



Family Reunification Plan Template

August 2017



ACKNOWLEDGMENTS

Prepared by:



Franklin Regional Council of Governments

12 Olive Street, Suite 2, Greenfield, MA 01301-3318 • 413-774-3167 • www.frcog.org

Prepared for:



Western Region Homeland Security Advisory Council

Raine Brown, Homeland Security Program Manager 413-774-3167 x138 www.wrhsac.org

With Special Thanks To:



Executive Director: John-Michael Keyes

Email: johnmichael@iloveguys.org

P.O. Box 1230

Bailey, CO 80421

303-426-3100

<http://iloveguys.org/index.html>



Trooper Andrew S. Canata #2834

Massachusetts State Police

Troop B Community Action Team

School Safety Unit

555 North King St.

Northampton, MA 01060

413-587-5501

andrew.canata@massmail.state.ma.us

Cover photo courtesy of FEMA

TABLE OF CONTENTS

INSTRUCTIONS ON HOW TO USE THIS TEMPLATE..... iii

FAMILY REUNIFICATION PLAN ACTIVATION CHECKLIST v

1.0 INTRODUCTION..... 1

 1.1 Purpose 4

 1.2 Scope..... 5

 1.3 Assumptions..... 6

 1.4 Developing the Family Reunification Plan 7

 1.5 Plan Maintenance, Training and Exercises 8

2.0 PLAN ACTIVATION..... 11

 2.1 Authorize and Initiate Activation 11

 2.2 Mobilize Staff 14

 2.3 Set Up FRC—Coordinate Supplies and Equipment..... 16

 2.4 Prepare for FRC Activation and Operations..... 17

3.0 OPERATIONS..... 19

 3.1 Family Notification 19

 3.2 Family Registration..... 19

 3.3 Reunification 20

 3.4 Support Services..... 21

 3.5 Communications 21

4.0 DEMOBILIZATION..... 25

 4.1 Authorize Demobilization of FRC 25

 4.2 Notify Stakeholders..... 25

 4.3 Disseminate Final Media Message..... 25

 4.4 Close Out Operations 26

 4.5 Conduct After-Action Analysis 26

APPENDICES

 A. Acronyms A-1

 B. Definitions..... B-1

 C. Family Reunification Team and Contact Information..... C-1

 D. Code of Conduct D-1

 E. Site Plans E-1

 F. Forms..... F-1

Family Reunification Handout F-3

Family Reunification Card..... F-5

Child Information Sheet F-7

Child Accountability Roster F-9

Expense Tracking Form..... F-11

Incident Occurrence Report Form..... F-13

Incident Briefing Form (ICS 201)..... F-15

Children/Family Medical Incident Form..... F-19

Staff Incident/Injury Report (ICS 214A)..... F-21

Personnel Sign-in Sheet (ICS 211) F-23

Activity Log (ICS 214) F-25

Daily Phone Contact Log..... F-27

General Message/Resource Request (ICS 213) F-29

Objectives & Update Form (ICS 202)..... F-31

G. Job Action Sheets..... G-1

 Family Reunification Process G-3

 FRC Director/Incident Commander G-5

 Public Information Officer (PIO)..... G-7

 Social Media Staff..... G-9

 Liaison Officer G-11

 Safety Officer..... G-13

 Operations Chief G-15

 Parent/Guardian Check-In Director G-17

 Greeter G-18

 Checker G-19

 Interpreter G-20

 Child Support Unit Director G-21

 Child Care Staff..... G-22

 Entertainment Staff..... G-23

 Escort G-24

 Medical Director G-25

 First Aid Staff..... G-27

 Mental Health Staff..... G-28

 Logistics Chief..... G-29

 Facilities Staff G-31

 Communications Staff..... G-33

 Security Staff G-35

 Planning Chief G-37

 Runner..... G-39

 Finance Chief..... G-41

H. Resources..... H-1

I. Family Reunification Technology/Tools & Recommended Supplies I-1

J. Media and Social Media Messaging for Family Reunification J-1

INSTRUCTIONS ON HOW TO USE THIS TEMPLATE

This Family Reunification Plan (FRP) Template can be used by any department or organization serving children—including public and private schools, child care providers, after-school program sponsors, camps, churches, residential facilities, etc.—as the basis for developing their own detailed Family Reunification Plan. Additionally, the template can serve as an educational tool for jurisdictions, non-governmental organizations (NGOs), faith-based organizations, the private sector, and other stakeholders who provide reunification services or support. The template can assist in understanding the complexities of implementing a coordinated and collaborative reunification operation, including but not limited to: reunification protocols and the legal responsibilities of government and private entities, terminology, methods of reunification, and effective coordination with Federal, State, Tribal, and local emergency management officials.

Each organization utilizing this template will determine its specific role and responsibilities in reunifying families and should **modify the language throughout the template accordingly**. The Family Reunification Plan Template is simply a tool to introduce organizations to planning concepts in order to create a final Family Reunification Plan. Organizations should utilize what fits their needs. Text in boxes provide a description of what information should be included in the respective section. The boxes should not be included in the final Plan.

This template is accompanied by a ***Family Reunification Plan Activation Checklist*** that highlights the immediate steps necessary to activate a family reunification plan during an emergency (*see the checklist on the following page*). In addition, WRHSAC has developed a ***Family Reunification Plan Supportive Equipment List*** that identifies equipment (hardware/software) which would assist with the successful implementation of the reunification plan (*See Appendix I*).



Children in Disasters Emergency Preparedness Family Reunification Plan Activation Checklist

This **Family Reunification Plan Checklist** highlights the immediate steps necessary to activate a Family Reunification Plan during an emergency. Responsible parties are identified for each step and approximate time frames to complete the tasks.

The checklist is designed to be used in tandem with the **WRHSAC Family Reunification Plan Template and Appendices**. The Template can be found on the WRHSAC website at: <http://wrhsac.org/>. Section and Page references included below (*shown in italics*) refer to locations in the Template and its associated Appendices, where applicable. Municipalities developing their own plans based on the Template should revise these references to refer to the specific locations in their own plan.

NOTE: BOXES NEXT TO THE ITEMS IN THE CHECKLIST CAN BE CHECKED OFF BY SIMPLY CLICKING ON THEM WITH A CURSOR.

FAMILY REUNIFICATION PLAN ACTIVATION PROCESS		
<input type="checkbox"/> Authorize and Initiate Activation of Family Reunification Center (FRC)— Within 1 hour	Responsible Party	Section/ Page
<input type="checkbox"/> Review activation triggers	FRC Director/Incident Commander (IC)	2.1/p.11
<input type="checkbox"/> Take immediate action to keep children safe: <ul style="list-style-type: none"> • Gather children in safe/secure area and do a head count. If children must be moved to a secondary location for reunification, contact key holder to arrange for access to the alternate facility. • Establish command and control and establish Incident Command Post • Establish security and maintain safety • Issue initial public messaging • Begin parent/guardian notifications as soon as possible 	FRC Director/IC Safety Officer Logistics Chief Public Information Officer (PIO) Communications Unit	2.1/p.12 Appendix G
<input type="checkbox"/> Follow ICS procedures	FRC Director/IC All staff & volunteers	2.1/p.12 Appendix G
<input type="checkbox"/> Notify community partners: Emergency Management, Law Enforcement, Fire Service, EMS, Mental Health providers, Hospital, COAD, MRC, etc. <ul style="list-style-type: none"> • Coordinate with a Joint Information System (JIS), if relevant, especially in regard to public messaging 	Liaison Officer PIO	2.1/p.14
<input type="checkbox"/> Mobilize Staff— Within 2 hours		2.2/p.14
<input type="checkbox"/> Review the FRC’s ICS organizational chart based on the organization’s unique character	FRC Director/IC	2.2/p.14
<input type="checkbox"/> Determine staffing needs, based on the number of children that would need to be reunified, the nature of the incident, the facility’s proximity to the incident, etc.	FRC Director/IC Logistics Chief Operations Chief	2.2/p.15
<input type="checkbox"/> Make sure that you have adequate copies of the Job Action Sheets (JAS) for all FRC positions. One person may be assigned to several positions/JAS	Operations Chief	2.2/p.15 Appendix G
<input type="checkbox"/> Review site plans for the pre-determined location(s) for the establishment of an Unaccompanied Minors Safe Area and mobilize staff to provide child care and resources	Operations Chief Child Support Unit Leader	Appendix C Appendix E

<input type="checkbox"/> Implement pre-determined mechanisms for issuing notifications and document the strategy for issuing alerts	Planning Chief Operations Chief Communications Unit	Appendix C 2.3/p. 16
<input type="checkbox"/> Set Up FRC/Coordinate Supplies and Equipment —Within 3 hours		2.3/p.16
<input type="checkbox"/> Review interior and exterior site plans and execute a set-up strategy for each area, beginning with these key locations: <ul style="list-style-type: none"> • Children’s Safe Area • Parent/Guardian Check-in Area (out of the line of sight of the Children’s Safe Area) • Counseling Area • Accessible Medical/First Aid Area with resources for children and parents with special or medical needs, ideally near outside access door 	Operations Chief Logistics Chief Facilities Staff	2.3/p.16
<input type="checkbox"/> Once key areas are equipped and staffed, set up following areas: <ul style="list-style-type: none"> • Incident Command Post • Reunification Area • Law Enforcement Area • Media Area (coordinate with other PIOs, if needed) • Overflow Waiting Area, if needed 	Operations Chief Logistics Chief Facilities Supervisor PIO	2.3/p.16 2.4/p.18
<input type="checkbox"/> Set up signage and traffic controls both outside and inside the FRC to maintain physical separation between public, parents, and children	Facilities Staff	2.3/p.16
<input type="checkbox"/> Begin securing and positioning supplies in appropriate locations	Logistics Chief Facilities Staff	2.3/p.16
<input type="checkbox"/> Review procurement strategies for obtaining additional supplies and equipment	Logistics Chief Finance Chief	2.3/p.16
<input type="checkbox"/> Consult the WRHSAC Family Reunification Plan Supportive Equipment List at http://wrhsac.org/	Logistics Chief	2.3/p.16 Appendix I
<input type="checkbox"/> Prepare for FRC Activation and Operations —Within 4 hours		2.4/p.17
<input type="checkbox"/> Conduct staff registration: <ul style="list-style-type: none"> • Register/credential staff • Issue ID badges/identifying clothing 	FRC Director/IC Safety Officer	2.4/p.17
<input type="checkbox"/> Conduct Just-in-Time (JIT) Training for all staff addressing: <ul style="list-style-type: none"> • Need to document everything • Basic ICS protocols: who they report to and who reports to them • Job Action Sheets (JAS) • Code of Conduct • Organization chart • FRC Fact Sheet • FRC Layout/Interior and Exterior Site Plans • Documents and forms 	Logistics Chief Operations Chief	2.4/p.18 Appendix G Appendix D Appendix C Appendix F Appendix E Appendix F
<input type="checkbox"/> Establish ongoing public messaging procedures: <ul style="list-style-type: none"> • Prepare emergency notifications/press releases • Train staff on communications procedures and sample notification • Coordinate with other PIOs in Joint Information System (JIS) if needed 	PIO Communications Unit	2.4/p.18 Appendix J

1.0 INTRODUCTION¹

The Western Region Homeland Security Council (WRHSAC) is engaged in a multi-phase project to address the needs of children in disasters, natural or human-made. The project seeks to address gaps regarding children's needs in emergency preparedness planning, disaster response, and disaster recovery in the region. The Children In Disasters Conference 2015: Keeping Kids Safe was the kick-off event for a multi-phase WRHSAC project "Children In Disasters Emergency Preparedness." This groundbreaking conference was designed for all emergency response professionals and planners who need to consider the safety and well-being of children as they plan, respond and recover from any all-hazard incident, disaster or event. With guidance from the speakers and conference attendees, WRHSAC identified gaps and prioritized next steps for funding in this important area of whole community emergency preparedness. One result of the planning process was the development of this Family Reunification Plan Template.

Children have unique needs when disaster occurs, and when compared with adults, have a higher likelihood of experiencing the physical and psychological impacts of trauma after a disaster (American Academy of Pediatrics, 2002). Children are away from their families for dozens of hours per week if they are enrolled in day care centers or schools, and more people gather in schools than anywhere else in the community on a given weekday (Graham et al., 2006). Approximately 12 million infants and toddlers attend pre-school on a regular basis (National Association of Child Care Resource & Referral Agencies, 2009).

Emergencies are stressful and it can be difficult for those involved to think clearly about what specific actions should be taken to ensure the safety of children in their custody. Development of a Family Reunification Plan in advance enables organizations and their staff to follow established procedures immediately upon notification of the need to set up a Family Reunification Center (FRC) to ensure that children are cared for and returned to their families as soon as possible. In addition, development of a plan may reduce an organization's potential liability in the event that the process does not go as smoothly as planned.

