

Appendix A: Information & Notification Center (INC) /Family Assistance Center (FAC) Job Action Sheets (JAS)

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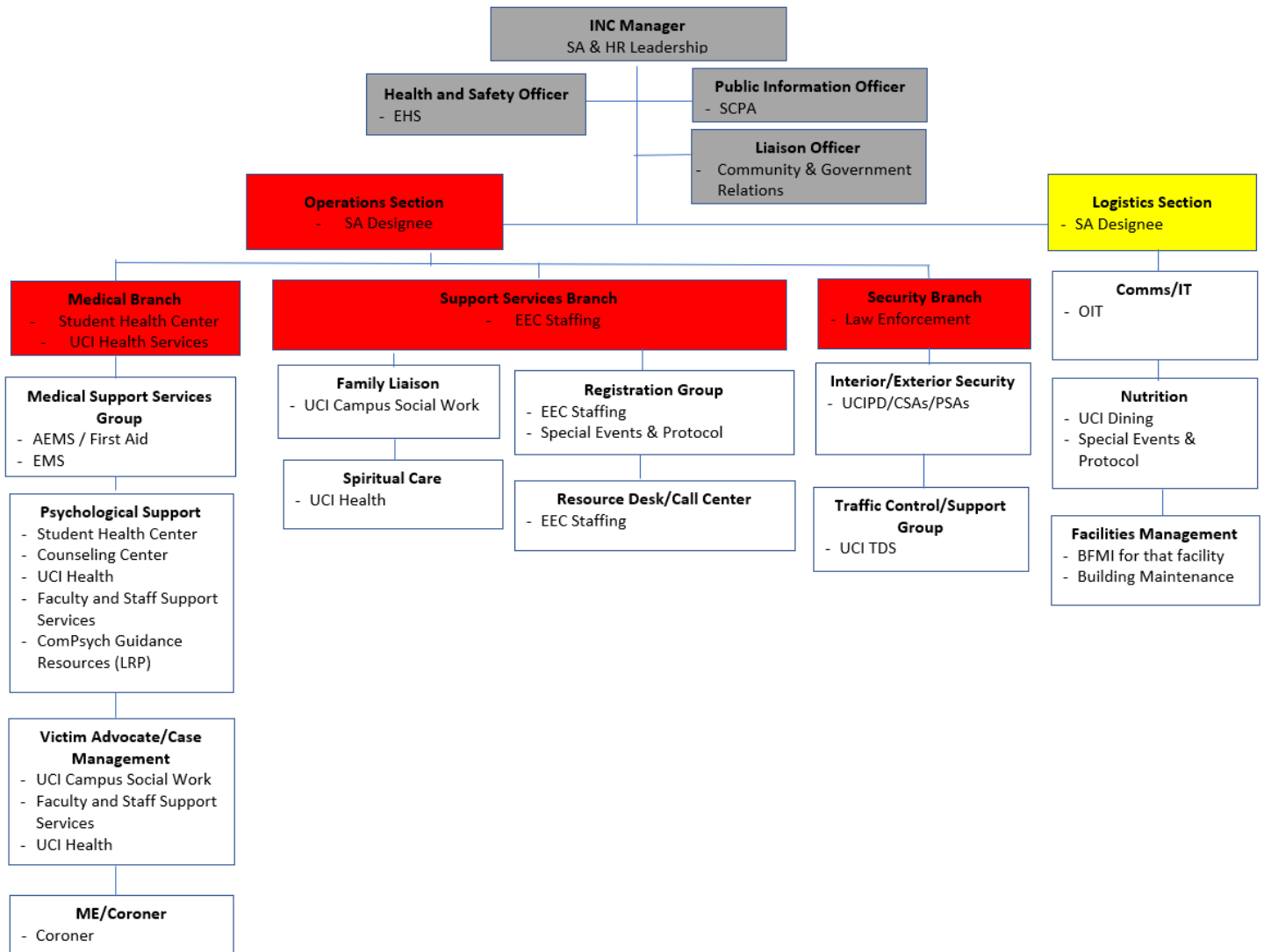


Figure 1: Information and Notification Center Organization Chart

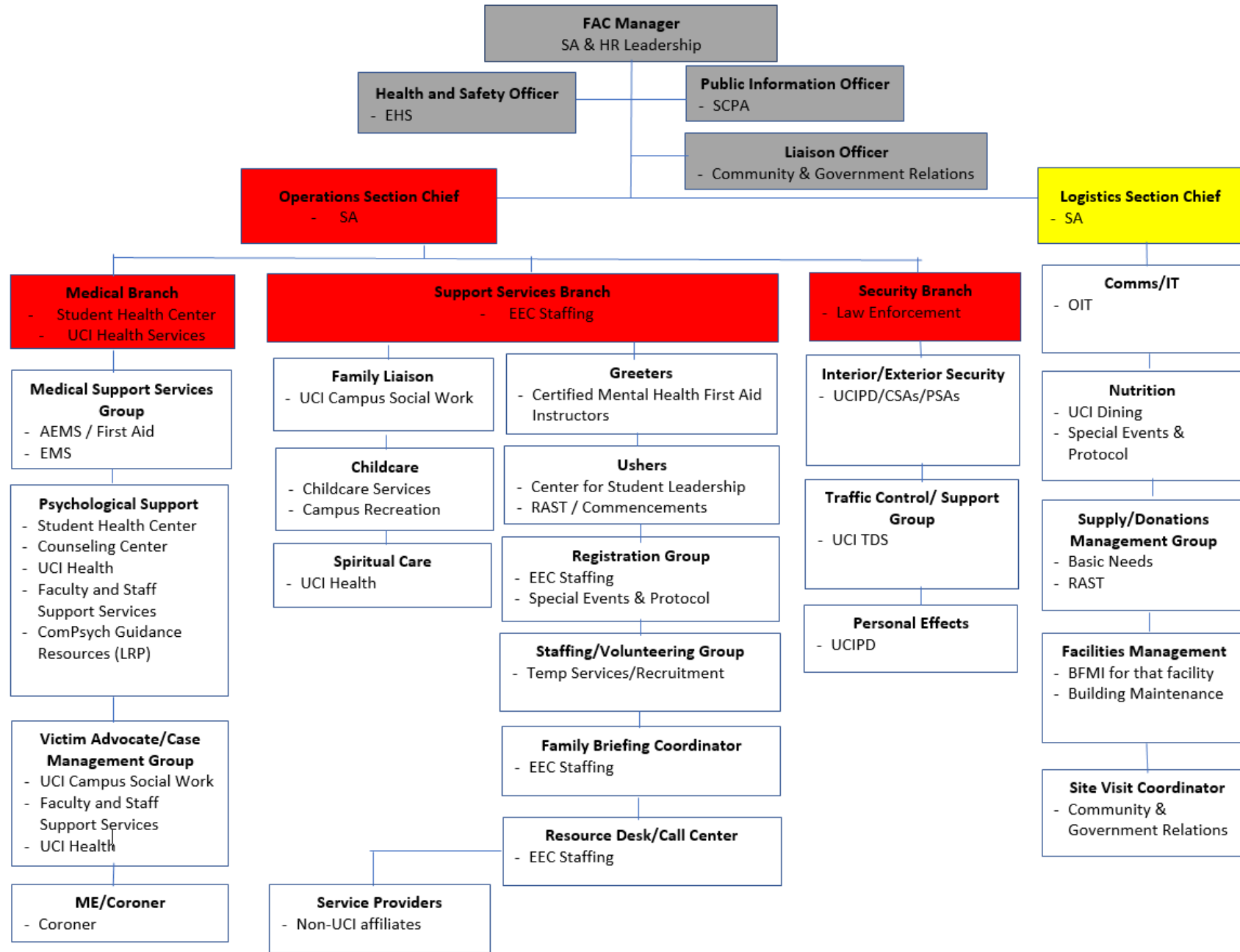


Figure 2: Family Assistance Center

INC/FAC MANAGER

Mission: The mission of the Information and Notification Center (INC)/ Family Assistance Center (FAC) Manager is to provide overall direction to the activation, operation, and demobilization of the FAC. This includes developing and implementing strategic goals and objectives; approving and releasing resources; and performing any functions not assigned or delegated.

PRE-ACTIVATION

- Obtain a full briefing of the incident from the incident commander (IC), Crisis Core Team (CCT) and/or emergency operations center (EOC).
- Ensure you bring your INC/FAC Go-Kit to the site location.
- Coordinate with the lead staffing agency of the INC/FAC to review the activation sequence for the INC/FAC.
- Coordinate with the EOC to determine staffing requirements for the INC/FAC.
- Ensure that command staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Working with the INC/FAC Command Staff and/Logistics Section personnel, develop the physical layout of the INC/FAC and prepare a facility diagram showing the location of all FAC units and workstations.
- Estimate the resource types and quantities required for initial INC/FAC activation.
- If required, arrange for augmentation of the host facility infrastructure.
- Advise IC and/or the EOC when INC/FAC is ready for activation.

ACTIVATION

- Upon arrival at the INC/FAC site, ensure all necessary support areas and staff have been identified and are prepared for client arrival. If staff have not yet arrived, assume responsibility for: checking in staff at the personnel check-in station in the reception area. Receive your assignment, materials, cell phone/radio, reporting location/station, reporting time, and any special instructions. Review the layout of the INC/FAC.
- Obtain and display appropriate credentials such as a badge provided by INC/FAC staff and agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Review the position checklist and any special instructions about the INC/FAC, including:
 - The level and type of service needed based on the incident.
 - FAC staff organization charts.
 - Staffing needs; initiate requests for staff.
 - The incident-specific organizational structure.
 - Expectations, needs, and challenges.
- Activate the INC/FAC SOP.
- Ensure that staff have a clear understanding of the incident objectives, roles, and the flow of operations.
- Conduct an initial briefing with INC/FAC staff that may include the following:
 - Review completed ICS 201 form/incident briefing.
 - Synopsis of the incident.
 - Priorities and objectives for INC/FAC.
 - Code of conduct.
 - Facility logistics and layout.
 - Synopsis of services provided at the INC/FAC, including for people with disabilities/access and functional needs.
 - Staffing organization and work tasks.
 - Date, time, and location that the INC/FAC will be activated.

