Director



DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Behavioral Health Group staff and collect after action items
- ☐ Ensure ongoing Behavioral Health Group operations are transferred to appropriate local agencies
- ☐ Meet with Mental Health and Spiritual Care Unit Leads to ensure all new and ongoing requests for behavioral health assistance to families and FAC staff has been resolved.
- ☐ Participate in other section debriefs as requested



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2.27 MENTAL HEALTH UNIT LEADER POSITION CHECKLIST

REPORTS TO:

- ☐ Behavioral Health Branch Director

POSITIONS REPORTING TO MENTAL HEALTH UNIT LEADER:

- ☐ Mental Health Unit Lead
- ☐ Spiritual Health Unit Lead

GENERAL OVERALL RESPONSIBILITIES:

The Mental Health Unit Lead will oversee all mental health operations and provide psychological triage, risk assessment, Psychological First Aid and referrals as necessary. Specific duties include:

- ☐ Provide psychological triage and conduct informal risk assessments of families and FAC staff.
- ☐ Provide Psychological First Aid (PFA), including psych-education, referrals and advocacy.
- ☐ Assist with the provision of crisis intervention / mental health care when indicated.
- ☐ Ensure the privacy and confidentiality of all verbal and written Mental Health interaction and documentation concerning families and FAC staff.
- ☐ Provide consultation to Mental Health Responders assigned to you regarding clinical and/or administrative concerns or matters

ACTIVATION PHASE:

- ☐ Assess the possible mental health implications of the incident and work with the Behavioral Health Group Supervisor to ensure the proper resource and staff needs are met to respond
- ☐ Assess the needs of the Mental Health Group and activate all necessary units
- ☐ Conduct Just-in-Time training of Behavioral Health Group staff

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Mental Health Unit Lead
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Review names, qualifications and criminal background checks of all Mental Health Responders on shift.
- ☐ Review Mental Health Services Team forms completed since last review.
- ☐ Meet with Mental Health Responders assigned to you in a confidential environment to review objectives and assignments for the shift, determine team

communication plan, coordinate tasks, review protocols, documentations and tools, distribute equipment and answer questions

- ☐ Follow all procedures, professional codes of conduct and laws and ensures Mental Health Responders assigned to them follow all procedures, professional codes of conduct and laws.
- ☐ Convene and lead Mental Health Team meetings and shift change briefings as scheduled.
- ☐ Ensure Mental Health Responders receive relevant and up-to-date situational information in a timely manner. Information may include available resources for families and staff, changes in FAC procedures, response actions currently underway and planned, and specific religious or cultural resources available to families and staff.
- ☐ Provide psychological triage and conduct informal risk assessments of families and FAC staff.
- ☐ Provide psychological First Aid (PFA), including psych-education, referrals and advocacy.
- ☐ Assist with the provision of crisis intervention/mental health care when indicated.
- ☐ Ensure the privacy and confidentiality of all verbal and written Mental Health interaction and documentation concerning families and FAC staff.
- ☐ Provide consultation to Mental Health Responders assigned to you regarding clinical and/or administrative concerns or matters.
- ☐ Consult with Behavioral Health Branch Director regarding clinical and/or administrative concerns or matters.
- ☐ Provide recommendation and assistance to the Behavioral Health Branch Director concerning Mental Health operations.
- ☐ Brief incoming Mental Health Unit Lead.
- ☐ Receive briefing from each Mental Health Responder assigned to you on issues that were managed during the shift, individuals/issues of concern, unmet needs and tasks that require further action or follow up.
- ☐ Debrief individually with each Mental Health Responder assigned to you to assess how they are reacting to the work. Group debriefings will be offered as decided by the Mental Health Branch Chief.
- ☐ Brief Behavioral Health Branch Director on issues that were managed during the shift, individuals/issues of concern, unmet needs, tasks that require further action or follow up and information on Responders under your supervision.
- ☐ Submit all documentation generated during shift of Behavioral Health Branch Director.



DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Behavioral Health Unit staff and collect after action items
- ☐ Ensure ongoing Behavioral Health Unit operations are transferred to appropriate local agencies
- ☐ Meet with Mental Health and Spiritual Care Unit Leads to ensure all new and ongoing requests for behavioral health assistance to families and FAC staff has been resolved.
- ☐ Ensure all new and ongoing requests for mental health assistance to families and FAC staff has been resolved.
- ☐ Participate in other section debriefs as requested.



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2.28 SPIRITUAL CARE UNIT LEADER POSITION CHECKLIST

REPORTS TO:

- ☐ Behavioral Health Branch Director

POSITIONS REPORTING TO SPIRITUAL CARE UNIT LEADER:

- ☐ Spiritual Care Responders

GENERAL OVERALL RESPONSIBILITIES:

The Spiritual Care Unit Lead will oversee all spiritual care operations and provide psychological triage, Psychological First Aid, spiritual care and referrals as necessary.