Currently, there are no federal requirements for schools and other organizations that host children on a daily basis to have family reunification plans as part of their emergency preparedness preparation (National Commission on Children and Disasters, 2010). Fourteen states in the U.S. (not including Massachusetts) require that school emergency plans include protocols for family reunification (Save the Children, 2010), and the U.S. Dept. of Education highly suggests that schools and daycare facilities have emergency preparedness plans in place (Schools and Terrorism, 2004). In addition, clinical care settings are not required to have emergency plans that incorporate family reunification, and are often ill-equipped to handle family reunification efforts (Nager, 2009).

¹ Much of the information in this section was taken from the research conducted by the Berkshire Regional Planning Commission as part of this WRHSAC project. Bibliographical references can be found in Appendix H.

Massachusetts General Law² requires that the superintendent of every school district in the Commonwealth meet with public safety professionals to create a “Multi Hazard Evacuation Plan” for each school under the superintendent’s district. The Hazard Evacuation plan must include hazards such as hurricanes, shooting and terrorist activities, and bomb threats, but may go beyond that. A crisis Response team, a designee in charge of that team, a communication plan, procedures for “safe entrance and exit of the school by students, parents, and employees”, and policies for enforcing school discipline and maintaining a safe and orderly environment during the crisis must be implemented. Each district’s plan must be reviewed with the help of local law enforcement on a yearly basis, and the students must be informed of emergency procedures as they are developed. In addition, the operator of each residential camp and each day camp in Massachusetts is required to develop written contingency plans and related procedures dealing with circumstances such as natural disasters and other emergencies and shall develop a written fire evacuation plan.³

FEMA partnered with the U.S. Department of Health and Human Services, the American Red Cross, and the National Center for Missing and Exploited Children to create a comprehensive overview of the coordination plans necessary to reunify children who have been displaced from their parents or legal guardians in large scale disasters. The document is extensive, and recommends that all community partners, including schools, child care, medical, juvenile justice facilities, local, state, and federal organizations, as well as faith based groups coordinate in reunification efforts. The document is titled Post-Disaster Reunification of Children: A Nationwide Approach, and was published in 2013.

The “I Love U guys” Foundation is an organization created by Ellen and John-Michael Keyes, whose daughter Emily was killed in a school shooting at Platte Canyon High School in Colorado in 2006, focuses on school safety. “I Love U Guys” developed the Standard Reunification Method (SRM) to assist schools and organizations to implement reunification plans into their current emergency preparedness plans.⁴ The Massachusetts State Police (MSP) refers to these documents and modifies documents from this manual to assist organizations around Massachusetts in implementing reunifications plans. An important point emphasized by the MSP and the Standard Reunification Method is for schools and organizations to partner with local public safety officials in the development and planning, drilling, and review of their reunification practices. These local officials should include emergency management, law enforcement, fire service, emergency medical services (EMS), mental health providers, hospitals, Community Organizations Active in Disasters (COAD), Medical Reserve Corps (MRC), Community Emergency Response Teams (CERT), etc.

The manual includes methods to establish a planning team to develop a reunification plan, student education procedures, parent education procedures, tabletop exercise schedule, and a live drill schedule. Materials prepared by the Foundation have been adapted for use in this

² Section 363 of MGL Chapter 159 of the Acts of 2000

³ Section 430.210

⁴ <http://iloveguys.org/index.html>

plan. *(See Appendix H for a list of resources consulted in the development of the Family Reunification Plan Template and available for further research by organizations developing their own plans.)*

A key element of the planning process is the identification of a facility (or portions of a facility) that can serve as a secure “Family Reunification Center” (FRC) in the event of a crisis. The exact form of an FRC will depend on the nature of the facility and organization developing the plan. The FRC might be a separate building on a campus, a wing of a building housing the organization, or a set of rooms that can be secured to protect the safety and privacy of all parties.

The SRM approach to site planning can be overlaid on nearly any facility blueprint to control sight lines so that parents/guardians and children cannot see one another until the final reunification is accomplished. This is a critical aspect of maintaining control of the reunification process, because if parents/guardians see their children, they may be inclined to simply take them and not participate in the accountability of reunification.

The American Red Cross and other NGOs that traditionally provide family reunification services in a disaster response in accordance with the requirements of their charters may coordinate and work with emergency management officials if the crisis is widespread enough to warrant their involvement. These organizations are unlikely to become involved in smaller scale scenarios, such as an isolated bomb threat affecting a single facility. NGOs, such as the National Center for Missing & Exploited Children (NCMEC), may provide services at the request of the local/state government. Organizations needing to provide reunification services should contact local government officials so they can serve as a liaison to these partner organizations and direct them to where they are needed the most.

These reunification partners will respond in appropriate circumstances with available resources in accordance with the requirements of their internal policies and in cooperation with emergency management officials. These agencies will respond as soon as a need is identified and often prior to an emergency declaration, under their own authorities and relevant statutes and regulations.

Relevant authorities, statutes and regulations that may apply include the following:

- Americans with Disabilities Act of 1990 as amended by the Americans with Disabilities Act Amendments Act of 2008, Public Law 110-325
- Children’s Online Privacy Protection Act of 1998, 5 U.S.C. 6501-6505
- Code of Federal Regulations (CFR), Title 44, Chapter 1, FEMA, October 1, 2012
- Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency. August 11, 2000
- Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. § 1232g; 34 CFR Part 99
- Health Insurance Portability and Accountability Act (HIPAA) of 1996

- Pets Evacuation and Transportation Standards Act of 2006, Public Law 109-308
- Post-Katrina Emergency Management Reform Act of 2006, Public Law 109-295
- Presidential Policy Directive 8, *National Preparedness*, March 30, 2011
- Privacy Act of 1974, 5 U.S.C. § 552a
- Rehabilitation Act of 1973
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law No. 93-288, as amended, 42 U.S.C. 5121, et seq.
- Title VI of the Civil Rights Act of 1964
- State and Local authorities

1.1 Purpose

This section describes why this plan is being developed and what it is meant to accomplish.

This plan describes reunification services to be provided by **INSERT NAME OF ORGANIZATION** to assist children in their custody, who have been separated from their parents/legal guardians, to re-establish contact with their families under strictly controlled circumstances. The plan provides guidance and procedures to manage resources at the local agency or organizational level. It is important to note, however, that organizations serving children exist within a coordinated structure that can provide vital support and resources for reunification services before, during, and after a disaster in the impacted areas. Sharing this plan and conducting regular drills and exercises with key local and state partners will ensure that coordination occurs when the **INSERT NAME OF ORGANIZATION's** resources are overwhelmed.

Incidents that can occur which could require reunification support to children and their families may be either “notice” or “no-notice” events and can be the result of natural, man-made, or technological incidents. “Notice” events are those that can be predicted in advance and which provide time to plan and prepare for an emergency response, such as an impending hurricane. “No-notice” events are those that happen without warning and require an immediate response with little time to prepare, such as an active shooter in the area. It is important to note that with notice events, action can be taken to evacuate children in the **INSERT NAME OF ORGANIZATION's** custody in advance so that reunification services are less likely to be needed during and following the incident. In contrast, no-notice events limit the ability to return children to their families in advance and, thus, are more likely to result in the need for family reunification services to be provided.

The phases of response to a notice event include actions prior to the incident that increase readiness and available resources in preparation for the event. (*See Phase 1 on **Figure 1: Phases of Response** below.*) No-notice events require an immediate response within just a few hours and do not provide the opportunity to increase readiness in response to an elevated threat or to pre-position resources in response to what is deemed a credible threat.

A pre-determined, practiced reunification plan ensures that the reunification process will simplify and standardize the response to what is probably already a chaotic, anxiety-filled scene. Putting an orderly reunification plan into action will help defuse the heightened emotions at the site. Further, going through the planning and training process may help strengthen relationships with first responders, especially local Law Enforcement, EMS, and Fire Departments, that can prove invaluable in responding to an actual emergency.

Figure 1: Phases of Response

Phase 1 Pre-incident	Phase 2 Response	Phase 3 Recovery
Phase 1a: Normal Operations • Prevention • Mitigation • Plans • Exercises • Public information	Phase 2a: Immediate Response • Activation, Mobilization • Protective actions • Assessment • Determine staging areas • Develop support plan	Phase 3a: Short Term Recovery • Restoration
Phase 1b: Elevated Threat • Increased readiness • Coordinate threat information	Phase 2b: Deployment • Deployment • Movement to staging areas	Phase 3b: Intermediate Recovery • Transition
Phase 1c: Credible Threat • Pre-position resources	Phase 2c: Sustained Response • Employment	Phase 3c: Long Term Recovery • Rebuilding

Source: Multi-Agency Reunification Services Plan Template, Version 1; prepared by FEMA and the Red Cross; May 1, 2015, p.10.

1.2 Scope

This section states the scope of activities provided by the organization to which the plan applies. The Family Reunification Plan is written for a specific organization but should be scalable and adaptable to include collaboration with new/additional entities over time.

This plan describes the coordination steps and implementation procedures necessary to enable the **INSERT NAME OF ORGANIZATION** to respond to the reunification needs of the population of children in their custody and their families who are affected by a disaster.

This plan also describes:

- Response capabilities and strategy of the family reunification plan participants to implement reunification services and meet the needs of affected children.
- Legal responsibilities, roles, and tasks of the various organizations/agencies participating in reunification operations.

- A breakdown of specific populations and related challenges and resources to consider in reunification plans.
- Methods for implementing reasonable accommodations that will allow individuals with disabilities, children with special needs, and individuals with limited English proficiency to access reunification services.
- Methods for scaling up operations and integration of State and national agencies and organizations into the response if the scale of an emergency warrants it.
- The provision of support and crisis counseling for mental health, bereavement, grief, and other needs of those suffering long-term separation or loss of loved ones following a disaster.

1.3 Assumptions

This section contains a list of the conditions that may have a significant impact on the success of the plan.

Prior to a disaster, the **INSERT NAME OF ORGANIZATION** will have coordinated with the local emergency management personnel and State and Federal agencies, voluntary organizations, and the private sector to understand and define their respective reunification roles, responsibilities, capabilities, and capacity. Certain basic assumptions will serve as the foundation for the coordination of reunification effort services during an emergency:

- Reunification services will be needed in some capacity after nearly every disaster incident. In small incidents, the event may be managed entirely at the organizational level. In larger events, reunification needs may need to be met through the deployment of personnel from local Non-Governmental Organizations (NGOs), such as the American Red Cross.
- In large or catastrophic incidents, reunification needs may exceed the resources and capability of any one agency or organization, requiring a combination of resources provided by Federal and State government, NGOs, and the private sector.
- Planning efforts should include children with disabilities and others with access and functional needs, as well as service animals and must identify adequate accommodations and services required for the timely provision of reunification services to these populations.
- Agencies and organizations responsible for the temporary care of children—educational, child care, medical, foster care, juvenile justice, and recreational facilities—have established clearly identified roles and responsibilities for reunification of children separated from parents or legal guardians as a result of disaster with their families.
- Schools, childcare providers, and residential facilities have established relationships and share emergency preparedness plans with first responders and/or local emergency managers in an effort to better coordinate overall reunification efforts in the event of a large scale or catastrophic incident.

- Prior to implementation of this plan, the organization or agency is aware and knowledgeable of local and State laws relating to reunification. Individual privacy rights will be respected and information will be safeguarded as required by applicable Federal and State laws.
- Protocols to share information among agencies/organizations providing reunification services have been developed through MOUs and routine use agreements; these will reduce duplicative efforts and contribute to a more accurate common operating picture.
- A streamlined process for parent/guardian access to reunification systems, as well as coordinated public messaging about availability and accessibility of reunification services to children and their families, will lessen public confusion and result in more effective reunification outcomes.
- Reunification activities are dependent upon adequate communication and technology infrastructure, including telephone, cellular phones, and/or internet to connect with e-mail, and social media.
- Public messages supporting reunification are thorough, timely, accurate, accessible, and compliant with all legal requirements for individuals with disabilities, children with special needs, individuals with limited English proficiency and others with access and functional needs.
- Mass casualty incidents will require enhanced coordination among reunification operations, health care facilities, and, potentially, morgues and/or funeral homes in the unfortunate event that fatalities occur.
- Many ad hoc reunification systems may be created during large events by private sector entities and some individuals. These databases, social media sites, and message boards may not be interoperable and may result in duplicative efforts often leading to frustration for those seeking to reunite with separated family members.
- Support and crisis counseling for behavioral health, bereavement, grief, and other needs will be available for those individuals suffering long-term separation or loss of loved ones and for workers providing reunification services to children and their families.
- Agencies have established policies and procedures for working with families with functional and access needs and will use these to support a FRC response.

1.4 Developing the Family Reunification Plan

Plan development can be accomplished by following these simple steps:

Designate a Plan Development Project Leader

A project leader who is knowledgeable of all phases of operation of the organization—including administration, service delivery, record keeping, facilities management and emergency operations—should be designated as Project Leader for the Family Reunification Plan (FRP) development process.

Organize a Working Group

A small working group of five (5) to seven (7) members of the organization's staff should be organized, including representatives from the administration, service providers, facilities management, security, and others as deemed necessary.

Review Existing Policies and Procedures

The working group should review the organization's existing policies for tracking the children in their care, regular registration/check-in of family members, and emergency operations.