- Resources available for maintaining situational awareness (e.g., the INC/FAC Medical and Support Services Branch, FAC operational documents, local activated EOCs).
- Ensure that staff have a clear understanding of the incident objectives, roles, and the flow of operations.
- Ensure key stakeholders and officials are notified of the INC/FAC activation including the location, estimated dates, and hours of operation.
- Coordinate with the INC/FAC Public Information Officer (PIO) and Liaison Officer to prepare a press release to announce FAC activation through media outlets and social media.
- Work with the Resource Desk to establish an information hotline for families of victims to call regarding INC/FAC services. Ensure that information is accessible by people with disabilities/access and functional needs. Consider potential language needs, based on the situation. Include hotline information in any press releases. Information provided should include:
 - Synopsis of the incident.
 - Synopsis of the services provided at the INC/FAC.
 - Date, time, and location that the INC/FAC will be activated.
 - Type of information that families will be asked to provide at the INC/FAC (e.g., government-issued identification, description of victim including date of birth).
- Identify and assign a Family Briefing Facilitator.
- Coordinate with Facility Management to coordinate needs and questions related to the facility-to-facility management.
- Coordinate with EOC to provide activation information to responding staff:
 - Reporting time.
 - Travel instructions.
 - Any special communications instructions.
- Ensure that the management organization (the ICS structure) is established and communicated to all staff. Ensure that INC/FAC Command Staff and Section Chiefs have (at minimum) reviewed the INC/FAC SOP and are familiar with the resources provided in the FAC.
- Review INC/FAC site plan, if available. Oversee and direct set-up of INC/FAC site. Direct the Logistics Chief to initiate set-up of staff registration in coordination with the Support Services Branch
- In coordination with the IC (or designee) or EOC, establish communications procedures and protocols for the transmittal of information that affects, or may affect, FAC operations.
 - Designate the people by position title (e.g., Liaison Officer) who have authority to request or transmit information between the INC/FAC and EOC.
 - Specify the means of communication to be employed (e.g., landline, cell) and record applicable contact information.
 - Specify a schedule for regular updates.
 - If conference calls are scheduled, identify the people by position who should participate and document contact information.
 - Ensure the Resource Desk maintains a communications log noting the dates, times, and name/title of the initiator and receiver as well as the subject of the communication.
- Establish contact and communications protocols with the EOC. Regularly scheduled communications should include:
 - General information sharing concerning the incident.
 - Overall incident management.
 - Information concerning the operational status of the INC/FAC.
- Establish contact and communications protocols with the Incident Commander at the incident site(s).

- Oversee just-in-time training. Review position checklists for and become familiar with the mission of the positions that report to you (Command Staff and Section Chiefs).
- Upon recommendation from Section Chiefs and Safety Officers that the INC/FAC is ready for operations, officially activate the INC/FAC and notify the EOC and the IC that the INC/FAC is activated.

OPERATION

- Exercise responsibility for overall operation of the INC/FAC.
- Maintain communications with the IC. Provide periodic status reports to the EOC.
- Coordinate activity for all Command Staff and Section Chiefs.
 - Identify, review, and communicate goals and objectives for INC/FAC operation with Command Staff and Section Chiefs (see ICS 201 form or direction from the IC/EOC).
 - Provide direction to Command Staff and Section Chiefs as needed.
 - Ensure accurate information, and equal access to that information, is released in a timely manner through the INC/FAC PIO.
 - Coordinate with key stakeholders and officials through the Liaison Officer.
 - Coordinate with the Safety Officer to ensure the continued safety of facilities and staff.
 - Establish a meeting schedule. Conduct ongoing meetings with Command Staff and Section Chiefs.
- Ensure coordination of Command/Section Chief planning meetings on a regular basis to communicate information concerning INC/FAC operations, status of the recovery effort, and other information of importance. At a minimum, the following staff meetings are recommended:
 - An "all INC/FAC staff" meeting once per operational period.
 - Two command staff meetings, one near the beginning and one near the end of each operational period.
 - Section and unit meetings at the discretion of the Section Chief/Unit Leader.
- Ensure the coordination of family briefings.
- Maintain communications with the IC. Provide periodic status reports to the EOC.
- Approve requests for additional resources or for the release of resources from the Logistics Section Chief.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214)/log of events.
- Brief incoming INC/FAC Manager at shift change.

DEMOBILIZATION

- In coordination with the EOC, determine that the INC/FAC can be demobilized and if the FAC is being transitioned to a resiliency center is being established. If so, what is the transition plan.
- Conduct a demobilization meeting with Command Staff and Section Chiefs. Advise the EOC and Incident Commander of the date/time of demobilization. Coordinate with the representative of the FAC site facility owner, as necessary.
- Conduct a demobilization briefing with all INC/FAC staff.
- Return equipment and unused supplies issued by the INC/FAC to Logistics.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Ensure that your activity log (ICS Form 214) is given to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

SAFETY OFFICER

Mission: The mission of the Safety Officer is to protect the facility and staff in the Information and Notification Center (INC)/Family Assistance Center (FAC). The Safety Officer reports to the INC/FAC Manager. The Safety Officer reports to the INC/FAC Manager.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, cell phone/radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and display appropriate credentials such as a badge provided by INC/FAC staff and agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Confer with INC/FAC Manager and/or previous Safety Officer on the status of the INC/FAC.
- Conduct site inspection:
 - Inspect all cabling, wiring, and installed electrical devices.
 - Inspect all workstations and common areas for danger from falling objects.
 - Inspect for the presence of dangerous/hazardous chemicals or other materials.
 - Ensure that fire detection/suppression/warning systems are operable.
 - Inspect for trip-and-fall hazards.
- Prepare or review the INC/FAC evacuation plan.
- Attend just-in-time training, if required. Review your position checklist to determine and prioritize duties.
- Review or develop the FAC security plan. Address any challenges or concerns related to safety.
- Receive an initial briefing that may include the following:
 - Review of completed ICS 201 form.
 - Synopsis of the incident.
 - Priorities and objectives.
 - Code of conduct.
 - Facility logistics and layout.
 - Synopsis of the services provided at the FAC including for people with disabilities/access and functional needs; emphasize the quality care of families.
 - Staffing organization and work tasks.
 - The date, time, and location that the INC/FAC will be activated.
 - Resources available for maintaining situational awareness (e.g., the INC/FAC PIO, local activated EOCs).
- Ensure appropriate safety information is included in just-in-time training for INC/FAC staff.
- Conduct site inspection:
 - Inspect all cabling, wiring, and installed electrical devices.
 - Inspect all workstations and common areas for danger from falling objects.
 - Inspect for the presence of dangerous/hazardous chemicals or other materials.
 - Ensure that fire detection/suppression/warning systems are operable.
 - Inspect for trip-and-fall hazards.
- Prepare a INC/FAC evacuation plan. Identify evacuation routes and ensure that evacuation routes are clearly marked. Identify an assembly site in a safe location. Establish procedures for evacuation of people with disabilities/access and functional needs.

- Identify a first aid area. Identify fire/EMS entrance/exit routes in coordination with law enforcement.
- In conjunction with Logistics and the Medical Support Services Branch Section Chief, prepare a Medical Plan for the INC/FAC (ICS Form 206).
- In coordination with the appropriate building and safety authority, inspect all installed power and cabling infrastructure. Test all systems and equipment to ensure they are fully operational.
- Ensure that any unsafe conditions are reported to the INC/FAC Manager and remediated.
- Advise the INC/FAC Manager when the FAC is safe for occupancy/operation.
- Request additional resources as needed.

OPERATION

- Review the Incident Action Plan for safety implications.
- Continuously monitor conditions in the FAC to ensure a safe environment.
- Conduct periodic "walk-through" inspections of public areas and workstations to ensure a continued safe environment.
- Immediately advise the FAC Manager of any unsafe or potentially unsafe conditions. Coordinate the remediation of any unsafe or potentially unsafe conditions.
- Attend Command/Section Chief planning meetings.
- Attend family briefings, as requested and appropriate.
- Ensure all INC/FAC activities are conducted safely with adherence to appropriate practices and procedures.
- Ensure that staff wear the appropriate protective equipment.
- Serve as point of contact for law enforcement and fire/EMS regarding safety and security issues.
- Maintain Unit/Activity Log (ICS Form 214).
- Participate in meetings and briefings as needed.
- Complete, distribute, and update as needed the Safety Message/Plan (ICS 208).
- Brief incoming INC/FAC Safety Officer at shift change and jointly conduct facility walk-through safety inspection.

DEMOBILIZATION

- Review the Demobilization Plan for safety implications.
- Monitor the demobilization process to ensure safe practices, including:
 - Disconnecting and removing electrical devices.
 - Disconnecting and removing temporary wiring or cabling installed to support INC/FAC operations.
 - Removing any heavy equipment or supplies.
 - Removing/disposing of any medical waste or other hazardous material from the site.
- Conduct demobilization meeting with staff assigned to you.
- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in assigned equipment.