- ☐ Provide psychological triage and conduct informal risk assessments of families and FAC staff.
- ☐ Provide Psychological First Aid (PFA), including psych-education, referrals and advocacy.
- ☐ Provide spiritual support/pastoral care when requested
- ☐ Ensure the privacy and confidentiality of all verbal and written Mental Health interaction and documentation concerning families and FAC staff.
- ☐ Provide consultation to Spiritual Care Responders assigned to you regarding clinical and/or administrative concerns or matters.

ACTIVATION PHASE:

- ☐ Assess the possible spiritual care implications of the incident and work with the Behavioral Health Group Supervisor to ensure the proper resource and staff needs are met to respond
- ☐ Assess the needs of the Spiritual Care Unit and activate all necessary units
- ☐ Conduct Just-in-Time training of Spiritual Care Responders

OPERATIONAL PHASE:

- ☐ Receive briefing from outgoing Spiritual Care Unit Lead
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Review names, qualifications and criminal background checks of all Spiritual Care Responders on shift.
- ☐ Review Spiritual Care Services Team forms completed since last review.
- ☐ Meet with Spiritual Care Responders assigned to you in a confidential environment to review objectives and assignments for the shift, determine team communication plan, coordinate tasks, review protocols, documentations and tools, distribute equipment and answer questions.



- ☐ Follow all procedures, professional codes of conduct and laws and ensure Mental Health Responders assigned to them follow all procedures, professional codes of conduct and laws.
- ☐ Convene and lead Spiritual Care Unit meetings and shift change briefings as scheduled.
- ☐ Ensure Spiritual Care Responders receive relevant and up-to-date situational information in a timely manner. Information may include available resources for families and staff, changes in FAC procedures, response actions currently underway and planned, and specific religious or cultural resources available to families and staff.
- ☐ Provide psychological triage and conduct informal risk assessments of families and FAC staff.
- ☐ Provide Psychological First Aid (PFA), including psych-education, referrals and advocacy.
- ☐ Assist with provision of spiritual support / pastoral care when requested or indicated. This includes assisting families concerned with cultural end of life practices and multi-denominational memorial services.
- ☐ Ensure the privacy and confidentiality of all verbal and written Spiritual Care interaction and documentation concerning families and FAC staff.
- ☐ Provide consultation to Spiritual Care Responders assigned to you regarding clinical and/or administrative concerns or matters.
- ☐ Consult with Behavioral Health Branch Director regarding clinical and/or administrative concerns or matters.
- ☐ Provide recommendation and assistance to the Behavioral Health Branch Director concerning Spiritual Care operations
- ☐ Brief incoming Spiritual Care Unit Lead
- ☐ Receive briefing from each Spiritual Care Responder assigned to you on issues that were managed during the shift, individuals / issues of concern, unmet needs, and tasks that require further action or follow up.
- ☐ Debrief individually with each Spiritual Care Responder assigned to you to assess how they are reacting to the work. Group debriefings will be offered as decided by the Mental Health Branch Chief.
- ☐ Brief Behavioral Health Branch Director on issues that were managed during the shift, individuals / issues of concern, unmet needs, tasks that require further action or follow up and information on Responders under your supervision.
- ☐ Submit all documentation generated during shift to Behavioral Health Branch Director.



DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Spiritual Care Unit staff and collect after action items
- ☐ Ensure ongoing Spiritual Care Unit operations are transferred to appropriate local agencies
- ☐ Ensure all new and ongoing requests for mental health assistance to families and FAC staff has been resolved.
- ☐ Participate in other section debriefs as requested



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2.29 RECEPTION BRANCH DIRECTOR POSITION CHECKLIST

REPORTS TO:

- ☐ Operations Section Chief

POSITIONS REPORTING TO OPERATIONS SECTION CHIEF:

- ☐ Registration Group Supervisor
- ☐ Family Host Group Supervisor

GENERAL OVERALL RESPONSIBILITIES:

The Reception Branch Director coordinates and oversees all reception services operations, ensuring that all families and staff are properly checked in and credentialed.

- ☐ Coordinate and oversee all reception operations including registration and family host operations
- ☐ Coordinate with security and law enforcement to ensure only authorized individuals are granted access to the FAC. Keep all media and press representatives out of the FAC.
- ☐ Coordinate with security and law enforcement to ensure all staff and families are properly credentialed
- ☐ Ensure the privacy, confidentiality, and security of all protected health information

ACTIVATION PHASE:

- ☐ Set up and establish the reception and registration areas of the FAC
- ☐ Assign Greeters, family hosts, and registration personnel
- ☐ Assess the logistic and staffing needs of the Reception Branch and communicate them to the Logistics Section and Finance/Administration Section
- ☐ Coordinate and conduct Just-in-Time training for branch staff
- ☐ Review all Reception Branch protocols including registration, family host, and credentialing
- ☐ Review all Reception Branch protocols including registration, family host, and credentialing.
- ☐ Coordinate with the Registration Group Supervisor and the Family Host Group Supervisor to develop registration and flow strategies and a strategy to maintain a comfortable environment for clients respectively.