Review the Family Reunification Plan Template

The working group should review the Template in detail and determine how the recommendations provided apply to the specifics of the organization.

Complete and Approve a Family Reunification Plan

The working group should prepare a Family Reunification Plan following the suggestions in the Template, tailored to the needs and policies of the organization. Key among the elements of the plan is the identification of the Family Reunification Team and FRC Leader or Incident Commander to be in charge in the event of an emergency, including alternates in case the primary contacts are not available. *(See Appendix C, Family Reunification Team and Contact Information.)*

Coordinate with Local Emergency Preparedness Officials

The draft plan should be circulated for review and comment from local emergency preparedness officials. The plan should be revised/finalized based on the comments received and then distributed in final form to all interested parties.

1.5 Plan Maintenance, Training, and Exercises

A specific unit or person identified by position title should be designated to be responsible for maintaining the Family Reunification Plan for the **INSERT NAME OF ORGANIZATION**. The Plan should be reviewed at least annually, and updated as necessary. In addition, the Plan should be updated on an ongoing basis to incorporate lessons learned from exercises and/or actual events as identified in an after-action analysis.

Key to the maintenance of the Family Reunification Plan is participation in regular trainings and emergency exercises to ensure that all parties are familiar with the procedures to be followed in the event of an emergency. Two types of training are necessary to ensure that a Family Reunification Plan can be activated and operated successfully. First, those persons who have been pre-identified for key staff positions should be trained in advance in order to perform effectively. Training should include review of the Plan, and walk-through of all aspects of reunification operations, from activation to demobilization. It is desirable to cross-train potential staff in the various functions associated with family reunification.

This basic training should include the fundamentals of the National Incident Management Systems' (NIMS) Incident Command System (ICS) is of particular importance in ensuring that family reunification staff are speaking the same language as first responders, contractors, and public officials and following the same consistent protocols in responding to an emergency situation. FRC staff should be trained in ICS 100 (Introduction to Incident Command System) and ICS 700 (Introduction to National Incident Management System) and should regularly participate in training exercises with emergency preparedness officials. It is also recommended that personnel participating on the reunification team take IS-100.SCA: Introduction to Incident Management for Schools,⁵ where appropriate.

Second, Just-in-Time (JIT) Training materials should be included in the Plan. The purpose of JIT Training is to refresh the knowledge of those persons who have been pre-trained, and to provide persons with no prior training with the tools to perform their assigned functions. JIT Training should cover all aspects of the reunification operation. A unit or individual, identified by position title, should be designated to coordinate training activities. Training should be conducted on a regularly scheduled basis, and documented.

In addition to regular trainings, tabletop and other discussion-oriented exercises should be used to familiarize staff with plans, including recent updates. Drills, functional and full scale exercises provide opportunities for planners to test management in a tactical manner and ideally should include interaction with external partners, such as local emergency personnel.

⁵ <https://training.fema.gov/is/courseoverview.aspx?code=IS-100.SCa%20>

2.0 PLAN ACTIVATION

The Family Reunification Plan should be activated as soon as possible following notification of an incident that impacts the **INSERT NAME OF ORGANIZATION'S** facility and leads to the need for family reunification services. Initiating reunification can be a result of any abnormal occurrence at an organization's facility or in the surrounding area, including power or phone outages, weather events, hazmat incidents, bomb threats, criminal activity in the area, or active violence at the facility.

The Family Reunification Plan development process and maintenance activities described above take place during the pre-incident phase of emergency operations (Phase 1) as shown in the **Figure 1: Phases of Response** on page 5. Once a credible threat of an incident has occurred requiring reunification support to children in the **INSERT NAME OF ORGANIZATION'S** custody and their families (or a no-notice event), the response phase (Phase 2) begins with the activation of the Family Reunification Plan by the designated authority and mobilization of staff.

2.1 Authorize and Initiate Activation

This section identifies the Family Reunification Center Director(s)/Incident Commanders who are authorized to activate the Family Reunification Center (FRC) in response to a crisis situation and identify the critical first steps to keep children in your organization's custody safe.

During the planning process, the primary Family Reunification Center Director/Incident Commander responsible for reunification management at **INSERT NAME OF ORGANIZATION** was identified as **INSERT NAME AND TITLE**. **HE/SHE** is also authorized to activate the plan and carry out reunification operations as described in this Plan. Secondary and tertiary alternates for this and all positions are also identified to ensure efficient activation of the Plan in an emergency. *(See Appendix C for a list of Family Reunification Team Members and their contact information.)*

Review Activation Triggers

The FRC Director/Incident Commander assesses the situation and reviews a list of "triggers" for activating FRC. The list of types of incidents that might trigger the need for family reunification services is extensive: "Wildland or structural fires, hazardous materials, floods, tornados, blizzards, power outages, tsunamis, bomb threats, acts of violence, acts of terror... these just start the list of events that may initiate a reunification and release."⁶ The emergency situation might be confined to the single facility, or it might be a broader disaster affecting widespread communities.

⁶ "I Love U Guys" Foundation, Standard Reunification Method; Version 0.9.5; 2011; p.7.

Insert a list of “triggers” that would warrant the activation of a Family Reunification Center in your organization, taking into account the age(s) of the children in your custody; unique features of your facility; the proximity of an incident; the timing and specific nature of an incident, etc.

Take Immediate Action to Keep Children Safe

When the FRC Director/Incident Commander determines that the situation warrants the activation of an FRC, key staff in charge of safety and security (Safety and Security Officers) and public messaging and information sharing (Public Information Officer) should be notified and the following actions should be taken immediately to secure the safety of the children in the custody of the **INSERT NAME OF ORGANIZATION**:

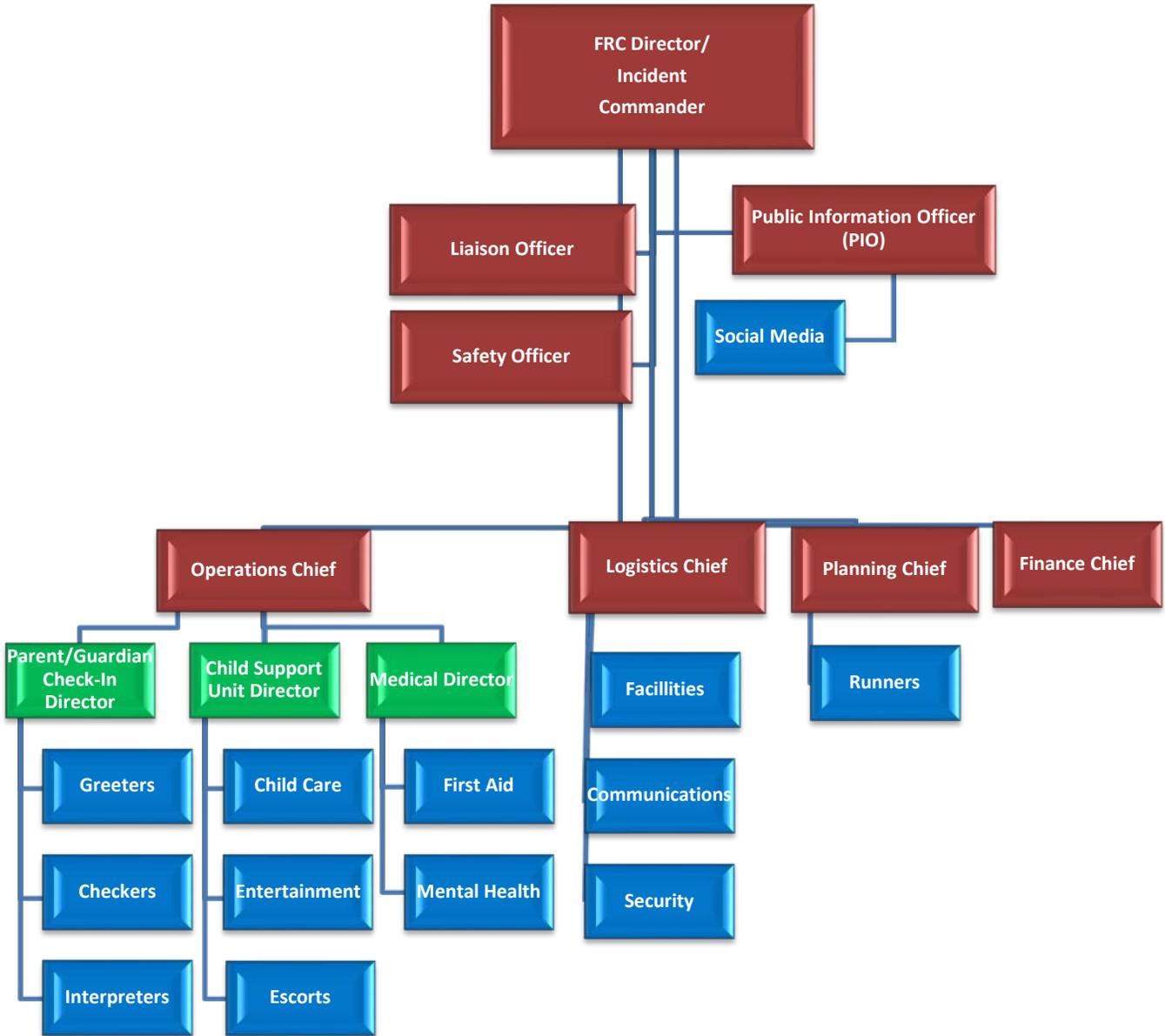
1. **Children’s Safe Area:** Immediately gather the children in a safe, secure, restricted space with restroom access. Do a head count and compare with roster of children expected to be in attendance. If children must be moved to a secondary location for reunification, contact key holder to arrange for access to the alternate facility.
2. **Command and Control:** Establish command and control, communications, and information-sharing with response partners.
3. **Security/Evacuation:** Establish security and/or evacuate to a separate safe area located at the **INSERT NAME OF ORGANIZATION’S** facility or at another pre-identified location.
4. **Public Information:** As soon as possible issue initial media messages assuring the public that the children’s safety is your organization’s primary concern. If known, outline the protocols for parents/guardians to be re-united with their children. Details should be included on when, how and where further instructions will be provided or webpages where they can go for more information. Families, the media, and interested members of the public should be encouraged to wait for further details to be released and avoid jamming the phone lines to the **INSERT NAME OF ORGANIZATION** or overwhelming cellular networks by contacting their children with cell phones.
5. **Parent/Guardian Notifications:** Orderly parent/guardian notifications should begin as soon as possible. Children with cell phones should be given explicit instructions on what to say or text to their parents/guardians, for example: *“I am OK, please wait for further instructions on how and where to pick me up and do not call me back as we have to keep the phone lines open.”*

Follow ICS Procedures

Plan activation and escalation are assumed to be conducted in compliance with ICS procedures. Position titles listed in the following chart reflect an ICS-compliant activation. The Incident Commander serves/FRC Director, unless the scale and scope of the incident warrants a broader disaster response and expanded ICS positions. As an incident evolves, first responders typically establish their own Incident Command and agency officials will become part of a “Unified Command.” While the responding Law Enforcement department or agency will likely assume

primary Incident Command, custodial organizations remain responsible for reunifying children with their parents/guardians.

Figure 2: Typical Incident Command (ICS) Chart for a Family Reunification Center



Key:

Command Staff

Branch/Division Staff

General Staff

(See Appendix C for a list of the Family Reunification Team members and contact information.)

Notify Community Partners

Describe how stakeholders and key partners will be notified in the event of an FRC activation. Complete table below to document key partner contact information. Expand table as needed.

Notifying community partners of the planned activation, particularly public safety officials and partner agencies, is a key component of managing an efficient reunification effort, often in a chaotic crisis situation. Ideally, these partners were involved in the development of the Family Reunification Plan and participate in regular training and exercises with the **INSERT NAME OF ORGANIZATION'S** staff. By creating or strengthening partnerships with first responder agencies—police, fire and medical—it becomes easier to engage the first responders and other key participants in the event of an actual emergency. The Liaison Officer should contact the key partners identified in Table 1.

Table 1: Key Partner Contact Information

Provider/Organization	Services Provided	Primary Contact Name	E-mail	24/7 Access Phone Number
Local Emergency Management Director				
Local Law Enforcement				
Local Fire Department				
Local EMS				
Local Health Department				
Local Hospital				
Local Mental Health Service Provider				
Local Medical Reserve Corps Unit				
Local COAD				

In a broader incident involving multiple parties and the establishment of an Emergency Operations Center, the FRC PIO should contact the Incident PIO and initiate coordination with the Joint Information System (JIS) being established for the overall emergency situation.

2.2 Mobilize Staff

Initial activation should include minimum staffing for reunification functions and provide for escalation of staffing as required. The Incident Commander/FRC Director and the Operations Chief should review the FRC's ICS organizational chart in Figure 2 above and make adjustments to it as necessary to reflect the **INSERT NAME OF ORGANIZATION'S** unique characteristics and the emergency circumstances dictating which trusted staff and volunteers may be available to staff the FRC.