LIAISON OFFICER

Mission: The mission of the Liaison Officer is to function as the point of contact for representatives of other governmental agencies, NGOs, and/or the private sector to provide input on their agency's policies, resources availability, and other incident-related matters. The Liaison Officer reports to the Information Notification Center (INC)/ Family Assistance Center (FAC) Manager.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the INC/FAC.
- Obtain and display appropriate credentials such as a badge provided by INC/FAC staff and agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Receive an initial briefing that may include the following:
 - Review completed ICS 201 form.
 - Brief synopsis of the incident.
 - Priorities and objectives.
 - Code of Conduct.
 - Facility logistics and layout.
 - Brief synopsis of services provided at the INC/FAC including for people with disabilities/access and functional needs; emphasize the quality care of families.
 - Staffing organization and work tasks.
 - The date, time, and location that the INC/FAC will be activated.
 - Resources available for maintaining situational awareness (e.g., the INC/FAC Section Chiefs, local activated EOCs).
- Coordinate with the INC/FAC Manager to ensure key stakeholders and officials are notified of the INC/FAC activation including the location, estimated dates, and hours of operation.
- Coordinate with the INC/FAC PIO and INC/FAC Manager to prepare a press release to announce INC/FAC activation through media outlets and social media.
- Coordinate with the INC/FAC PIO and INC/FAC Manager to disseminate INC/FAC operations information to local agencies with responsibilities to provide information to the public such as social service networks, 211, citizen hotlines, etc. Consider establishing an information hotline for families of victims to call regarding INC/FAC services. Ensure that information is accessible by people with disabilities/access and functional needs. Information provided should include:
 - Brief synopsis of the incident.
 - Brief synopsis of the services provided at the INC/FAC.
 - The date, time, and location that the INC/FAC will be activated.
 - The type of information that families will be asked to provide at the INC/FAC (e.g., government-issued identification, description of the victim including date of birth, etc.).
- Attend just-in-time training if required. Review your position checklist to determine and prioritize duties.
- Coordinate with external agency liaisons as necessary to ensure seamless response including:
 - Maintain a current roster of all external liaison personnel in the INC/FAC.
 - Establish a work area for liaison personnel.
 - Determine and document the mission/role of each external agency responding.
 - Develop a meeting schedule and conduct meetings with external liaison personnel as necessary.
 - Facilitate the exchange of information between external liaison personnel and INC/FAC units as necessary.

- Ensure the INC/FAC Manager is kept informed of which external agencies are represented in the INC/FAC.
- Establish contact with the Liaison Officer in the EOC.
- If designated by the INC/FAC Manager, establish contact with the Facilities Management unit to discuss the use of the facility for the INC/FAC.
- Request additional resources as needed.
- Contact all supervisory personnel (Command Staff, Section Chiefs, group/unit supervisors) at the INC/FAC:
 - Identify yourself as the contact point for outside agencies.
 - Provide your cell phone and landline numbers.
 - Report to the INC/FAC Manager when this is complete.

OPERATION

- Receive briefing from the INC/FAC Manager regarding expectations, goals, and objectives.
- Maintain a list of assisting and cooperating agencies/organizations, including all agencies/organizations represented in the INC/FAC. Keep partner agencies/organizations briefed on INC/FAC status. Provide this information to the INC/FAC Manager.
- Relay requests, questions, and concerns from INC/FAC staff to agency representatives and from agency representatives to INC/FAC staff.
- Attend Command/Section Chief planning meetings.
- Attend family briefings, as requested and appropriate.
- Notify the INC/FAC Manager of significant events/occurrences related to your position.
- Coordinate and conduct briefings for visiting VIPs as directed by the INC/FAC Manager and Site Visit Coordinator.
- Participate in meetings and briefings as needed.
- Monitor INC/FAC operations to identify current or potential inter-agency organizational problems.
- Maintain Unit/Activity Log (ICS Form 214).

DEMOBILIZATION

- Communicate demobilization information with relevant agencies/organizations. Ensure that information regarding follow-on services is clearly communicated to key stakeholders.
- Conduct a demobilization meeting with staff assigned to you.
- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in any assigned equipment.

INC/FAC PUBLIC INFORMATION OFFICER

Mission: The INC/FAC Public Information Officer (PIO) is responsible for developing and releasing information about the INC/FAC to news media, incident personnel, and other appropriate agencies and organizations. The INC/FAC PIO reports to the INC/FAC Manager in coordination with the Emergency Operations Center (EOC) PIO and/or the Joint Information Center (JIC).

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the INC/FAC.
- Obtain and display appropriate credentials such as a badge provided by INC/FAC staff and agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review your position checklist to determine and prioritize duties.
- Receive an initial briefing that may include the following:
 - Review completed ICS 201 form.
 - Synopsis of the incident.
 - Priorities and objectives.
 - Code of Conduct.
 - Facility logistics and layout.
 - Synopsis of the services provided at the INC/FAC, including for people with disabilities/access and functional needs; emphasize the quality care of families.
 - Staffing organization and work tasks.
 - The date, time, and location that the INC/FAC will be activated.
 - Resources available for maintaining situational awareness (e.g., the INC/FAC Information Branch, local activated EOCs).
- Coordinate with the Liaison Officer and INC/FAC Manager to ensure key stakeholders and officials are notified of the INC/FAC activation including the location, estimated dates, and hours of operation.
- Coordinate with the Liaison Officer and INC/FAC Manager to prepare a press release to announce INC/FAC activation through media outlets and social media.
- Coordinate with the INC/FAC Manager and Liaison Officer to provide INC/FAC information to local agencies with responsibilities to provide information to the public such as social service networks, 211, citizen hotlines, etc. Provide information to telephone banks, community organizations, media, government agencies, foreign diplomatic corps representatives, etc. Ensure that information is accessible to people with disabilities/access and functional needs. Information provided should include:
 - A synopsis of the incident.
 - A synopsis of the services provided at the INC/FAC.
 - The date, time, and location that the INC/FAC will be activated.
 - The type of information that families will be asked to provide at the INC/FAC (e.g., government-issued identification, description of the victim including date of birth).
- Develop a one-page document that includes instruction and guidance for family members on what to expect and how to interface with the media.
- Work with the INC/FAC Manager and Facility Management to establish a separate media area and ensure the media are informed of its location. Request security to be assigned to the media area.

- Develop and disseminate a set of rules of engagement for media personnel at the INC/FAC. For example, one rule would say that media personnel are not permitted inside the INC/FAC.
- Develop standardized messages and briefing templates for use in media briefings and for informing political officials. Ensure that these "canned" messages are developed in coordination with local emergency management officials, mental health professionals, and other key stakeholders.
- Establish contact with the PIO in the emergency operations center (EOC) and/or JIC.
- Develop and execute a strategy for the management of public information, including communications with political officials, the media, and the public. Ensure that political officials are provided information regarding the INC/FAC mission and objectives. Ensure that the public information strategy accommodates people with disabilities/access and functional needs. Submit this strategy to the INC/FAC Manager.
- Ensure that a media center is established near the INC/FAC (e.g., on the opposite side of the parking lot). Establish and maintain a regular briefing schedule with the media. Share rules of engagement at the beginning of each briefing. Maintain a list of media at the media center.
- Ensure that an information telephone line is established for families that are not at the INC/FAC.
- Request additional resources as needed.

OPERATION

- Receive briefing from the INC/FAC Manager regarding expectations, goals, and objectives.
- Coordinate the release of all information to the public, the media, and other outside agencies. Ensure that Command Staff and Section Chiefs have copies of media releases.
- Ensure that a one-page document that contains instruction and guidance for family members at the INC/FAC on what to expect and how to interface with the media is disseminated to arriving family members. Ensure that families have an opportunity to ask questions regarding media management and engagement.
- Oversee operations for the information line for families not at the INC/FAC.
- Maintain communications with the incident site and EOC/JIC PIOs.
- Attend Command/Section Chief planning meetings and participate in other meetings and briefings as needed.
- Ensure that information regarding memorial services is communicated to key stakeholders.
- Instruct all INC/FAC supervisory personnel (Section Chiefs, Command Staff, group/team leaders) to refer media requests to the PIO, and to not answer questions from the media.
- Establish yourself as a contact person for media arriving at the INC/FAC. Direct media to the designated area.
- Respond to media requests for information. Refer media inquiries to appropriate sources of information.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming INC/FAC PIO at shift change.

DEMOBILIZATION

- Communicate demobilization information with political officials, the media, and the public. Ensure that information regarding follow-on services is clearly communicated to key stakeholders.
- Coordinate demobilization of the media center and information phone line. Ensure that an alternate point of contact is provided for inquiries made after the INC/FAC is demobilized.
- Conduct a demobilization meeting with staff assigned to you.
- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).

- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in any assigned equipment.

OPERATIONS SECTION CHIEF

Mission: The mission of the Operations Section Chief is to manage INC/FAC on-scene operations to meet the incident objectives established by the INC/FAC Manager. The Operations Section Chief oversees the Medical Branch supervisor, Support services branch and Security Branch supervisor, and reports to the INC/FAC Manager.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the INC/FAC.
- Obtain and display the badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of the branches that report to you.
- Review position checklists for subordinate positions. Make task/job assignments by initiating the following:
 - Ensuring the Medical Branch Supervisor, Support services branch, and Security Branch supervisor positions are filled.
 - Coordinate with each group lead to support the development of a strategy to carry out the mission of his/her branch.
 - Request additional staff, as necessary.
- Ensure that staff has a clear understanding of the incident objectives, their role, and the flow of operations.
- Receive an initial briefing that may include the following:
 - Review completed ICS 201 form.
 - Synopsis of the incident.
 - Priorities and objectives.
 - Code of Conduct.
 - Facility logistics and layout.
 - Synopsis of the services provided at the INC/FAC, including for people with disabilities/access and functional needs.
 - Staffing organization and work tasks.
 - The date, time, and location that the INC/FAC will be activated.
 - Resources available for maintaining situational awareness (e.g., the INC/FAC PIO, local activated EOCs).
- Ensure that staffing is adequate per staffing guidelines. Report any gaps in personnel immediately to INC/FAC Manager and Resource Desk.
- Monitor and provide direction as needed. Coordinate with branch directors to ensure that they understand their mission and have the resources to accomplish it.
- Request additional resources as needed via the Resource Desk.

OPERATION

- Ensure that sufficient resources are available to support the ongoing operations of your section.
- Provide direction and supervision to subordinate staff. Develop and communicate a meeting schedule for Operations Section staff. Conduct meetings as outlined in the schedule.
- Attend Command/Section Chief planning meetings. During the meetings, be prepared to provide a status update of Operations Section activities.