OPERATION PHASE:

- ☐ Receive briefing from outgoing Reception Branch Director
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Brief subordinate staff concerning any information relating to reception services
- ☐ Ensure there is sufficient support and resources to carry out operations for the Reception branch
- ☐ Attend all General Staff Briefings
- ☐ Coordinate and oversee all reception operations including registration and family host operations



- ☐ Coordinate with security and law enforcement to ensure only authorized individuals are granted access to the FAC.
- ☐ Keep all media and press representatives out of the FAC.
- ☐ Coordinate with security and law enforcement to ensure all staff and families are properly credentialed
- ☐ Ensure the forms received by the Registration Group are complete
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Continually assess the resource and staffing needs of the reception branch
- ☐ Provide guidance to subordinate staff as necessary
- ☐ Provide recommendations and assistance to the Operations Section Chief concerning reception operations
- ☐ Brief incoming Reception Branch Director
- ☐ Identify operational priorities and urgent missions currently underway
- ☐ Ensure outgoing Group Supervisors briefing their incoming counterparts

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Reception Branch Staff and collect after action items



2.30 REGISTRATION GROUP SUPERVISOR POSITION CHECKLIST

REPORTS TO:

- ☐ Reception Branch Director

POSITIONS REPORTING TO RECEPTION BRANCH DIRECTOR:

- ☐ Registration Group Staff

GENERAL OVERALL RESPONSIBILITIES:

The Registration Group Supervisor oversees all registration activities, ensures all registration forms are completed and all staff and families are properly credentialed.

- ☐ Oversee all registration activities
- ☐ Ensure all forms are properly completed by families registering at the FAC
- ☐ Ensure all families and staff are properly credentialed
- ☐ Keep all media and press representatives out of the FAC
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Maintain current roster of families and staff at the FAC

ACTIVATION PHASE:

- ☐ Set up and activate the registration operations
- ☐ Conduct Just-in-Time training of Registration staff
- ☐ Review establish protocols with Security and Law Enforcement concerning badging and credentialing
- ☐ Review all registration protocols
- ☐ Establish a separate check-in area for FAC staff

OPERATION PHASE:

- ☐ Receive briefing from outgoing Registration Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Oversee all registration activities
- ☐ Ensure all forms are properly completed by families registering at the FAC
- ☐ Ensure all families and staff are properly credentialed
- ☐ Keep all media and press representatives out of the FAC
- ☐ Ensure the privacy, confidentiality, and security of all protected health information
- ☐ Refer all families and staff requiring immediate assistance to the appropriate resources
- ☐ Ensure there are appropriate interpretation/translation and behavioral health staff available during registration as necessary
- ☐ Provide each family with a Family Resource Packet
- ☐ Coordinate staff check-in at a separate location within the FAC
- ☐ Coordinate Greeter to welcome visiting families



- ☐ Maintain a current roster of all families and staff at the FAC
- ☐ Ensure all families and staff check-out as they leave the FAC facility
- ☐ Provide recommendations and assistance to the Reception Branch Director on registration operations
- ☐ Brief incoming Registration Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway

DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Registration staff and collect after action items



2.31 FAMILY HOST GROUP SUPERVISOR POSITION CHECKLIST

REPORTS TO:

- ☐ Reception Branch Director

POSITIONS REPORTING TO RECEPTION BRANCH DIRECTOR:

- ☐ Family Host Group Staff

GENERAL OVERALL RESPONSIBILITIES:

The Family Host Group Supervisor oversees the provision of family host services including greeting and providing a brief orientation to families and ensuring the immediate needs of families are met.

- ☐ Greet family members upon entry into the FAC
- ☐ Answer questions concerning services and procedures
- ☐ Provide a brief orientation and tour of the FAC facility if possible
- ☐ Connect families with any resources they request

ACTIVATION PHASE:

- ☐ Assess the needs, resources and staffing of the Family Host Group
- ☐ Conduct Just-in-Time training of Family Host staff
- ☐ Review all Family Host protocols
- ☐ Based on the incident determine the possible resource needs and requests families may have

OPERATION PHASE:

- ☐ Receive briefing from outgoing Family Host Group Supervisor
- ☐ Read the current Operational Objectives and Incident Action Plan
- ☐ Attend all General Staff Briefings
- ☐ Brief subordinate staff of all important information
- ☐ Greet family members upon entry into the FAC
- ☐ Answer questions concerning services and procedures
- ☐ Provide a brief orientation and tour of the FAC facility if possible. Ensure families are aware of the services available at the FAC
- ☐ Ensure families have the appropriate resources (chairs, tables, tissues, etc.)
- ☐ Connect families with any resources they request
- ☐ Inspect and organize client areas (waiting rooms, television room, food service areas, meditation/spiritual care areas, etc.)
- ☐ Provide recommendations and assistance to the Reception Branch Director on family host operations
- ☐ Provide the Reception Branch Director an overview of the type of requests and resource needs of the families
- ☐ Brief incoming Family Host Group Supervisor
- ☐ Identify operational priorities and urgent missions currently underway



DEACTIVATION PHASE:

- ☐ Participate in staff debriefing
- ☐ Develop items for after action report
- ☐ Debrief Family Host staff and collect after action items