The Incident Commander/FRC Director, Operations Chief, and Planning Chief should determine staffing needs for full operations of the FRC, based on the number of children that would need to be reunified, the nature of the incident, the facility's proximity to the incident, the expected length of the emergency, etc. Based on anticipated staffing needs, sufficient copies of the Job Action Sheets should be prepared (in both digital and hard copy formats) for distribution to the staff when they register for service in the Family Reunification Center. The Incident Commander and the Operations Chief should review site plans for the pre-determined location(s) for the establishment of a Children's Safe Area and delegate a responsible staff person to organize child care staff and resources immediately upon activation.

Staff for the Family Reunification Team may come from one of three sources, or a combination of sources, all of whom should have had CORI/SORI checks completed in advance.

- **Existing paid staff.** These persons will be known and already vetted by normal standard operating procedures, and will have appropriate badges and/or identification.
- **Pre-credentialed volunteer staff.** These persons have a known history with the **INSERT NAME OF ORGANIZATION**; however, if assigned to the FRC, they should be issued an identification badge authorizing entry.
- **Staff from "trusted sources."** This would include, for example, mental health staff provided by DMH; social workers from DCFS; Medical Reserve Corps volunteers, etc. These persons will have been vetted and credentialed by their "home" organization; however, they should be issued FRC badges since healthcare staff may not know them.

Depending on the nature of the incident and available resources, individual staff persons may be assigned to fulfill more than one role in the reunification process. *(See Appendix G for Job Action Sheets for the key staff roles to be fulfilled during a Family Reunification process.)* Due to the sensitivity of family reunification operations, it is recommended that staff be from these trusted sources only. No "spontaneous" volunteers should be permitted in the Family Reunification Center.

Describe the notification process used at your facility. For example, will staff be notified by landline, cell phone and/or other emergency notification systems?

The FRC Director/Incident Commander and Operations Chief should work with Planning and the Communications staff to implement pre-determined mechanisms for notifying staff of the FRC mobilization and for issuing alerts to staff as the incident unfolds over time.

2.3 Set Up the FRC—Coordinate Supplies and Equipment

If possible, critical supplies and equipment should be pre-positioned in the designated Family Reunification Center area(s) identified on interior and exterior site plans. If not practical to pre-position, the location of needed supplies and equipment should be identified in the plan, as well as existing procedures for acquisition of additional supplies.

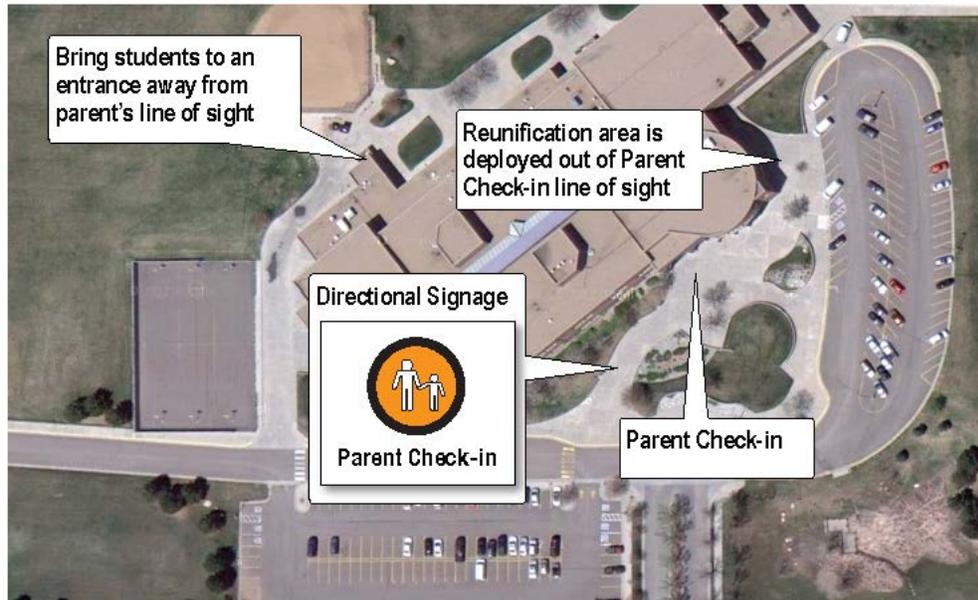
Upon activation of the FRC, the Director/Incident Commander should immediately coordinate with the Operations and Logistics Chiefs to ensure that the setup of the FRC occurs in an efficient and timely manner. They should establish an Incident Command Post and initiate a review of interior and exterior site plans that identify the areas within the facility (including alternates) to be used for the various activities associated with the FRC and work with the Logistics Chief and Facilities staff to execute a set-up strategy for each area. *(See Appendix E for internal and external site plans showing how the Family Reunification Services Area should be configured.)* Logistics should set up supplies first in the following key areas to facilitate an efficient activation of family reunification services:

- Children’s Safe Area (with secure restroom access);
- Parent/Guardian Check-in Area (out of the line of sight where the children will be located);
- Counseling Area (with restroom access separate from the children); and
- Accessible Medical/First Aid Area with resources for children and parents/guardians with special or medical needs, ideally near a door with outside access.

Once these key areas are equipped and staffed, supplies and equipment can then be set up in the areas designated for reunification, law enforcement interviews, media staging, etc. Logistics should work with Safety/Security Officers to set up signage and traffic controls both outside and inside the FRC to maintain physical separation between the public, parents/guardians, and children. Figure 3 below demonstrates an exterior site plan superimposed on an aerial photo of the site and the basic goals of the set-up process.

If possible, Logistics should pre-position critical supplies and equipment in the designated Family Reunification Center area(s) identified on interior and exterior site plans. Where pre-positioning of supplies is not feasible, the Logistics Chief should identify the location of needed supplies and equipment. The Logistics Chief should review and initiate procurement strategies for obtaining additional supplies and equipment, if needed, in coordination with the Finance Chief. WRHSAC’s companion document, the **Family Reunification Plan Supportive Equipment List**, identifies equipment (hardware/software) that is critical the successful implementation of the reunification plan [\[insert link\]](#).

Figure 3: Setup Goals

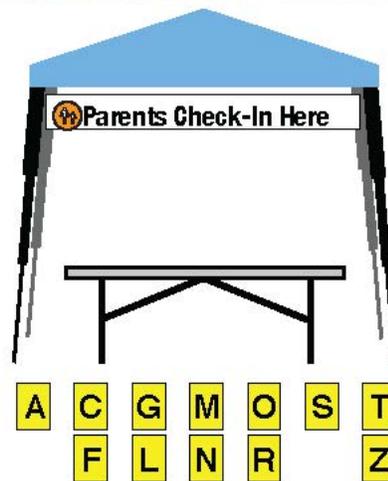


Setup Goals

For Setup the goals are:

1. Establish a visible Parent Check in Area and deploy tent and signage.
2. Check-In table is deployed.
3. Student Demographic Card/Binders are deployed at Check-In table.
4. Traffic directional signage is deployed.
5. Alphabet breaks are taped to the ground or table.
6. Student Parent Reunification Area is identified and marked.

These are the basic tasks expected to be included in the plan.



Source: I Luv U Guys Foundation, Standard Reunification Method, Version 0.9.5; 2011

2.4 Prepare for FRC Activation and Operations

Conduct Staff Registration

The FRC Director/Incident Commander and Safety/Security Officer should establish the standard procedures for staff registration/credentialing and sign-in and ensure that these protocols are consistently followed. All volunteers or non-agency staff should also be issued badges or other identification authorizing entry into the FRC consistent with facility policies. Unique apparel such as hats or vests would assist facility staff and family members in identifying family reunification staff and pre-credentialed volunteers.

Conduct Just-In-Time (JIT) Training

JIT Training should be conducted by the Operations and/or Logistics Chiefs for all staff at the beginning of each shift and/or when any new staff member is assigned. This is important not only for staff unfamiliar with FRC operations, but also for previously trained staff who may need refresher training. JIT Training should address the overall mission and objectives of the Family Reunification Center. JIT Training for specific positions should address:

- Need to document everything
- Basic ICS protocols: who they report to and who reports to them
- Job Action Sheet(s) (*see Appendix G*)
- Code of Conduct (*see Appendix D*)
- Organization chart with names, positions, and missions, to include who reports to whom (*see Appendix C*);
- Fact Sheet regarding Family Reunification Center operations (*see Appendix F*)
- Family Reunification Center Layout (interior and exterior site plans) (*see Appendix E*)
- Documents and forms that will be utilized by the position (*see Appendix F*)

Establish Ongoing Public Messaging Procedures

The FRC Director/Incident Commander must approve all public messages before release. The Public Information Officer (PIO) should establish outgoing messaging procedures, supervise the set-up of a Media Area separate from the children and families, and prepare emergency notifications/press releases for use throughout the incident. Public messaging procedures and sample notifications should be shared with all staff at the initial training and updated over the course of the emergency event. All staff should be reminded that all media inquiries should be referred to the PIO and sensitive information should not be broadcast over emergency radios and should be shared only on an as-needed basis using phones or escorts to protect the privacy of the children and families involved.

In a broader incident involving multiple parties and the establishment of an Emergency Operations Center, the FRC PIO should coordinate with the Incident PIO and participate in a Joint Information System (JIS). The JIS should include all the active PIOs for the event (e.g., from local law enforcement, local schools, municipal officials, MEMA, MSP, etc.)

Another separate overflow waiting area may be needed for other concerned family members and interested parties, located out of the sight of the FRC, if large numbers of people are expected to respond to the crisis. Only parents or legal guardians with appropriate identification should be allowed into the FRC. However, many other family members may be concerned for the welfare of the children in question and they will naturally flock to the organization's facility when an incident is occurring. Estimates of the numbers of concerned relatives expected to show up in a crisis range from 9 to 18 per child, suggesting a potential need for crowd control when large numbers of interested individuals show up at the FRC.

3.0 OPERATIONS

3.1 Family Notification

In the event of a reunification operation, parent/guardian notification is the priority first step. Many organizations have outgoing 911 notification systems to call and/or text information to their parent/guardian population. It is imperative that accurate, factual information be delivered, starting with the crucial First Message. While it may seem comforting to tell parents/guardians that everyone is okay, or to minimize the number of injuries, this First Message not only begins the recovery process, it may be evidentiary for purposes of liability. Rather than saying “All children are safe,” it is probably more accurate to report that, “We are in the process of establishing the safety status of all children and staff.” Notifications to parents/guardians should include a reminder to bring photo identification with them to the reunification site and have it out and ready to show reunification staff at the Check-in Area.

With the number of cell phones available to ever-younger populations, parents/guardians will likely be the first to arrive at the impacted facility. Prepare for the fact that this may occur prior to the transmission of any official notification by the organization. Children will call or text their parents/guardians immediately during a crisis, despite policies prohibiting mobile phone use. Additionally, some organizations may not have accurate contact information for all parents/guardians. It may be possible during a crisis to leverage this to the organization’s advantage by writing out reunification information for the children to text to their parents/guardians. Children are also asked not to send multiple text messages either in or out of the facility or reunification area to keep the cellular network open during reunification operations.

Pre-prepared notification messages are vital. While anything written in advance may not exactly fit the circumstances of any given crisis, it will save time in the initial phase of a crisis. These statements can be vetted with the Public Information Officer and legal counsel as part of the planning process. Other notifications should also be considered. Contacting an organization’s legal counsel, as well as the its insurance providers should be part of the notification process.

3.2 Family Registration

For parents/guardians, there are a couple of steps in the reunification process. If a parent/guardian is driving to the FRC, greater awareness of traffic and emergency vehicles is advised. Parents/guardians should park where indicated and not abandon vehicles. Parents/guardians are asked to go to the Reunification Parent/Guardian Check-In Area and form lines based on the first letter of their child’s last name. While in line, parents/guardians are asked to fill out a Reunification Card. Some of the same information is repeated on both the top and separated bottom of the card. Parents/guardians are asked to complete all parts of the card (*see Appendix F, Forms, for a copy of the Reunification Card.*)

If a parent or guardian is notified that reunification is needed, there are some expectations that parents or guardians should be aware of. First, they should be notified to bring identification. That will streamline things during reunification. Second, be patient and do not pick up your child without checking in. Reunification is a process that protects both the safety of the child and provides for an accountable change of custody from the organization to a recognized custodial parent or guardian. The Parent/Guardian Check-In Area should be staffed by administrative staff of the organization, if possible, as they will be the most familiar with (and familiar to) the family members of the children under their care and custody.

There are several strategies for identifying custodial privilege during a reunification. The “Whitelist method” confirms the parent/guardian via photo identification and confirming the person’s authority by comparing the ID to the student demographic card provided to the organization. The benefit of this method is absolute accountability. The cost is greater time and greater human resource needs to check the identification against enrollment records. The “Blacklist method” relies on a pre-determined list of persons with custodial restrictions. Identification is used, in this case, to determine if preventing student release to the non-custodial parent/guardian is necessary.

In some cases, parents/guardians may not have photo identification. Sometimes ID can be verified by the child’s service provider or other staff. Another option is to solicit little known information about the student. The Standard Reunification Card has a space for the child’s birthday. The area for this is on the Escort’s part of the card which can be verified against the demographic/enrollment card during a Whitelist custody verification. Or it can be confirmed by the child when the Escort retrieves them from the Children’s Safe Area.