- Support the INC/FAC PIO and Family Briefing Coordinator with obtaining the necessary information for the family briefings.
- Working with Command Staff and Group Leaders, participate in the development and revision of the Incident Action Plan.
- Make changes as necessary to Operations Section organizational structure, staffing assignments, and procedures.
- Monitor activities within the following groups and report the current status and unusual events on a timely basis to Command Staff:
 - Medical Branch.
 - Support Services Branch.
 - Security Branch.
- Provide regular updates of the number of victims transported to hospitals, the number of decedents, and the number of missing persons associated with the incident to the INC/FAC Manager and Resource Unit.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Operations Section Chief at shift change.

DEMOBILIZATION

- Communicate demobilization information with Operations Section staff. Ensure that information regarding follow-on services is clearly communicated.
- Support the demobilization of each branch under the Operations Section.
- Conduct a demobilization meeting with staff assigned to you.
- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in assigned equipment.

MEDICAL BRANCH SUPERVISOR

Mission: The Medical Branch Supervisor ensures that services are provided for the emotional, mental, and spiritual needs of families and INC/FAC staff. The Medical Branch oversees and manages spiritual care personnel. The Medical Branch Supervisor reports to the Operations Section Chief.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your group and assigned staff, including Psychological Support, Medical Services Support, Victim Advocate/Case Management, and Coroner.
- Review your group's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. Advise the staff from each unit of their designated area and advise the conduct of a unit-specific briefing. Additional actions are noted below:
 - Review any key resources, processes, or documentation (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Medical Branch.
 - Ensure that Medical Branch staff understand resources available through the Support Services Branch (e.g., social services, victim services, family liaison, and spiritual care) as well as through the Medical Branch, so resources are effectively communicated to families when appropriate.
- Report to the IT unit to obtain computers or other electronic equipment; workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain information on connection procedures, passwords, and other technology-related procedures.
- Ensure set-up and logistics are complete for subordinate areas.
- Contact Support Services Branch to provide resource support as appropriate.
- Brief subordinate staff and make task/job assignments.
- Monitor and provide direction as needed.
- Request additional staff and resources as needed through the Operations Section Chief.

OPERATION

- Coordinate family and staff counseling services, including management and staffing of emotional, mental, and spiritual services. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Identify staff members who are bilingual, child specialists, and/or clinicians experienced in working in a crisis and assign them appropriately.
- Encourage staff to float to family areas (e.g., waiting area, lines) and assist as needed. Ensure one staff member is always present in the main area to provide support for those taken to designated area.
- Refer families to the Local Mental Health Authority or other 24-hour hotlines as needed.
- Coordinate with the Registration Unit to discuss strategies for providing mental health support to families before, during, and after registration. Assist registration staff and other INC/FAC staff as necessary in identifying any mental health needs requirements of families.
 - Observe families when arriving and while waiting in the reception area to determine by visual observation if individual family members have mental health support needs.

Provide assistance as requested.

- Ensure staff develops a plan for follow-up support to all families requiring services.
- Coordinate with the Coroner to discuss strategies for providing mental health support to families as requested.
- Conduct mental health, spiritual, and psychological first aid.
- Conduct just-in-time sensitivity training for INC/FAC staff who encounter families.
- Support coordination efforts for site visits and memorial services (if appropriate).
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Ensure that INC/FAC staff are provided with an opportunity to be debriefed and/or to receive counseling individually or in a group setting at the end of their shift and as requested.
- Brief the incoming Medical Branch Supervisor if a subsequent operational period is scheduled.

DEMobilization

- Conduct demobilization briefing with staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Ensure all INC/FAC staff are informed of the availability of counseling if requested.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

PSYCHOLOGICAL SUPPORT

Mission: The Psychological Support staff are trained mental health professionals that provide services for the emotional and mental needs of families and INC/FAC staff. The Psychological Support staff report to the Medical Branch supervisor.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training. Review position checklists.
- Review your position checklist(s), become familiar with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing your mission. Additional actions are noted below:
 - Review any key resources, processes, or documentation (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Medical Branch.
 - Ensure you understand resources available through the Support Services Branch (e.g., social services, victim services, childcare, and spiritual care), so resources are effectively communicated to families when appropriate.
- Contact Support Services Branch to provide resource support as appropriate.
- Request additional staff and resources as needed through your Medical Branch supervisor.

OPERATION

- Coordinate family and staff counseling services, including management and staffing of emotional, mental, and spiritual services.
- Float to family areas (e.g., waiting area, lines) and assist as needed. Ensure one staff member is always present in the main area to provide support for those taken to designated area.
- Refer families to the Local Mental Health Authority or other 24-hour hotlines as needed.
- Observe families when arriving and while waiting in the reception area to determine by visual observation if individual family members have mental health support needs.
- Provide assistance as requested.
- Develop a plan for follow-up support to all families requiring services.
- Conduct mental health and psychological first aid.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- In coordination with your supervisor, ensure you are provided with an opportunity to be debriefed and/or to receive counseling at the end of your shift or upon request.

DEMOBILIZATION

- Attend a demobilization briefing with the Medical Branch.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Turn in all activity logs (ICS Form 214) to your supervisor.

Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

VICTIM ADVOCATE/ CASE MANAGEMENT STAFF

Mission: The Victim Advocate/Case Management staff meets with the individuals to identify what the emotional, mental, and spiritual needs are of survivors/victims, their families and INC/FAC staff. The Victim Advocate/Case Management also serves as the individuals authorized to provide victim updates (e.g. location information, injured, etc.). They are authorized to assist with death notifications if authorized by the coroner. The Victim Advocate/Case Management staff reports to the Medical Branch supervisor.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training. Review position checklists.
- Review your position checklist(s), become familiar with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing your mission. Additional actions are noted below:
 - Review any key resources, processes, or documentation (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Victim Advocate group.
 - Ensure you understand resources available through the Support Services Branch (e.g., social services, victim services, public health, and spiritual care) as well as through the Mental Health Group, so resources are effectively communicated to families when appropriate.
- Contact Support Services Branch to provide resource support as appropriate.
- In coordination with the Medical Branch Supervisor, identify the secure location for family forms storage to maintain privacy and security. Ensure you are familiar with and follow all privacy and security protocols regarding family forms.
- Request additional staff and resources as needed through the Medical Branch Supervisor.

OPERATION

- Coordinate family and staff counseling services, including management and staffing of emotional, mental, and spiritual services.
- Coordinate with the Coroner to understand who will be involved in the notification for victims that (a) have been transported to hospitals (b) are deceased or are (c) still missing.
- Ensure that ALL notifications are conducted in a private setting.
- Every 2 hours or as needed, follow up with the EOC for the status of each victim on using a tracking form.
- Coordinate identification and location of families and escort them to the restricted notification area.
- Float to family areas (e.g., waiting area, lines) and assist as needed. Ensure one staff member is always present in the main area to provide support for those taken to designated area.
- Refer families to the Local Mental Health Authority or other 24-hour hotlines as needed.
- Observe families when arriving and while waiting in the reception area to determine by visual observation if individual family members have mental health support needs.
- Provide assistance as requested.
- Develop a plan for follow-up support to all families requiring services.
- Conduct mental health, spiritual, and psychological first aid.
- Maintain Unit/Activity Log (ICS Form 214).

- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- In coordination with your supervisor, ensure you are provided with an opportunity to be debriefed and/or to receive counseling at the end of your shift or upon request.

DEMOBILIZATION

- Attend a demobilization briefing with the Mental Health Services Group.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

MEDICAL SUPPORT SERVICES GROUP

Mission: The Medical Support Services Group staff provide services for anyone needing medical aid and transport for those conditions that warrant extensive medical treatment for the victims/survivors, their families and INC/FAC staff. The Medical Support Services Branch staff report to the Medical branch supervisor.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training. Review position checklists.
- Review your position checklist(s), become familiar with the layout of the INC/FAC, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Request additional staff and resources as needed through your Medical branch supervisor.

OPERATION

- Coordinate with the Psychological Support area and Victim Advocate/Case Management staff to determine if support is needed.
- Float to family areas (e.g., waiting area, lines) and assist as needed. Ensure one staff member is always present in the main area to provide support for those taken to designated area.
- Provide assistance as requested to include transportation to nearest hospital.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- In coordination with the Medical branch supervisor, ensure you are provided with an opportunity to be debriefed and/or to receive counseling at the end of your shift or upon request.

DEMOBILIZATION

- Attend a demobilization briefing with the Medical branch supervisor.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

SUPPORT SERVICES BRANCH

Mission: The Support Services branch is responsible for the provision of mental health, social services, spiritual care, childcare, public health, and victim services at the INC/FAC. The Support Services oversees the Family Liaison, Childcare, Spiritual Care, Greeters, Ushers, Registration, Staffing/Volunteering, and Resource Desk/Call Center. The Support Services branch reports to the Operations Section Chief.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training if required. Review position checklists for and become familiar with the mission of the groups and units that report to you:
 - Resource Desk/Call Center Unit.
 - Staffing/Volunteering Unit
 - Registration Unit/Greeters/Ushers
 - Spiritual Care Unit.
 - Childcare Unit.
 - Family Briefing Coordinator
- Advise group supervisors to review their group's position checklists with staff, familiarize staff with the layout of their area, and review key processes or documentation helpful in accomplishing their mission.
- Report to your assigned workstation. Obtain information and job/task assignment from the Operations Section Chief. Review the INC/FAC Incident Action Plan for the operational period.
- Report to the IT unit to obtain computers or other electronic equipment; workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the IT unit to obtain information on connection procedures, passwords, and other technology-related procedures.
- Ensure set-up and logistics are complete for subordinate areas.
- Ensure staff are familiar with the location of key resources, including the INC/FAC SOP and INC/FAC forms.
- Review position checklists for subordinate positions. Brief staff and make task/job assignments.
- Monitor and provide direction as needed.
- Request additional staff and resources through the Resource Desk, as needed.