3.3 Reunification

According to the SRM, the following is a description of the operations of the Family Reunification Center in a nutshell:

- Establish a Parent/Guardian Check-In Location.
- Deliver the children to the Safe Area, beyond the field of vision of parents/guardians. “Greeters” direct parents/guardians to the Parent Check-In location, and help them understand the process.
- Instruct parents/guardians on how to complete Reunification Cards.
- Establish procedure for parents/guardians to self-sort during check in, streamlining the process.
- Escorts bring children from the Safe Area.
- Control lines of sight to allow for communication and other issues to be handled with diminished drama or anxiety.
- Anticipate medical or investigative contingencies.
- Document everything

Most organizations use a demographic card to retain information on each child, which may be kept in binders or files. Ideally, it is beneficial to separate the cards into multiple, thinner binders separated alphabetically to be distributed to staff dealing with families whose children's names begin with particular letters. During a reunification, an organization may experience dozens or even hundreds of family members arriving at the site, seeking their child or family member. By separating demographic cards into smaller groups, the process tends to move faster and the goal of reunification is greatly accelerated. The system should be focused on the ease-of-use for stress-filled incoming parents/guardians and the FRC staff assisting them.

3.4 Support Services

In addition to facilitating family reunification, the mission of the FRC includes the facilitation of support services to family members. The Health Support Unit coordinates the facilitation of support services to children and their families. The provision of psychological first aid and mental health/behavioral health services provided to children, family members and FRC staff is a key element in organizing the FRC to respond to the short and long-term health consequences of disasters for children, family members, and staff.

3.5 Communications

Communications is a key element of managing an emergency requiring family reunification services. Communications includes information sharing among responders and staff as well as public information and risk communications. Once the initial notifications are sent out to the community and to children's families, there will be an ongoing need to monitor the evolving situation and keep everyone informed of the status of both the emergency incident and the family reunification process as well as control rumors. There are several aspects of this ongoing effort, including general public messaging procedures for media and social media, communications with staff, and information sharing with emergency preparedness officials.

General Communication Procedures

Once initial notification has been made and the reunification process is underway there will be ongoing needs for continued information sharing with all of the **INSERT NAME OF ORGANIZATION'S** key partners. Because of the extreme sensitivity of information concerning children, HIPAA and FERPA policies, and the damage that can occur as a result of inaccurate or premature release of information, FRC staff should exercise great care in safeguarding information and disseminating it appropriately only under the supervision of the Public Information Officer.

A few general rules apply to information handling and dissemination:

- Disseminate information only to persons with a "need to know."
- Disseminate information about children only when authorized by proper authority.

- Sensitive information should not be transmitted by radio, landline or cellular telephone if it can be avoided.
- Only transmit sensitive information on the Internet via password-protected systems.
- Conduct verbal communications in a location and manner that ensure that unauthorized individuals do not overhear them.
- Use plain language. Speak clearly and slowly; avoid codes, abbreviations, acronyms and jargon.
- Be concise and be brief.
- Obtain pre-approval from the Incident Commander before releasing any public messaging.
- Assume that all written communications could be made public

Communications with Staff

This Family Reunification Plan outlines a communication policy aimed at keeping FRC staff informed of key decisions and updates. Internal staff communications may include:

- FRC staff meetings. Generally, these will occur at the beginning of each operational period or shift change, or as a result of an occurrence of an event that must be conveyed to all staff.
- Unit, Team and Group meetings. Called at the discretion of their supervisors/
- One-on-one and informal communications.
- When communicating with other staff not in your unit, or in another physical location, verify and document the name, unit, and position title of the person you are communicating with. Document communications with persons outside your Group using ICS Form 213 or equivalent (hard copy or electronic).

Communications with Emergency Preparedness Officials

Local Emergency Preparedness Officials should be notified when:

- The FRC is being activated.
- The FRC is ready to receive family members.
- Additional assistance or security is need at the FRC.
- The FRC is being demobilized.

In addition, during the course of the emergency incident local officials should be kept apprised of the status of the family reunification process and any changes in the situation. If there is a law enforcement element to the situation, FRC staff should maintain similar contact with those officials as well so that everyone is operating with the same situational awareness.

In the event of a broader crisis situation, it is probable that an Emergency Operations Center (EOC) will have been activated under the authority of an Incident Commander. Communications with the EOC should generally occur at the peer level, i.e., the FRC Manager/ Incident Commander and specialists will coordinate with their counterparts in the EOC or through an appointed Liaison as determined by the Incident Commander or EOC Manager.

Communications with Public Media

The FRC Public Information Officer should handle **all** communications with the media. All staff should be cautioned not to provide information to any media representative without specific authorization from the PIO. A Media Center or area for media contacts, interviews, and briefings should be designated away from the reunification activities in the FRC. All communications with the media require pre-approval by the Incident Commander.

Communications via Social Media

Communications via social media have become increasingly important in our society. While extremely valuable for communications purposes, communication via social media is virtually impossible to control, and is subject to misunderstanding and dissemination of misinformation. Social media is also a common source of rumors and speculation. FRC staff should adhere to their facility's established social media policy. If no such policy exists, facilities should seek to minimize the potential harm of dissemination of misinformation via social media by:

- Urging family members to refrain from disseminating information concerning children, FRC conditions, or other sensitive information via social media.
- Directing staff to refrain from disseminating information concerning the FRC, family members, or children via social media.
- Requesting staff and family members to advise the FRC Public Information Officer (PIO) if they discover inappropriate information concerning the FRC, family members, or children via social media.
- Advising staff and family members to be alert to rumors or speculation being disseminated via social media, and to inform the FRC PIO of any occurrence.

The ICS organizational chart includes a Social Media Coordinator (often a Twitter or other social media user), reporting to the Public Information Officer.

4.0 DEMOBILIZATION

This section should identify the Family Reunification Center Directors/Incident Commanders who are authorized to demobilize the Family Reunification Center (FRC) when the crisis situation has been resolved and reunification completed. The plan should include a list of “triggers” that would indicate when demobilization is appropriate.

4.1 Authorize Demobilization of FRC

During the planning process, the primary Family Reunification Center Director/Incident Commander responsible for reunification management at **INSERT NAME OF ORGANIZATION** was identified as **INSERT NAME AND TITLE**. **HE/SHE** is authorized to activate the plan, carry out reunification operations as described in this Plan, and has primary authority to determine when demobilization is appropriate. *(See Appendix C for a list of Family Reunification Team Members and their contact information.)*

The FRC Director/Incident Commander should assess the status of the ongoing emergency situation and review a list of “triggers” for demobilizing the FRC. Examples of triggers for demobilization include:

- fewer than three families remaining in the FRC
- no unaccompanied minors remaining
- **INSERT ADDITIONAL TRIGGERS**

These are suggested trigger points, but it should be clearly understood that the decision to demobilize is a subjective one and will depend on the particular circumstances of a given crisis situation. Wherever possible, the FRC Director/Incident Commander should consult with local emergency preparedness officials and other key partners in the course of determining if the time is right to demobilize the FRC. This communication will be especially critical in the event of a widespread emergency.

4.2 Notify Stakeholders

As soon as the decision to demobilize the FRC has been made by the FRC Director/Incident Commander, and the demobilization date and time are decided, all participating agencies, family members at the FRC, local emergency preparedness officials and other key partners should be notified.

4.3 Disseminate Final Media Message

The FRC Director/Incident Commander should provide all relevant information to the Public Information Officer to prepare messaging regarding the demobilization. Final messaging should

go out on all media platforms that have been operational during the emergency, including public media outlets and social media platforms. FRC staff should particularly ensure that information is provided in formats accessible to people with disabilities or those who have other access and functional needs.

4.4 Close Out Operations

Return all equipment and supplies to the appropriate storage area or other location. Collect and secure all forms, checklists, and other written material utilized in the FRC and give them to the Operations Chief for disposition.

4.5 Conduct After-Action Analysis

As soon as possible following demobilization, a debrief should be scheduled to identify and document “lessons learned” and to recommend changes in the plan if indicated. This debrief is often referred to as an “after-action report” (AAR) and is a key element of the ongoing review and maintenance of the Family Reunification Plan, as well as of emergency planning in general. Everyone inside the organization and in the community that participated in the family reunification effort should participate in the AAR. This should include the staff of the FRC, other organization officials, community partners and local emergency preparedness officials, as well as representatives of the parents/guardians involved and the children themselves, where possible. The AAR should document significant events and issues, positive and negative concerning FRC operations.

APPENDIX A: ACRONYMS

AAR	After-Action Report
AFN	Access and Functional Needs
CCC	Confirmation Conference Call
CDC	Centers for Disease Control and Prevention
CORI	Criminal Offender Record Information
CPG	Comprehensive Preparedness Guide
DCF	Department of Children and Families
DME	Durable Medical Equipment
DMH	Department of Mental Health
DNA	Deoxyribonucleic Acid
DOB	Date of Birth
DOC	Department Operations Center
ED	Emergency Department
EOC	Emergency Operations Center
EMD	Emergency Management Director
EMS	Emergency Medical Services
ESF	Emergency Support Function
FAC	Family Assistance Center
FEMA	Federal Emergency Management Agency
FERPA	Family Educational Rights and Privacy Act
FIC	Family Information Center
FNSS	Functional Needs Support Services
GPS	Global Positioning System
HICS	Hospital Incident Command System
HIPAA	Health Insurance Portability and Accountability Act
ICS	Incident Command System
IT	Information Technology
JAS	Job Action Sheet
JIT	Just-In-Time (Training)
MAC	Medical Alert Center
MCI	Mass Casualty Incident
MEMA	Massachusetts Emergency Management Agency
NCMEC	National Center for Missing & Exploited Children
NCDMPH	National Center for Disaster Medicine and Public Health
NIMS	National Incident Management Systems
NGO	Non-Governmental Organization
NOK	Next of Kin
OA	Operational Area
PIO	Public Information Officer
SORI	Sexual Offender Record Information (or VSOS - Validated Sex Offender Search)
SRM	Standard Reunification Method

APPENDIX B: DEFINITIONS

Ad hoc: Spontaneous or unaffiliated.

Ante mortem: Preceding death.

Catastrophic: Any natural or manmade incident, including terrorism, that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. National Disaster Recovery Framework (NDRF), September 2011, page 79.

Congregate Shelter: Generally provided in large open settings that provide little to no privacy in facilities that normally serve other purposes such as schools, churches, community centers, and armories.

Displaced Adult: An individual 21 years of age or older who is displaced from the habitual residence of that individual as a result of a declared event. Robert T. Stafford Relief and Emergency Assistance Act as Amended, and Related Authorities, April 2013 (Stafford Act)

Displaced Child: An individual under 21 years of age who is displaced from the habitual residence of that individual as a result of a declared event. (Stafford Act)

Distribution of Emergency Supplies: Provide emergency supplies and/or the resources to distribute them.

Durable Medical Equipment (DME): Medical equipment (e.g., walkers, canes, wheelchairs, etc. used by persons with a disability to maintain their pre-disaster level of independence.

Emergency: Any incident, whether natural and/or technological/human caused disaster that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States. Source: *National Response Framework*.

Emergency Support Function (ESF) #6: The ESF #6 Annex of the National Response Framework (NRF) describes how the Federal government coordinates Mass Care, Emergency Assistance, Temporary Housing, and Human Services.

Emergency Support Function (ESF) #8: The ESF #8 Annex to the NRF describes how the Federal government coordinates Public Health and Medical Services, including mental health services and fatality management.

Emergency Support Function (ESF) #11: The ESF #11 Annex to the NRF describes how the Federal government provides nutrition assistance; responds to animal and agricultural health issues; provides technical expertise, coordination, and support of animal and agricultural emergency management; ensures the safety and defense of the Nation's supply of meat,

poultry, and processed egg products; and ensures the protection of natural and cultural resources and historic properties.

Essential Services: The delivery of infrastructure and additional services to address disaster-related needs of affected residents living in temporary housing sites.

Family Assistance Center (FAC): A facility where individual assistance services, including reunification services, are offered or that is exclusively utilized for fatality management activities.

Family Reunification Center (FRC): A facility or portion of a facility that has been designated as a secure location for children to be kept safe, with a separate space (out of the line of sight) for parents/guardians to check in and then be re-united

Feeding: The provision of food, snacks, and hydration to the affected population and emergency workers either from fixed sites or through mobile routes.

Host State: A State, Territory, Commonwealth, or Tribe that, by agreement with an impact-State or the Federal Emergency Management Agency (FEMA), provides evacuation and sheltering support to individuals from another State that has received a Presidential emergency or major disaster declaration.

Household Pet: A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than commercial purposes, can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes. *Source DAP 9523.19.*

Incident: An occurrence or event, natural or human caused that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response. *Source: National Response Framework.*

Major Disaster: Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion in any part of the United States that, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby. *Source: National Response Framework, May 2013.*

Mass Care Activities: Mass Care activities include Sheltering, Feeding, Distribution of Emergency Supplies, and Reunification as defined under the Mass Care Function of Emergency Support Function (ESF) #6 of the NRF. Red Cross is Co-lead with FEMA for these four activities.