OPERATION

- Communicate with, organize, and prepare assignments for Support Services personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Ensure mental health, public health, and social services are readily accessible to families. Follow up to ensure that requests for support are met.
- Inform Operations Section Chief of activities.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Maintain Unit/Activity Log (ICS Form 214).

- Attend family briefings, as requested and appropriate.
- Brief the incoming Support Services Branch if a subsequent operational period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan.
- Participate in meetings and briefings as needed.

DEMOBILIZATION

- Conduct demobilization briefing for staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms.

USHERS

Mission: The Ushers guide victims/survivors and/or their loved ones for the waiting area to a resource or support service that is needed. Ushers are directed by the Resource Desk or Registration Desk to escort personnel to a specific resource. In addition, ushers act as floaters and can assist with other registration, staffing/volunteering, or resource desk. The Ushers report to the Support Services Branch.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training. Review position checklists.
- Review your position checklist(s), become familiar with the layout of the INC/FAC, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Request additional staff and resources as needed through your Support Services Branch.

OPERATION

- Coordinate with the Registration and the Resource Desk to determine assistance with escorting.
- Float to family areas (e.g., waiting area, lines) and assist as needed. Ensure one staff member is always present in the main area to provide support for those taken to designated area.
- Assist with registration or staff/volunteering as needed.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- In coordination with the Support Services Branch, ensure you are provided with an opportunity to be debriefed and/or to receive counseling at the end of your shift or upon request.

DEMOBILIZATION

- Attend a demobilization briefing with the Support Services Branch.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

REGISTRATION STAFF (INCLUDING GREETERS)

Mission: The Registration Unit is responsible for ensuring the registration of families and INC/FAC staff. This includes verifying families' identification and ensuring that families that request accommodations receive appropriate access to services, waiting area assignments, and INC/FAC forms. The Registration Unit coordinates with the Security Branch to support badging operations. Registration Staff report to the Support Services Supervisor. Staff of this group may serve as check-in specialists or greeters.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required.
- Review your position checklist(s), familiarize yourself with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure you are familiar with the locations of key resources including INC/FAC forms (in family check-in area), registration spreadsheets (on computers in staff and family check-in areas), and layouts (in the check-in area).
- Attend Registration Unit briefings and receive task/job assignments.
- Notify the Support Services branch if additional staffing support is necessary.
- Request additional resources as needed through your supervisor.

OPERATION

- Submit completed forms to the Support services branch. INC/FAC forms containing sensitive information may not be left unattended.

Special Instructions for check-in specialist/family registration area:

- Register arriving family members using appropriate checklists (family/friend daily sign in sheet, family/friend registration form, minor/adult minor reunification verification forms, etc.).
- Request resources to ensure that any requests from people with disabilities/access and functional needs are met. This may include the following:
 - Acquiring of special equipment for people with physical disabilities, visual impairments, hearing impairments, mental disabilities, intellectual disabilities, and/or learning disabilities.
 - Acquiring of personnel with special skills not included in the current staffing complement.
 - Acquiring or setting aside of dedicated space, e.g., childcare center or play area.
 - Ensuring that a general announcement is made at regular intervals to all people waiting for registration that disability and access and functional needs-related support services will be made available upon request.
- Provide an opportunity for incoming family members to identify needs related to disability access and functional needs accommodations (such as the mobility impaired, service animals, minor children, visual or hearing impaired, and those with limited English). Notify the supervisor of requests for assistance to meet the needs of family members and INC/FAC staff with disabilities/access, and/or functional needs.
- Ensure that staff asks family members whether they witnessed anything at the incident site. If the family member responds that he/she witnessed something of value, the assigned Family Liaison should refer him/her to the Security Branch.
- Ensure INC/FAC forms are provided to families. Ensure that completed INC/FAC forms are submitted to the Registration Group Supervisor for review and quality assurance.

Special Instructions for check-in family greeters:

- Be the warm smile, maintain compassion throughout the interaction, and treat everyone with respect. Ensure you are familiar with referral services and providers. *You should not provide counseling/support services directly to families.*
- Ensure families receive family resource packets or QR code for registration.
- Greet families and ensure they are aware of the INC/FAC's purpose, layout, and available services.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate and participate in other meetings and briefings as needed.
- Maintain, and make available to each INC/FAC section, a roster of families in the INC/FAC (name, contact information, etc.).

DEMOBILIZATION

- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Turn in all activity logs (ICS Form 214) to the Support Services branch.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in assigned equipment.

FAMILY LIAISON

Mission: The Family Liaison provides a compassionate contact for families and ensures that families are aware of the services available at the INC/FAC and that requests are tracked and addressed. Family Liaisons help families complete forms and ensure they have access to needed logistical resources (e.g., a place to sit, refreshments). Ideally one Family Liaison per family or assigned to those families of the deceased. The Family Liaison reports to the Support services branch.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your group.
- Review your group's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure staff are familiar with the location of key resources.
- Monitor and provide direction as needed. Ensure staffing is adequate per staffing guidelines.
- Brief subordinate staff and make task/job assignments.
- Request additional staff and resources as needed through your supervisor.

OPERATION

- Partner with a Mental Health Group staff members to follow up with staff and families as needed to ensure that requests are met.
- Ensure respective family assignment(s) are clearly documented and accurate.
- If a family member reports that he/she witnessed something of value related to the incident, ensure the assigned Family Liaison refers the person to the Security Branch, who will take the person's name and contact information and basic evidence/information they have.
- Ensure a strategy is developed to "hand-off" families during a INC/FAC staff shift change. Ideally, a team of two should be assigned to each family to rotate breaks and off-shift periods.
- Inform the Support services branch of activities.
- Inspect and organize family areas (e.g., waiting room, mental health area, spiritual care area). Ensure proper placement of chairs, tables, tissues, etc.
- Ensure adequate supplies of resources for families (e.g., tissues, chairs.). Determine the types of additional resources that are needed. Communicate resource requests to the supervisor.
- Ensure family members are aware of resources available at the INC/FAC. Announce briefing times, available support services, etc. at regular intervals. Clearly display key messages to ensure they are visible.
- Receive and store resources for families.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate and participate in other meetings and briefings as appropriate.
- Brief the incoming Support services branch if a subsequent operational period is scheduled.

DEMOBILIZATION

- Communicate demobilization information with staff. Ensure information regarding follow-on services is clearly communicated.
- Conduct a demobilization meeting with staff assigned to you.
- Ensure equipment and unused supplies are returned to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in assigned equipment.

RESOURCE DESK/ CALL CENTER

Mission: The Resource Desk/Call Center is the liaison between the INC/FAC and the EOC. The Resource Desk communicates directly with EOC Mass Care (ESF-6) to request additional resources or get incident updates. The Resource Desk is also the point of contact for all external service providers assisting with the INC/FAC and manages the phone line for the INC/FAC. This line not pushed out to the public, but is only given to those screened through the large call center as needing direct line of communication to the INC/FAC. The Resource Desk/Call Center reports to the Support services branch.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists.
- Report to your assigned workstation. Obtain information and job/task assignment from Support services branch. Review INC/FAC Incident Action Plan for the Operational period.
- Report to the IT Unit to obtain computers or other electronic equipment; workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain information on connection procedures, passwords, and other technology-related procedures.
- Ensure set-up and logistics are complete for communication to the EOC and to receive incoming calls.
- Request additional staff and resources as needed.

OPERATION

- Coordinate directly with EOC Mass Care (ESF-6) for requesting additional resources as requested by the Sections Chiefs or Group Leads.
- Act as the point of contact for all external service providers once they have gone through registration. Assign them a workstation, ensure they meet with IT Unit for any logistical needs, and conduct a briefing with them on the INC/FAC operation.
- Manage incoming calls and keep log of types of information being asked/requested.
- Assist victims/survivors and their loved ones with providing information on the INC/FAC resources and obtaining additional resources as needed.
- Coordinate with Ushers to ensure victims/survivors and/or their loved ones are being escorted/directed to the correct resource. Ensure area where family interviews, notifications, etc is controlled/secured.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Brief the incoming Resource Desk/Call Center if a subsequent operational period is scheduled.

DEMOBILIZATION

- Conduct demobilization briefing with staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).

- Collect activity logs (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

SPIRITUAL CARE UNIT

Mission: The Spiritual Care Unit ensures the provision of spiritual care service and support to INC/FAC families. The Spiritual Care Unit ensures that the spiritual care provided meets the needs/religious preferences of all families of the INC/FAC. The Spiritual Care Staff report to the Support services brancher.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists.
- Report to your assigned workstation. Obtain information and job/task assignment from Support Services Unit. Review INC/FAC Incident Action Plan for the operational period.
- Request additional staff and resources as needed through your supervisor.

OPERATION

- Meet with the Support services branch to understand the strategy for the provision of spiritual care at the INC/FAC.
- Float to family areas (e.g., waiting area, lines) and assist as needed/requested. Ensure one staff member is always present in the main area to provide support for those taken to the designated area.
- Support coordination efforts for site visits and memorial services (if appropriate).
- Coordinate with Coroner and Victim Advocate/Case Management to ensure follow up support is available after notifications are made to family or friends.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.

DEMOBILIZATION

- Participate in the staff demobilization briefing.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Turn in all logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

EXTERNAL SERVICE PROVIDERS

Mission: The External Service Providers are partners that have been requested by the EOC to report to the INC/FAC to support the operation. Any external service provider should process through the staff registration and then report to the Resource Desk for further instructions.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the staff reception area and then to the Resource desk to receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required.
- Review your group's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure your staff understand resources available through the Support Services Branch (e.g., mental health, victim services, childcare, and spiritual care) so resources are effectively communicated to families when appropriate.
- Report to the IT Unit to obtain computers or other electronic equipment; workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain information on connection procedures, passwords, and other technology-related procedures.
- Ensure that set-up and logistics are complete.
- Brief subordinate staff and make task/job assignments.
- Monitor and provide direction as needed.
- Request additional resources and staff as needed.