Mass Care/Emergency Assistance: The Mass Care/Emergency Assistance activities include the seven activities that fall within the MC/EA Branch: Sheltering, Feeding, Distribution of Emergency Supplies, Reunification, Mass Evacuation [Support], Disabilities and Other Access and Functional Needs Support, and Household Pets and Service Animals Support. Also, included in the Annex definition is: Nonconventional/Transitional Sheltering.

Mass Care Services: Mass Care Services is the Core Capability that includes the four functions of ESF #6: Mass Care, Emergency Assistance, Temporary Housing, and Human Services.

Missing Person/Child: A non-disaster specific term routinely used in most communities that refers to an individual over 18 years of age (adult) or less than 18 years of age (child) who has been legally reported as missing by relatives/friends and filed with law enforcement agencies.

National Center for Missing & Exploited Children (NCMEC): NCMEC serves as the nation's clearinghouse on issues related to missing and sexually exploited children. NCMEC was designated in the Post-Katrina Emergency Management Reform Act of 2006 (PKEMRA) as the national organization responsible for supporting the reunification of unaccompanied minors with parents/legal guardians with resources including the National Emergency Child Locator Center, Team Adam, and the Unaccompanied Minors Registry (UMR).

National Emergency Child Locator Center (NECLC): A dedicated call center managed by the NCMEC that can be activated at the request of a disaster-impacted State to intake child-related reunification calls, alleviate call load from impacted State emergency communication systems and coordinate tips and leads with on-the-ground reunification efforts.

National Incident Management System (NIMS): A comprehensive, national approach to incident management that provides the template for incident management, regardless of cause, size, location, or complexity and is applicable at all jurisdictional levels and across functional disciplines.

National Response Framework (NRF): The second edition of the NRF, updated in May 2013, provides context for how the whole community works together and how response efforts relate to other parts of national preparedness. The NRF reinforces a comprehensive, national, all-hazards approach to domestic incidents. It guides local, State, and Federal entities, enabling partners to prepare for and respond under a unified command structure.

Nongovernmental Organization (NGO): An entity with an association that is based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross. NGOs, including voluntary and faith-based groups, provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster survivors. Often these groups provide services that help individuals with disabilities. NGOs and voluntary organizations play a major role in assisting emergency managers before, during, and after an emergency. Source adapted from the *National Response Framework*.

People with Disabilities and Other Access and Functional Needs Support: Access and functional needs support services are services that enable people to maintain independence in a general population shelter. These services include reasonable modifications to policies, practices, and procedures, durable medical equipment (DME), consumable medical supplies (CMS), personal assistance services (PAS), and other goods and services as needed. Children and adults requiring these services may have physical, sensory, mental health, cognitive, and/or intellectual disabilities affecting their ability to function independently without assistance. Others who may benefit from these services include women in late stages of pregnancy, older adults, and those needing bariatric equipment.

Personal Assistance Services: Activities of daily life that allow individuals to maintain their independence while staying in a general population shelter.

Post mortem: Done, occurring, or collected after death.

Private Sector: Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce, and industry. Source: *National Response Framework*.

Public Assistance: The mission of the Public Assistance Program is to assist communities in recovering from the devastating effects of disasters by providing technical assistance and financial grants in an efficient, effective, consistent, and customer-friendly manner.

Reunification Services: Services that provide mechanisms to help displaced disaster survivors, including children, reestablish contact with family and friends.

Safe and Well: An American Red Cross online application that allows people affected by a disaster to list themselves as “safe and well.” Family members can also view the messages left by their loved ones who have self-registered on the site.

Service Animal: Any dog (or other animal) that is individually trained to do work or perform tasks for the benefit of an individual with a disability. (28 CFR § 34.104)

Shelter-in-Place: Individuals required to shelter in place, either in private dwellings, offices, shopping malls, or other sites that provide an isolated setting for either the individual’s safety or for the safety of others.

Sheltering: Housing that provides short-term refuge and life-sustaining services to disaster victims who have been displaced from their homes and are unable to meet their own immediate post-disaster housing needs.

Team Adam: A NCMEC program of specially trained retired law enforcement professionals from Federal, State and local levels who serve as NCMEC consultants. Team Adam deploys as a rapid, on-site response and support system, providing technical assistance to law enforcement agencies and families in serious cases of missing children and support to emergency management agencies in the event that children become separated from their families due to disaster.

Unaccompanied Minor: A child who has been separated from both parents, legal guardians, and other relatives and is not being cared for by an adult who, by law or custom, is responsible for doing so.

Unaccompanied Minors Registry (UMR): UMR is an online data collection tool focused on collecting basic information of children who have been separated from their families as a result of a disaster.

Whole Community: Whole community includes: individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, State, Tribal, territorial, and Federal governments. Whole community is defined in the National Preparedness Goal as “a focus on enabling the participation in national preparedness activities of a wider range of players from the private and nonprofit sectors, including nongovernmental organizations and the general public, in conjunction with the participation of Federal, State, and local governmental partners in order to foster better coordination and working relationships.”

APPENDIX C: FAMILY REUNIFICATION TEAM AND CONTACT INFORMATION

ICS Position*	Responsibilities	Name(s)	Contact Info (24/7 Phone/E-mail)
FRC Director/ Incident Commander (IC)	Responsible for managing entire incident; overall command		
Public Information Officer (PIO)	Monitor/manage public messaging; brief FRC Director/IC		
Social Media	Establish social media presence for FRC and post PIO messaging on Facebook, Twitter, etc.		
Safety Officer	Ensure staff safety and site security		
Liaison Officer	Connect with other agencies/towns		
Operations Chief	Implement reunification; oversee FRC operations		
<u>Parent/Guardian Check-in Director</u>	Oversee the parent/guardian check-in process		
Greeters	Welcome parents/guardians to the Family Reunification Center	1.	
		2.	
		3.	
Checkers	Conduct initial screening and vetting of intake forms	1.	
		2.	
		3.	
Interpreters	Ensure that the needs of parents/guardians and children with limited hearing, languages other than English, etc. are met	1.	
		2.	
		3.	
<u>Child Support Unit Director</u>	In charge of child support services		
Child Care	Ensure safe environment for children in the FRC	1.	
		2.	
		3.	
Entertainment	Provide entertainment for children at Family Reunification Center	1.	
		2.	
		3.	
Escorts	Retrieve children and bring them from Children's Safe Area to Reunification Area	1.	
		2.	
		3.	

ICS Position*	Responsibilities	Name(s)	Contact Info (24/7 Phone/E-mail)
<u>Medical Director</u>	Provide medical first aid and mental health services		
First Aid	Low risk, outpatient medical care		
Mental Health	Behavioral health first aid and emergency mental health support		
Logistics Chief	Ensure facilities and supplies are functional		
Facilities	Manages the facility		
Communications	Maintain communications, including radio, computer, and telephone needs		
Security	Ensures facility security		
Planning Chief	Scribe; track event over time; plan next operational period/resources; identify staffing needs		
Runners	Gather information; deliver messages		
Finance Chief	Document costs; track data/resources		
*Positions shown in bold type make up the FRC Command Staff.			

APPENDIX D: CODE OF CONDUCT

Staff at the Family Reunification Center (FRC) should make every effort to conduct themselves in a discrete and helpful manner, with the traumatic nature of the event and the family's high level of emotional stress in mind. All staff members, including those who are from the public and private sector, paid employees and volunteer staff, contractors, consultants, and others who may be assigned to perform work or services relating to family reunification, should adhere to the following Code of Conduct:⁷

- Protect life before property.** The safety of children, their families, and staff of the organization is the primary concern at all times. Once personal safety is secured, protect the property and other assets entrusted to you by family members and others against loss, theft, or abuse.
- Take responsibility.** Be accountable for your entire job requirements as outlined in the Job Action Sheets (JAS) and organizational policies. Assist others in providing care and/or services promptly. *(See Appendix G for Job Action Sheets for all of the positions/roles to be fulfilled in a reunification process.)*
- Protect privacy.** Do not share any information (including photos of children or other participants) or provide access to the media without specific permission from your supervisor or designated Public Information Officer (PIO) and express consent from children and/or family members. Follow principles outlined in Health Insurance Portability and Accountability Act (HIPAA) and Family Educational Rights and Privacy Act (FERPA) policies.
- Treat all with respect.** Maintain positive communication, both inside and outside the reunification facility. Do not criticize decisions in the presence of children or family members. Handle conflict promptly and appropriately by asking for help and offering positive solutions to problems that are identified. Refrain from engaging in loud conversations, laughter, and other social conversations in the Family Reunification Center.
- Communicate clearly.** Communicate openly, respectfully, and directly with children, family and staff. Clearly identify yourself and your position to children, family members and staff and wear your nametag where it is clearly visible.

⁷ See additional information regarding Codes of Conduct and other Volunteer Management materials on the Western Massachusetts Medical Reserve Corps website: <http://wmmrc.org/>.

APPENDIX E: SITE PLANS

SRM Staging the Reunification Site

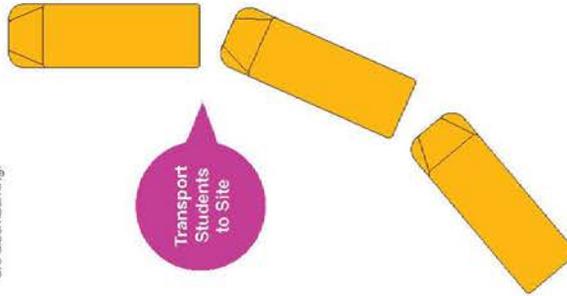
ASSEMBLY AREA
STUDENTS ENTER OUT OF PARENTAL VIEW
Students are transported to the Reunification Site and are then directed to the Student Assembly Area. Often this is a cafeteria or gymnasium.
It is important that students are not in view of their parents.

GREETING AREA
PARENTS ARE MET HERE
As parents arrive, signage directs them to general check-in area. Greeters begin the process by asking parents to complete the Reunification Card.

CHECK-IN TABLE
SET UP MULTIPLE LINES
Establish parallel check-in lines based on first initial of last name.

REUNIFICATION AREA
PARENT STUDENT REUNIFICATION
As their tasks are completed, Greeters and Checkers can be reassigned as Reunifiers.

Law Enforcement
Often an Officer is posted where students are disembarking.



Student Assembly Area

Law Enforcement Interviews

Crisis Counseling

Check-in Table

Law Enforcement
Often an Officer is posted at Check-in.

Greeting Area

PARENT CHECK-IN

Transport Students to Site

Helpful Tip
If at all possible, try to keep parents out of the building. Crowd control becomes more difficult inside the reunification site.

Helpful Tip
As parents wait for reunification with their student, try to have them clustered rather than in a line. Students may not always be recovered in the order parents line up.