OPERATION

- Coordinate the Resource Desk for any issues, concerns, resource request, etc.
- Make referrals to appropriate external resources. If services are to be provided off-site:
 - Assist in scheduling appointments between families and service providers.
 - Ensuring childcare is available to families, as needed.
 - Arrange for transportation for families or provide driving/transit directions by working with the Transportation Unit.
- Encourage staff to float to family areas (e.g., waiting area, lines) to inform families about INC/FAC processes and programs and to assist as needed/requested. Ensure one staff member is always present in the main area to provide support for those taken to a designated area.
- Develop a plan for follow-up support to all families requiring services.
- Ensure coordination of transportation for families to incident site once responders deem appropriate. (Transportation Unit)
- Ensure planning for families who may bring their pets/service animals to the INC/FAC. Coordinate the provision of animal care shelters at the exterior of the INC/FAC as needed. If required, contact the appropriate agency/organization, and arrange for animal care. Animal care may also be provided by a qualified NGO.

- Ensure sufficient staffing is arranged through your department to support the INC/FAC as needed. Any issues with sustaining support should be addressed with the Resource Desk as soon as possible.
- Arrange for translation/interpretation services as required.
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Brief the incoming Social Services Group Supervisor if a subsequent operational period is scheduled.

DEMOBILIZATION

- Notify your staff providing services for families that the INC/FAC is being demobilized.
- Arrange for ongoing service provision for families who require continuing support.
- Conduct a demobilization meeting with staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs of subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Resource Desk.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

CHILDCARE UNIT

Mission: The Childcare Unit is responsible for overseeing the operations and staff of the Childcare Team with respect to providing childcare at the INC/FAC. The Childcare Unit reports to the Support Services Branch.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your unit.
- Report to the IT Unit to obtain computers or other electronic equipment, workstation phone numbers, and information on web access, communications systems, passwords, and other technology-related procedures to INC/FAC staff. Inquire with the Resource desk to obtain additional resources for operating the childcare area (toys, games, etc.).
- Ensure the Childcare team is staffed in an appropriate manner.
- Brief subordinate staff and make task/job assignments.
- Request additional staff and resources as needed.
- Develop an emergency exit plan for childcare staff and clients.
- Facilitate the opening of the childcare area at the INC/FAC.
- Determine the number of clients from INC/FAC leadership and forecast childcare surge from clients based on the size of the disaster.

OPERATION

- Obtain information from Support Services branch.
- Provide recreational activities for families.
- Identify reporting requirements and schedules—both internal and external to the INC/FAC.
- Identify and arrange for appropriate procedures to pick up clients from the childcare area.
- Compile and update information from the PIO and display incident status information for INC/FAC staff.
- Prepare reports of numbers under childcare and other information on a regular basis, or as requested by the Support services branch.
- Coordinate with Coroner and Resource Desk to offer childcare services prior to notifications or interviews.
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Support Services branch at shift change.

DEMOBILIZATION

- Conduct demobilization briefing with staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).

- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

FAMILY BRIEFING COORDINATOR

Mission: The Family Briefing Coordinator is responsible for providing information to families about the ongoing investigation, INC/FAC operations, status of their loved ones, and any other pertinent information. The Family Briefing coordinator coordinates with the FAC PIO/EOC PIO to ensure information updates are being provided to the INC/FAC prior to the media. In addition, the Family Briefing Coordinator also ensure representation from all the key players (e.g. coroner, INC/FAC Manager, spiritual care, law enforcement, etc.) are present to provide information or answer questions during the briefing. The Family Briefing Coordinator reports to the Support services branch.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists and become familiar with the services/resource being provided in the INC/FAC.
- Report to the IT Unit to obtain computers or other electronic equipment, workstation phone numbers, and information on web access, communications systems, passwords, and other technology-related procedures to INC/FAC staff. Inquire with the Resource desk to obtain additional resources for conducting briefings (e.g. microphone, television, etc.)
- Confirm the strategy for managing and sharing information to family members. Ensure staff who may need to be present for the briefings are aware of this strategy.
- Monitor and provide direction as needed.
- Request additional staff and resources as needed.

OPERATION

- Establish briefing schedule and ensure all INC/FAC staff and information is visible for all INC/FAC clients.
- Ensure all staff required to participate in briefing or be present for questions is notified with ample time to.
- Establish agenda and facilitate meeting to ensure briefing remains concise and on track. Suggested items include, but are not limited to:
 - Update on the ongoing investigation.
 - Number of deceased, injured, missing.
 - INC/FAC operation information (e.g. hours, resources provided, feeding schedule, layout, staff identification, reporting issues/concerns, etc.)
 - Any memorials or site visits scheduled.
- Coordinate with PIO to make sure updates remain consistent across all agencies and across all platforms.
- Inform the Support Services branch of activities, including regular updates of the number of victims transported to hospitals, number of decedents, and number of missing persons associated with the incident.
- Direct the Victim Status Group Supervisor to identify one representative to provide a brief report out on their group's key findings at family briefings, including taking questions from families as part of the briefing.
- Ensure information being briefed is provided to those unable to make it the INC/FAC (e.g. virtual briefings).
- Maintain Unit/Activity Log (ICS Form 214).
- Brief the incoming Family Briefing Coordinator if a subsequent operational period is scheduled.

DEMOBILIZATION

- Conduct demobilization briefing with staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs (ICS Form 214) of subordinates, complete your own, and turn in all activity logs to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

STAFFING/VOLUNTEERING UNIT

Mission: The Staffing/Volunteering Unit is responsible for liaising with volunteer groups at the INC/FAC and identifying needs with the Resource Desk. The Volunteer Coordination Unit Leader reports to the Support Services branch.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your unit.
- Review your unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure that staff are familiar with the location of key resources, including the Family Assistance Plan and INC/FAC forms.
- Coordinate with the IT Unit to obtain workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain information on connection procedures, passwords, and other technology-related procedures.
- Brief subordinate staff and make task/job assignments to subordinate group members.
- Established procedure for documenting contact information for volunteers who self-deployed.
- If assigned, communicate with the EOC Volunteer Liaison.
- Request additional staff and resources as needed through the Support Services Branch.

OPERATION

- Provide volunteer information to the INC/FAC public information officer (PIO) for public distribution (i.e., volunteers should contact American Red Cross agency if they wish to volunteer).
- Ensure all staff are aware of the volunteer protocols in place (no spontaneous volunteers are accepted at the INC/FAC).
- Redirect any spontaneous volunteers that arrive at the INC/FAC to the appropriate organization following the established plan and process.
- Manage list of volunteers contact information.
- Coordinate organized volunteer jobs with the local EOC or volunteer management lead agency to support INC/FAC operations.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).

DEMOBILIZATION

- Ensure any volunteers at the INC/FAC are demobilized in coordination with the lead agency and EOC.
- Conduct demobilization briefing with staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.

- Collect activity logs (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in all documentation including position checklists and evaluation forms. Turn in your radio.

SECURITY BRANCH SUPERVISOR

Mission: The Security Branch supervisor coordinates INC/FAC security, including managing and staffing site security operations, badging and investigation support, and overall security management. Responsibilities also include ordering/obtaining necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups who may not have access to resources in the facility. The Security Branch supervisor reports to the Operations Section Chief.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of the groups that report to you.
- Advise their subordinate units that they should review their position checklists, familiarize themselves with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Collaborate with the Safety Officer to develop a Security Plan for both the interior and exterior of the INC/FAC site.
- Appoint INC/FAC Interior Security Personnel to include:
 - Fixed Security Posts.
 - Roving Patrols.
 - Dismissing Unauthorized Persons, as necessary.
- Appoint INC/FAC Exterior Security Personnel to include, as necessary:
 - Perimeter Security.
 - Traffic Control.
 - Initial Screening Security.
 - Media Security.
 - Roving Patrols.
- Ensure that staff are familiar with the location of key resources, including the Family Assistance Plan.
- If applicable, establish communications with on-site security.
- If the INC/FAC is in a private facility, obtain delegation of authority from facility management to enforce all laws and regulations of the site, including authority to detain and remove people trespassing or causing disturbances.
- Coordinate with the Victim Advocate/Case Management to develop an Investigative Plan for victims and (if applicable) witnesses in coordination with local law enforcement and lead law enforcement investigative teams.
- Monitor and provide direction as needed.
- Request additional staff and resources as needed.

OPERATION

- Communicate with, organize, and prepare assignments for Security Branch personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Coordinate directly with the EOC Law Enforcement representative for any additional PD specific support, but keep the Operations Section informed.
- Oversee all INC/FAC Security Branch operations and ensure mission completion by guiding group staff. Duties include:

- Command and control of all law and/or federal resources assigned to INC/FAC security and investigative functions;
- Maintaining liaison and providing status updates to the FAC Operations Section Chief and/or INC/FAC Manager and incident/unified commanders of the primary incident;
- If necessary, coordinating and assisting in the transfer of investigative responsibility to appropriate federal investigative resources. The Incoming Security Branch supervisor should conduct a situation assessment with the existing Security Branch supervisor.

Incident Actions – Security Inside the INC/FAC:

- Prevent unauthorized access to all ingress and egress points of the INC/FAC site.
- All authorized persons seeking admittance into the INC/FAC are subject to a cursory weapons search by law enforcement personnel.
- A portable metal or weapons detector may be used in addition to or in lieu of a cursory weapons search by law enforcement personnel. All sworn law enforcement officers are exempt from the no weapons policy of the INC/FAC.
- Ensure that only authorized persons are allowed admittance to the restricted area – law enforcement, PIO personnel, and escorted families. Law enforcement shall provide perimeter security to prevent access by unauthorized persons.
- In coordination with the Childcare Unit, ensure that individuals picking up children from the care facility are the legal guardian or authorized family representative.
- Provide security presence to all family briefings.
- Escort non-badged personnel who are authorized to be on site at the INC/FAC temporarily (e.g., vendor, maintenance, or delivery personnel).
- Immediately address any potential threats to INC/FAC operations and the safety of those located therein to include:
 - Civil disturbance.
 - Emotionally distraught person.
 - Explosive device, bomb threat.
 - Hostage incident.
 - Sniper incident.
 - Special event.
 - Suspicious package.

Incident Actions – Security Outside the INC/FAC:

- Alert local law enforcement to INC/FAC activation and missing persons operations (if county/other law enforcement resources are utilized).
- If media are present, ensure that press members are kept in appointed areas and are allowed to interview authorities or families (if willing) only when appropriate.
- Prescreen individuals as they approach the perimeter entrance of the INC/FAC (e.g., driveway). Media personnel will be directed to the media center.
- Establish and enforce INC/FAC perimeter security.
- Request parking spaces around the INC/FAC.
- Ensure that only official vehicles assigned to personnel at the INC/FAC and autos operated by families are granted access to the restricted area.
- Expedite vehicular traffic outside restricted areas.
- Request after-hours patrol of INC/FAC site.

Coordinate with Registration staff to post appropriate signage or brief, such as "No Illegal Weapons Allowed on Site" and "All persons entering this facility are subject to search."

Immediately address any potential threats to INC/FAC operations and the safety of those located therein to include:

- Civil disturbance.
- Emotionally distraught person.
- Explosive device, bomb threat.
- Hostage incident.
- Special event.
- Suspicious package.

Initially refer on-site mental health professionals to anyone inconsolable to the extent of not following direction, and only as a last resort detain the person and remove them to an isolated area in the INC/FAC.

Inform FAC Operations Section Chief of activities.

Conduct briefings to ensure understanding of the current Incident Action Plan.

Participate in meetings and briefings as needed.

Communicate with, organize, and prepare assignments for Security Branch staff. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.

Maintain Unit/Activity Log (ICS Form 214).

DEMOBILIZATION

Demobilize site security, perimeter security, and badging stations.

Notify all sworn and non-sworn staff in the Security Branch that the INC/FAC is being demobilized.

Conduct demobilization briefing with staff assigned to you.

Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.

Arrange for the return of any agency-owned equipment (computers, etc.).

Collect activity logs (ICS Form 214) of subordinates and complete your own. Turn in all activity logs to the Documentation Unit.

Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

TRAFFIC CONTROL/SUPPORT GROUP

Mission: The Traffic Control/Transportation Support assist with any traffic control issues at the INC/FAC site location and any transportation needs for victims or loved ones. The Traffic Control/Support reports to the Security Branch supervisor.

PRE-ACTIVATION

- Work with the Security Branch supervisor to determine the numbers and types of staff, equipment, and supplies anticipated to be assigned to the INC/FAC for the first operational period.
- Ensure that computers and other electronic equipment are supplied by the INC/FAC; workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures are ready for distribution to INC/FAC staff. Work with Equipment and Supplies Unit Leader to obtain communications-related information (passwords, internet connectivity directions, etc.), if needed.

ACTIVATION

- Upon arrival at the INC/FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of the groups that report to you.
- Review their position checklists, familiarize themselves with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Assign/manage transportation staff at both the exterior and interior locations.
- Ensure that staff are familiar with the location of key resources, including the Family Assistance Plan.
- If applicable, establish communications with on-site security.
- Coordinate with the Resource Unit to assist any clients with transportation needs.
- Monitor and provide direction as needed.
- Request additional staff and resources as needed.

OPERATION

- Communicate with, organize, and prepare assignments for Transportation personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Receive requests for transportation resources and provide them to the Transportation branch as appropriate. Follow up to ensure that requests for communications support are completed.
- Communicate directly with the EOC Transportation Rep but ensure the Security Branch supervisor remains informed.
- Prepare to receive incoming resources.
- Inform Security Branch supervisor of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Brief incoming Traffic Control/Transportation Support if a subsequent operational period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan.

DEMOBILIZATION

- Conduct demobilization briefing with staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

PERSONAL EFFECTS UNIT

Mission: The Personal Effects Unit coordinates the return of personal effects to the victims/survivors and loved ones INC/FAC. Responsibilities include assistance with filing out property request return, validating the recipient and coordinating with lead law enforcement agency on whether that property can be released. In a smaller incident, this task may be handled by UCI PD at their office. For large incidents, this may even need to be contracted out. The Personal Effects Unit reports to the Security Branch supervisor.

PRE-ACTIVATION

- Work with the Security Branch supervisor to determine the numbers and types of staff, equipment, and supplies anticipated to be assigned to the INC/FAC for the first operational period.
- Determine if amount of property will exceed UCI PD limit and if so, coordinate with the Resource Desk to obtain contractor to manage.
- If managed at UCI PD, work with staff to determine process for property return.
- Ensure that computers and other electronic equipment are supplied by the INC/FAC; workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures are ready for distribution to INC/FAC staff. Work with Equipment and Supplies Unit Leader to obtain communications-related information (passwords, internet connectivity directions, etc.).

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of the groups that report to you.
- Review position checklists with subordinate staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission (e.g property return forms).
- Ensure familiarization with the location of key resources, including the INC/FAC forms (in family check-in area), registration spreadsheets (loaded on computers in staff and family check-in areas), layouts (in check-in area), etc.
- Ensure that set-up and logistics are complete for subordinate areas.
- Request additional staff and resources with approval from Security Branch supervisor.

OPERATION

- Communicate with, organize, and prepare assignments for Resources Branch personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Manage any property return request at the INC/FAC or provide guidance on how to do so. Follow up to ensure that requests for communications support are completed.
- Establish check-in function for equipment and supplies and work to achieve total accountability and tracking of all equipment and supplies.
- Inform Security Branch supervisor of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.

- Brief incoming Personal Effects Unit staff if a subsequent operational period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan.

DEMOBILIZATION

- Conduct demobilization briefing with staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

LOGISTICS SECTION CHIEF

Mission: The mission of the Logistics Section Chief is to meet all service and logistical needs for the INC/FAC, including ordering resources through appropriate procurement authorities, and managing information technology resources. The Logistics Section has Information Technology (IT), Nutrition, Supply/Donations Management, Facilities Management, and Site Visit Coordinator. The Logistics Section Chief reports to the INC/FAC Manager.

PRE-ACTIVATION

- Working with INC/FAC Command Staff, determine the number of staff anticipated to be assigned to the INC/FAC for the first operational period. Ensure adequate set-up of the INC/FAC.
- Ensure the INC/FAC facility is in compliance with ADA regulations.
- Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments.
- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Establish contact with a representative of the host facility to coordinate INC/FAC activation/operation, obtain keys, arrange for utilities as required, bathroom, and cleaning supplies, etc.
- Coordinate with the INC/FAC Command Staff and the Resource Dek to develop prepare a facility diagram showing the location of all INC/FAC units and workstations.
- Ensure designated location is available for requested delivery of resources.
- Provide guidance or answer questions from vendors on-site, work with EOC to arrange for the procurement, delivery, and installation of resources required for initial INC/FAC activation and for the initial operational period.
- If required, arrange for augmentation of the host facility infrastructure.
- Oversee INC/FAC set-up. Test all equipment and systems to ensure operability.
- Advise INC/FAC Manager when INC/FAC is ready for activation.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the INC/FAC.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Receive an initial briefing that may include the following:
 - Review completed ICS 201 form.
 - Synopsis of the incident.
 - Priorities and objectives.
 - Code of Conduct.
 - Facility logistics and layout.
 - Synopsis of the services provided at the INC/FAC, including for people with disabilities/access and functional needs.
 - Staffing organization and work tasks.
 - The date, time, and location that the INC/FAC will be activated.
 - Resources available for maintaining situational awareness (e.g., the INC/FAC PIO, local EOCs).
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of the units that report to you.

- Ensure that the IT Unit is prepared to provide the INC/FAC staff with computers or other electronic equipment; workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures. Obtain equipment and supplies, as necessary.
- Make contact with the EOC Logistics Section Chief or EOC Mass Care Unit.
- Submit resource requests to INC/FAC Manager for approval. Facilitate the completion of approved resource requests.
- Monitor and provide direction as needed. Coordinate with branch directors to ensure that they understand their mission and have the resources to accomplish it.
- Request additional staff and resources as needed.

OPERATION

- Ensure that sufficient resources are available to support ongoing operations.
- Provide direction and supervision to subordinate staff. Develop and communicate a meeting schedule for Logistics Section staff. Conduct meetings as outlined in the schedule.
- Maintain a list of services needed for the facility. Ensure that facility services needed at the INC/FAC (e.g., trash pick-up, housekeeping) are maintained.
- Attend Command/Group planning meetings.
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Working with Command Staff and Group Leads, participate in the development and revision of the Incident Action Plan.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Monitor activities in the following branches and report current status and unusual events on a timely basis to Command Staff.
- Make changes as necessary to Logistics Section organizational structure, staffing assignments, and procedures.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Logistics Section Chief at shift change.

DEMOBILIZATION

- Participate in the demobilization meeting with Command Staff and Group Leads. Assist in preparation of the Demobilization Plan (ICS Form 221).
- Coordinate with the ranking representative of the INC/FAC site facility owner, as necessary.
- Oversee breakdown of INC/FAC. Arrange for disassembling, packing, and transporting of all equipment and supplies to appropriate locations. Coordinate with utility providers, as necessary.
- Communicate demobilization information to Logistics Section staff.
- Collect activity logs (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

NUTRITION UNIT

Mission: The Nutrition Unit determines the types and amounts of food and water that are needed and are en route, and it arranges for receiving ordered items at the INC/FAC. The Nutrition Unit reports to the Logistics Section Chief.