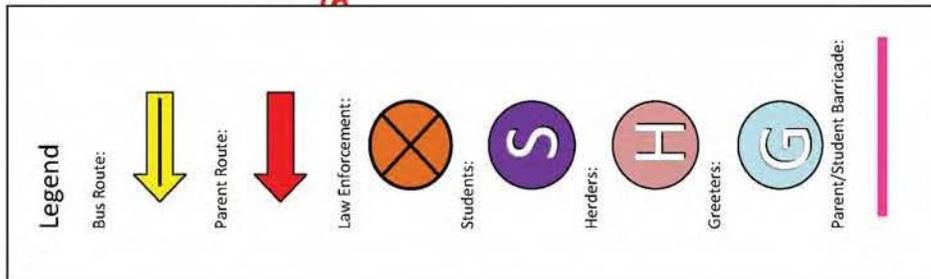
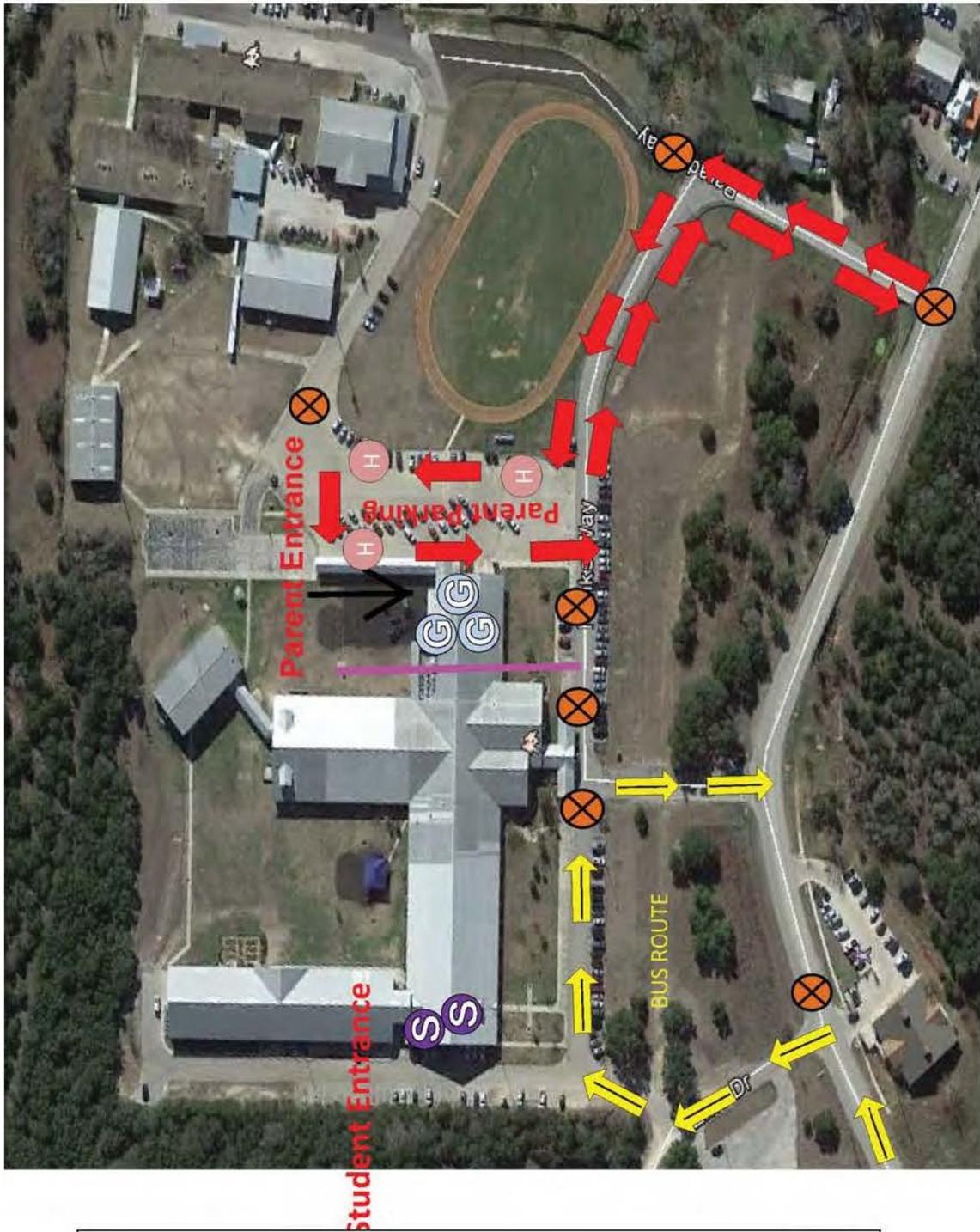
IT'S ALL ABOUT FLOW
TRY TO KEEP THE PATHS FROM CROSSING
As you stage the Reunification Site, pay attention to how parents will be walking between the areas. Ensure their paths aren't crossing in any part of the process.

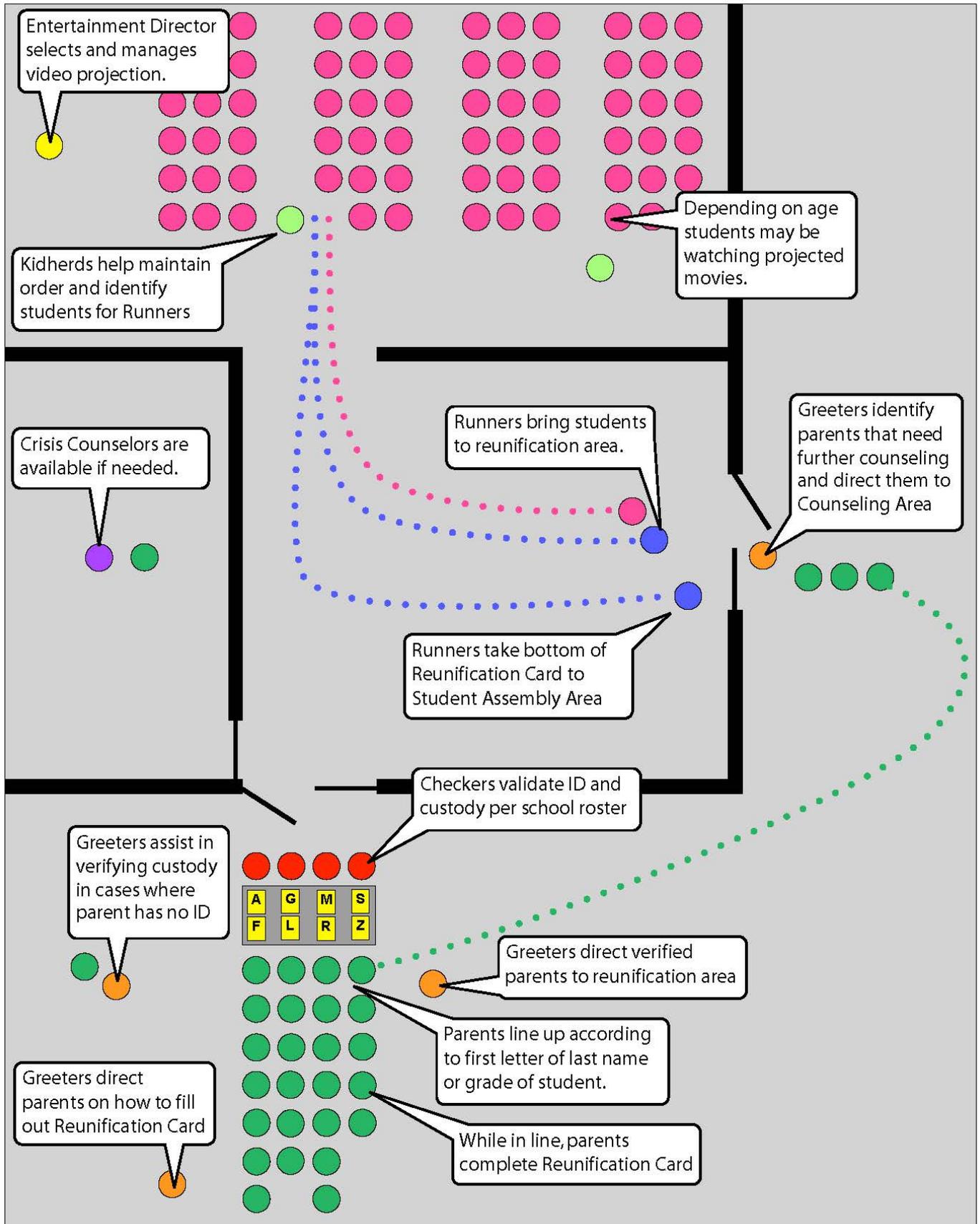
Media Staging

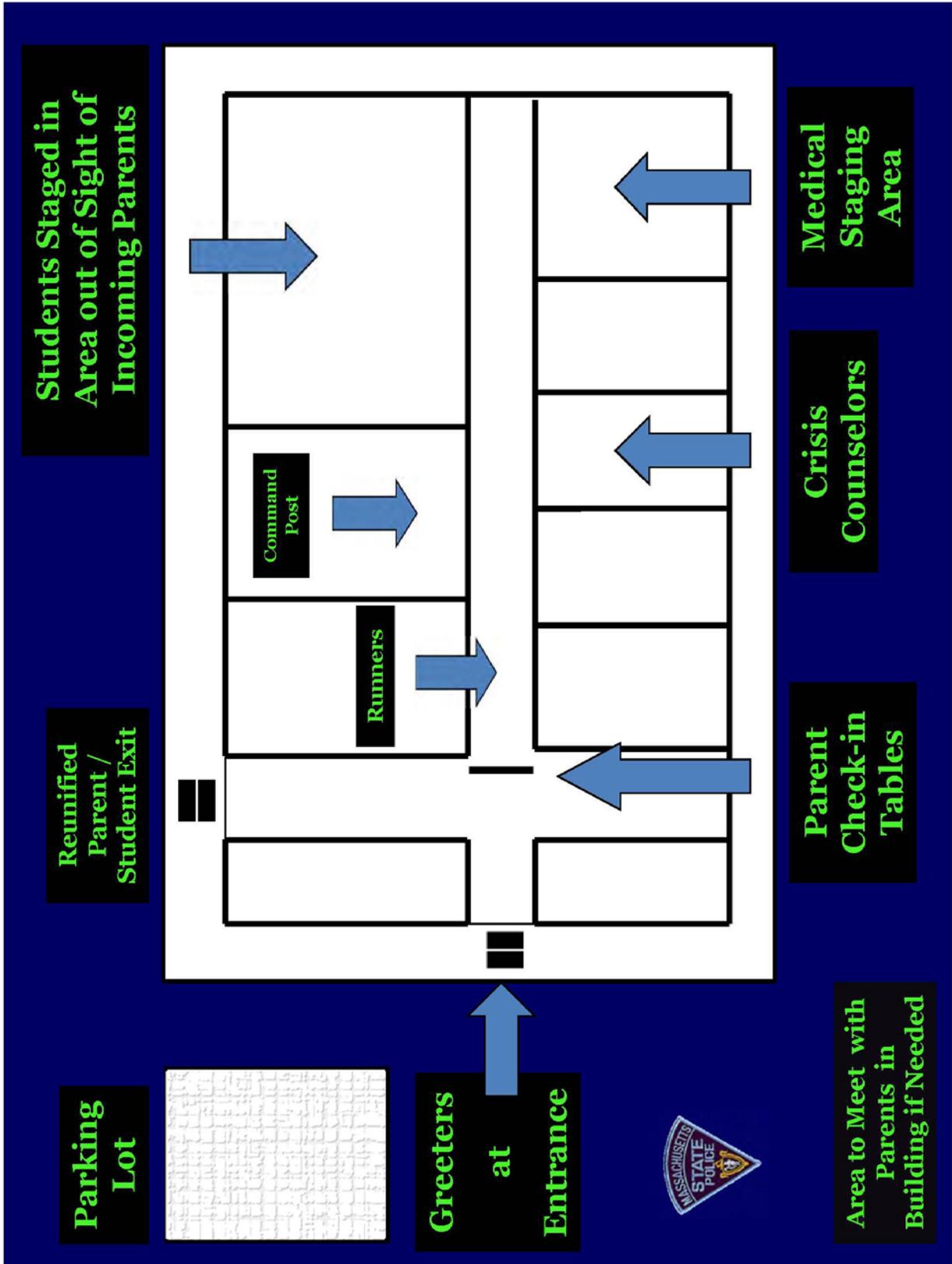
Media
If Media is present, it's best to enforce trespass and prohibit them from the property. Plan though, for them to be parked across the street.

Law Enforcement
Often an Officer is posted where parents wait for reunification.

Reunification Area







APPENDIX F: FORMS

Family Reunification

Circumstances may occur that require parents/guardians to pick up their children in a formalized, controlled release. The process of controlled release is called a family reunification and may be necessary due to weather, a power outage, hazmat or if a crisis occurs at the facility. This organization has adopted a protocol that makes this process more predictable and less chaotic for all involved and best guarantees the safety of your child. Depending on the nature of the event, reunification may occur at a secondary location.

Notification

Parents/guardians may be notified in a number of ways. You may receive a message from a broadcast phone or text message system. In some cases, older children with cell phones may be asked to send a text message to their parents/guardians, such as: *“I am OK, please wait for further instructions on how and where to pick me up and do not call me back as we have to keep the phone lines open.”* If your child is to be picked up at an alternate location, the message will include information on where to go and what procedures to follow.

Parent/Guardian Expectations

If a parent/guardian is notified that a controlled release and reunification is needed, there are some expectations that parents/guardians should be aware of. **First, bring identification.** That will streamline things during the reunification process. **Second, do not pick up your child without checking in.** Reunification is a process that both protects the safety of the child and provides for an accountable change of custody from the organization to a recognized custodial parent/guardian.

What if a Parent/Guardian Can't Pick-up Their Child?

When a parent/guardian can't immediately go to the reunification site, children will only be released to individuals previously identified as a child's emergency contact. Otherwise, the organization will hold children until legal parents/guardians can pick up their child.

What if the Child Drove to the Facility?

There may be instances where an older child may not be allowed to remove a vehicle from the parking lot. In this case, parents/guardians are advised to recover the child.

How it Works

For children, the organization asks that they be orderly and quiet while waiting. Older children may be asked to text a message to their parents/guardians. Children are also asked not to send other text messages either in or out of the reunification area. Keeping the cellular network usage at a minimum may be important during a reunification.

Reunification Cards

For parents/guardians, there are a couple of steps. If a parent/guardian is driving to the facility, greater awareness of traffic and emergency vehicles is advised. Parents/guardians should park where indicated and not abandon vehicles. Parents/guardians are asked to go to the “Parent/Guardian Check In Area” and form lines based on the first letter of their child's last name. While in line, parents/guardians are asked to fill out a reunification card.

This card is separated into two halves and will be separated during the process. Some of the same information is repeated on both the top and bottom of the card. Parents/guardians are asked to complete all parts of the card as directed. In the case of multiple children being reunified, a separate card for each child needs to be completed. When reunification with their child(ren) has been completed, the parent/guardian will return their portion of the card(s) for processing by reunification staff.