PRE-ACTIVATION

- Working with INC/FAC Command Staff, determine the number of staff anticipated and the food and water needed for the INC/FAC for the first operational period.
- Survey the facility's kitchen or food prep area, if any, and identify food and water needs based on infrastructure (for example, is there a full chef's kitchen, or just a breakroom with microwave and TV).
- From own resources, or through vendors, arrange for the acquisition and transport of food and water needs based on existing infrastructure.
- Identify if any specific communities are impacted who will require specific dietary requirements.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your unit.
- Review your unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure staff is familiar with the location of key resources, including the Family Assistance Plan and INC/FAC forms.
- Brief subordinate staff and make task/job assignments.
- Request additional staff and resources as needed.

OPERATION

- Work with INC/FAC leadership to identify meal times and snack times in coordination with other ongoing INC/FAC services.
- Prepare food distribution area for meal times and snack times.
- Coordinate with food service providers regarding meal times and delivery/preparation information.
- Ensure food is meeting all OSHA required health standards.
- Coordinate meal times with leadership and ensure all INC/FAC staff are aware of them.
- Ensure all dietary needs of staff and victims/survivors and families have been met to the greatest extent possible.
- Coordinate with the Facility Liaison to support any food and water needs.
- Inform Logistics Section Chief and Facilities Management of activities.
- Coordinate with Food & Water Unit in the EOC to determine appropriate disposal (e.g. homeless shelter, local PD, etc.)
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Conduct briefings to ensure understanding of the current Incident Action Plan.

DEMOBILIZATION

- Ensure all food and water distribution areas are returned to their original state.
- Ensure all vendors are aware of demobilization efforts.
- Ensure the Facility Liaison is aware of the state of the food and water area prior to demobilization.
- Conduct demobilization briefing with staff assigned to you.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section Chief.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

FACILITIES MANAGEMENT

Mission: The Facilities Management determines the types and amounts of services that are needed to maintain the INC/FAC facility. The Facilities Management will be the led of UCI owned facilities and will coordinate with a site manager for non-UCI owned facilities. The Facilities Management reports to the Logistics Section Chief.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required.
- Review your position checklist(s), familiarize yourself with the layout of the area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Ensure you are familiar with the location of key resources, including the Family Assistance Plan and INC/FAC forms.
- Prepare for the distribution of computers or other electronic equipment for INC/FAC staff.
- Obtain workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the IT Unit obtain information on connection procedures, passwords, and other technology-related procedures.
- Ensure that set-up and logistics are complete for all areas.
- Once facility technology systems are ready to use, inform the Logistics Section Chief.
- Request additional staff and resources as needed through your supervisor.

OPERATION

- Help prepare and distribute a list of all personnel assigned to the INC/FAC at the beginning of each operational period to include name, title, unit assigned, workstation, landline telephone number, cellular telephone number, and email address.
- Maintain a list of services needed for the facility. Ensure that facility services needed at the INC/FAC (e.g., trash pick-up, housekeeping) are maintained.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Attend briefings to ensure understanding of the current Incident Action Plan.
- Participate in meetings and briefings as needed.

DEMOBILIZATION

- Participate in the staff demobilization briefing.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

SUPPLY/DONATIONS MANAGEMENT GROUP

Mission: The Supply/Donations Management Group determines the types and amounts of equipment and supplies that are needed and are en route, and it arranges for receiving ordered supplies. They also coordinate to have any donated goods transported to a predesignated area determined by the EOC (e.g. Mariner's Church, Goodwill, etc.) The Supply/Donations Management Group reports to the Logistics Section Chief.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your unit.
- Review your position checklist(s), familiarize yourself with the layout of the area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Ensure you are familiar with the location of key resources, including the Family Assistance Plan and INC/FAC forms.
- Assist with the distribution of computers and other electronic equipment for INC/FAC staff.
- Obtain workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures.
- Determine if a location has been identified for any in-kind donations.
- Ensure drop off area is assigned and remains clear for any scheduled deliveries. Check with Logistics Section Chief supervisor to find out if any deliveries are anticipated upon activation.
- Ensure that set-up and logistics are complete for all areas.
- Request additional staff and resources as needed through the Logistics Section Chief.

OPERATION

- Coordinate with Logistics Section Chief or the EOC to determine if supplies/equipment are scheduled to be delivered.
- Ensure that requests for equipment and supply support are completed.
- Receive, distribute, and store supplies and equipment as directed by the Logistics Section Chief.
- Maintain inventory of supplies and equipment. Determine the types and amounts of supplies en route. Arrange for receiving of ordered supplies.
- Coordinate with Facilities Management to arrange for transportation of any in-kind donations to be sent to predesignated location to avoid clutter.
- Provide guidance to those trying to drop off donations at the INC/FAC of the designated drop off location assigned by the EOC. If not yet assigned, coordinate with the EOC to assign.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Conduct briefings to ensure understanding of the current Incident Action Plan.

DEMOBILIZATION

- Participate in the staff demobilization briefing.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

COMMUNICATIONS(COMMS)/INFORMATION TECHNOLOGY (IT)

Mission: The Comms/IT staff determines the types and amounts of technology equipment and supplies that are needed and ensures capability to communicate to from the INC/FAC to the EOC. The Comms/IT staff report to the Logistics Section Leader.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by INC/FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your unit.
- Review your position checklist(s), familiarize yourself with the layout of the area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Ensure you are familiar with the location of key resources, including the Family Assistance Plan and INC/FAC forms.
- Prepare for the distribution of computers and other electronic equipment for INC/FAC staff.
- Obtain workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, determine information on connection procedures, passwords, and other technology-related procedures.
- Assist setting up workstations with Internet, landline telephone, and power connectivity. Once all steps have been completed, notify the Equipment and Supplies Unit Leader that facility technology systems are ready for use.
- Maintain and issue passwords needed to access the internet from individual workstations, if required. Maintain and distribute a list of landline telephone numbers for each workstation.
- As available, obtain agency lists of staff mobile telephone numbers from the Resource Unit and compile a Communications Directory that lists the phone numbers of INC/FAC Group Supervisors and all higher-level staff. Send the Communications Directory to be verified by these staff members.
- Ensure that set-up and logistics are complete for all areas.
- Request additional staff and resources as needed through your supervisor.

OPERATION

- Assist in preparing and implementing the Communications Plan.
- Ensure that requests for equipment and supply support are completed.
- Receive requests for support from the INC/FAC staff members. Receive, distribute, and store technology supplies and equipment as directed by the Logistics Section Chief. Follow up to ensure that requests for communications support are completed.
- Maintain inventory of technology supplies and equipment. Determine the types and amounts of supplies en route. Arrange for receiving of ordered supplies.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Conduct briefings to ensure understanding of the current Incident Action Plan.

DEMOBILIZATION

- Participate in the staff demobilization briefing.
- Return equipment and unused supplies issued by the INC/FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

SITE VISIT COORDINATOR

Mission: The mission of the Site Visit Coordinator is to coordinate any approved site visits to the INC/FAC. While highly discouraged, if these visits are required, the Site Visit Coordinator will determine the best date/time to ensure limited impact to the clients and/or staff. This position can also serve as the Liaison Officer if no site visits are required. The Site Visit Coordinator reports to the Logistics Section Chief.

ACTIVATION

- Upon arrival at the INC/FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the INC/FAC.
- Obtain and display appropriate credentials such as a badge provided by INC/FAC staff and agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Receive an initial briefing that may include the following:
 - Review completed ICS 201 form.
 - Brief synopsis of the incident.
 - Priorities and objectives.
 - Code of Conduct.
 - Facility logistics and layout.
 - Brief synopsis of services provided at the INC/FAC including for people with disabilities/access and functional needs; emphasize the quality care of families.
 - Staffing organization and work tasks.
 - The date, time, and location that the INC/FAC will be activated.
 - Resources available for maintaining situational awareness (e.g., the INC/FAC Section Chiefs, local activated EOCs).
- Coordinate with the INC/FAC PIO and INC/FAC Manager to determine if any site visits are required.
- Coordinate with the INC/FAC PIO and INC/FAC Manager to disseminate INC/FAC operations information to local agencies with responsibilities to provide information to the public such as social service networks, 211, citizen hotlines, etc. Consider establishing an information hotline for families of victims to call regarding INC/FAC services. Ensure that information is accessible by people with disabilities/access and functional needs. Information provided should include:
 - Brief synopsis of the incident.
 - Brief synopsis of the services provided at the INC/FAC.
 - The date, time, and location that the INC/FAC will be activated.
 - The type of information that families will be asked to provide at the INC/FAC (e.g., government-issued identification, description of the victim including date of birth, etc.).
- Attend just-in-time training if required. Review your position checklist to determine and prioritize duties.
- Establish contact with the Liaison Officer in the EOC, if needed.
- If designated by the INC/FAC Manager, establish contact with the Facilities Management unit to arrange potential after hours site visits.
- Request additional resources as needed.

OPERATION

- Receive briefing from the INC/FAC Manager regarding expectations, goals, and objectives.

- Maintain a list of assisting and cooperating agencies/organizations, including all agencies/organizations represented in the INC/FAC. Keep partner agencies/organizations briefed on INC/FAC status. Provide this information to the INC/FAC Manager.
- Relay requests, questions, and concerns from INC/FAC staff to agency representatives and from agency representatives to INC/FAC staff.
- Attend Command/Section Chief planning meetings.
- Attend family briefings, as requested and appropriate.
- Notify the INC/FAC Manager of significant events/occurrences related to your position.
- Coordinate and conduct briefings for visiting VIPs as directed by the INC/FAC Manager and EOC.
- Participate in meetings and briefings as needed.
- Monitor INC/FAC operations to identify current or potential inter-agency organizational problems.
- Maintain Unit/Activity Log (ICS Form 214).

DEMobilIZATION

- Communicate demobilization information with relevant agencies/organizations. Ensure that information regarding follow-on services is clearly communicated to key stakeholders.
- Conduct a demobilization meeting with staff assigned to you.
- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in any assigned equipment.

BLANK TEMPLATE

Position Title: _____

Mission: _____

ACTIVATION

OPERATION