Bring ID to Check In

During check in, identification and custody rights are confirmed. The card is separated and the bottom half given back to the parent/guardian. From the “Check-In Area” parents/guardians are directed to the “Reunification Area.” There, an escort will take the bottom half of the card and take it to the “Children's Safe Area” to recover the child(ren). Parents/guardians should be aware that in some cases, especially if they do not have an ID, they may be asked to provide further information before they can be reunified with their child.

Interviews and Counseling

In some cases, parents/guardians may be advised that a law enforcement investigation is underway and may be advised that interviews are necessary. In extreme cases, they may be pulled aside for emergency or medical information. At any point, parents/guardians in need of counseling should alert reunification staff and they will be taken to the Counseling Area to receive assistance.

**INSERT
LOGO HERE**

FAMILY REUNIFICATION CARD (PLEASE PRINT CLEARLY)

Have photo identification out and ready to show reunification staff

Reunification Process

First, we want to thank you for your patience during this reunification. We share the same goal during this process: Getting you and your child back together as quickly as possible. The reason we're going through this is that an event has occurred at the school that mandates we personally reunite you with your child.

Instructions

1. Please complete the information below on this card in the Parent/Guardian boxes shaded in pink.
2. Prepare identification (If you don't have ID with you, please move to the side of the line, it may take a little longer to verify your identity.)
3. Select the check-in line based on your child's last name.
4. After check-in, staff will split this card and an escort will be sent to recover your child. Please step over to the designated Reunification Area.
5. If there has been injury or other concerns, you may be asked to meet a counselor.
6. Please don't shout at staff. We'll get through this as quickly as possible.

Parent/Guardian Reunification Information

Child's NameChild's Cell Phone Number

Child's AgeChild's Birthday.....

Name of parent/guardian picking up child

Signature of parent/guardian

Phone number of parent/guardian picking up child

Photo identification matches name of person picking up child? Yes No

Parent/Guardian keeps bottom portion of this card and Reunification Staff takes top portion



Parent/Guardian Sign Off

I have read and understand these instructions.

Print Your NameDate

Signature

Print Child's Name Again

Child's Age Child's Birthday

Reunification Staff Completes Upon Release of Child

TIME INITIALS OTHER

**INSERT
LOGO HERE**

CHILD INFORMATION SHEET

Child's Information

Child's Name: _____

Child's Age: _____

Address: _____

Allergies/Special Instructions: _____

Date: _____

Child's Cell Phone Number: _____

Child's Birthday: _____

Parent/Guardian Information (1):

Name: _____

Relationship to Child: _____

Address (if different from child): _____

Home Phone: _____

Home E-mail: _____

Cell Phone: _____

Work E-mail: _____

Work Name & Address: _____

Work Phone: _____

Supervisor Phone: _____

Supervisor Name: _____

Parent/Guardian Information (2):

Name: _____

Relationship to Child: _____

Address (if different from child): _____

Home Phone: _____

Home E-mail: _____

Cell Phone: _____

Work E-mail: _____

Work Name & Address: _____

Work Phone: _____

Supervisor Phone: _____

Supervisor Name: _____

Emergency Contact Information (1):

Name: _____

Relationship to Child: _____

Address: _____

Home Phone: _____

Cell Phone: _____

Work Phone: _____

Emergency Contact Information (2):

Name: _____
Relationship to Child: _____
Address: _____
Home Phone: _____ Cell Phone: _____
Work Phone: _____

Emergency Contact Information (3):

Name: _____
Relationship to Child: _____
Address: _____
Home Phone: _____ Cell Phone: _____
Work Phone: _____

People with Permission to Pick Up Child: (always request identification)

Name: _____
Name: _____
Name: _____

Doctor Information:

Pediatrician Name: _____
Pediatrician Address: _____
Pediatrician Phone: _____ E-mail: _____
Additional Medical Information (including medications): _____

Other Instructions, Concerns, Restrictions:

**INSERT
LOGO HERE**

Family Reunification Center

INCIDENT OCCURRENCE REPORT FORM

Basic Incident Information: ****To be used to report the occurrence of an individual incident/issue****

Date of Incident: _____ Incident Number: _____

Location of Incident: _____

Type of Incident: _____ Time of Incident: _____

Reported to: _____ Time of Report: _____

Parties Involved:

Name	Age/DOB	Address	Phone	E-mail

Incident Details:

Injuries: Yes No

Detailed Description: _____

Significant Factors/Conditions: _____

Response Actions:

Resolution: _____

Referral: _____

Other Response(s): _____

Recommended Follow-up: _____

Staff Certification:

Printed Name: _____ ID #: _____

Signature: _____ Date: _____

Incident Briefing Form

To be filled out by the IC or FRC Director
Outlines incident that caused activation of FRC
ICS 201

**INSERT
LOGO HERE**

ICS 201 – Incident Briefing Form		Purpose: Documents the situation and objectives determined by the Incident Commander/FRC Director, Command and General staff during Activation and Notification
1. Incident Name:		When to fill out: At the start of the <i>FIRST</i> Operational Period
2 Date	3. Time	Completed by: FRC Director
4. Operational Period:		Approved by: Incident Commander
5. Prepared by: Name: Position: FRC Director		Send to: All responders as a component of the Incident Action Plan for the FIRST operational period ONLY
6. Approved by: Name: Position:		Note Well: This form has <u>multiple pages</u> – please check that all are duplicated! Revise to reflect scope and nature of the emergency.
<p>7. Situation Summary</p> <p>What has happened here?</p> <ul style="list-style-type: none"> Where? Likely Duration Scope/Size Risk Factors/Exposures/Protective Actions Assess impacted population Access and Functional Needs Assessment <p>What have I never seen before?</p> <ul style="list-style-type: none"> What is foreign to me? What have I seen before; what is familiar to me? What do I know? What do I need to know? <p>Once these questions are answered, consider:</p> <ul style="list-style-type: none"> What do I want to do? What do I have to do? What can I do? <p>Event summary:</p> <p>Statistics:</p> <ul style="list-style-type: none"> ▪ Total population ▪ # impacted ▪ # expected at shelter ▪ <p>Duration:</p> <ul style="list-style-type: none"> ▪ Anticipated duration of <u>situation</u>: days / weeks / months / unknown ▪ Anticipated duration of the <u>infectious disease emergency response</u>: days / weeks / months / unknown 		
8. Summary of Current Actions Taken:		
<ul style="list-style-type: none"> ▪ ▪ 		

9. Objectives And Tasks For The Initial Operational Period:

Objectives	Tasks for each objective
1.	1.
2.	1.
3.	1.
4.	1.
5.	1.
6.	1.

10. Other agencies involved:

-
-
-
-
-

11. Stations and Staff required for the Response:

Activate*	Station	Recommended Staff	Total Staff
	Command		
<input checked="" type="checkbox"/>	<i>Incident Commander</i>		
<input checked="" type="checkbox"/>	<i>FRC Director</i>		
<input checked="" type="checkbox"/>	<i>Liaison Officer</i>		
<input checked="" type="checkbox"/>	<i>Safety/Security Officer</i>		
<input checked="" type="checkbox"/>	<i>Public Information Officer</i>		
<input checked="" type="checkbox"/>	<i>Social Media</i>		
<input type="checkbox"/>	Operations		
<input checked="" type="checkbox"/>	<i>Operations Chief</i>		
<input checked="" type="checkbox"/>	<i>Parent/Guardian Check-In Director</i>		
<input checked="" type="checkbox"/>	<i>Child Support Unit Director</i>		
<input checked="" type="checkbox"/>	<i>Medical Director</i>		
<input type="checkbox"/>	<i>Greeters</i>		
<input type="checkbox"/>	<i>Checkers</i>		
<input type="checkbox"/>	<i>Interpreters</i>		
<input type="checkbox"/>	<i>Child Care</i>		
<input type="checkbox"/>	<i>Entertainment</i>		
<input type="checkbox"/>	<i>Escorts</i>		

<input type="checkbox"/>	<i>First Aid</i>		
<input type="checkbox"/>	<i>Mental Health</i>		
<input type="checkbox"/>	Plans Section		
<input checked="" type="checkbox"/>	<i>Planning Chief</i>		
<input checked="" type="checkbox"/>	<i>Runner</i>		
<input type="checkbox"/>	Logistics Section		
<input checked="" type="checkbox"/>	<i>Logistics Chief</i>		
<input checked="" type="checkbox"/>	<i>Facilities</i>		
<input checked="" type="checkbox"/>	<i>Communication</i>		
<input checked="" type="checkbox"/>	<i>Security</i>		
<input type="checkbox"/>	Finance and Administration Section		
<input checked="" type="checkbox"/>	<i>Finance Chief</i>		

* Pre-checked boxes indicate Stations/positions that should be activated for every response

12. Key Resources required for the FIRST Operational Period

Resource	# Requested	ETA	Location / Assignment
		am / pm	

13. Operational Period Time Frame (Date , Hours):

14. Time for first Command and General Staff Meeting: am / pm

**INSERT
LOGO
HERE**

Family Reunification Center

CHILDREN/FAMILY MEDICAL INCIDENT FORM

Patient Information:

*****Information below is protected and must be kept confidential*****

Name: _____ Cell Phone Number: _____

Age: _____ Date of Birth: _____ Male Female

Address: _____ E-mail: _____

Allergies/Medical History: _____

Primary Care Provider: _____ Phone: _____

Health Insurance Co.: _____ Phone: _____

Policy Holder: _____ Ins. ID #: _____

Basic Incident Information:

Date of Incident: _____ Incident Number: _____

Location of Incident: _____

Type of Incident: _____ Time of Incident: _____

Reported to: _____ Time of Report: _____

Incident Details:

Injuries: Yes No

Detailed Description: _____

Significant Factors/Conditions: _____

Response Actions:

Resolution: _____

Referral: _____ Contact: _____

Transportation Services: _____ Contact: _____

Other Response(s): _____

Recommended Follow-up: _____

Staff Certification:

Printed Name: _____ ID #: _____

Signature: _____ Date: _____

Incident/Injury Report for Staff from any Agency ICS 214 A

**INSERT
LOGO HERE**

Complete this section if an injury occurred or equipment was damaged.

An incident is an event that caused injury to a person or damage to facilities or materials.

A near miss is an event that potentially could have caused injury or damage to people.

Form completed by:

Person involved in incident:

Witness(es):

Personnel ICS Role (if applicable):

Date of incident:

Time of incident:

A.M.

P.M.

Date reported:

Location where incident occurred:

Staff member's shift on day of injury, from:(if applicable) A.M.

P.M.

to:

A.M.

P.M.

Nature of injury (such as strain, cut, bruise, needle stick, etc.):

Body parts affected (such as left hand or right ankle):

Medical treatment required:

None

First aid

Hospital or physician

Name of hospital or attending physician:

Was staff member hospitalized overnight as a patient? Yes No

Did staff member leave the site because of the injury? Yes No

If yes, what time:

A.M.

P.M.

Date staff member returned to regular duty:

Date staff member returned with light-duty restrictions:

Describe incident fully (use back of sheet if necessary, or sketch on back of sheet if needed to clarify):

Identify factors you believe contributed to or caused the incident:

Were proper procedures being followed when incident occurred? Yes No

If no, explain:

If no, explain:

Are changes necessary to prevent recurrence? Yes No

If yes, explain:

Worker signature: _____

Date:

Supervisor signature: _____

Date:

Please forward this form to the safety officer as soon as possible following the incident or near miss.

Note: If an employee or volunteer receives medical treatment from a hospital or physician, additional forms need to be filled out and forwarded to the safety officer along with the incident report if workers' compensation claim is applicable.

Personnel Sign-In Sheet

ICS 211

**INSERT
LOGO HERE**

1. INCIDENT NAME:		SEND TO: FINANCE AT END OF EACH OPERATIONAL PERIOD/SHIFT						
2. Date:	3. Time:	Purpose: Records responder work time for reimbursement and security/safety						
4. Operational Period:		When to fill out: Worker is relieved or takes a break of 30 min or more						
5. Station:		6. Completed by:			7. Position:			
Name	Contact Numbers	Assignment/ Role	Agency/ Organization	Paid/ Volunteer	Credentials	In	Out	Initials
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	
				<input type="checkbox"/> Paid <input type="checkbox"/> Volunteer		<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	

Activity Log
Intended for unit leaders to track and list significant events
ICS 214

**INSERT
LOGO HERE**

1. Incident Name	2. Operational Period (Date/Time) From: To:	UNIT LOG ICS 214-CG
-------------------------	--	--------------------------------------

3. Unit Name/Designators	4. Unit Leader (Name and ICS Position)
---------------------------------	---

5. Personnel Assigned		
NAME	ICS POSITION	AGENCY

6. Activity Log (Continue on Reverse)	
TIME	MAJOR EVENTS

General Message/Resource Request

ICS 213

**INSERT
LOGO HERE**

1. Incident Name:		How to use this form:
2. Date	3. Time	Purpose: <ul style="list-style-type: none"> ▪ Transmit any <i>messages</i> from one responder to another (usually used in conjunction with a runner) ▪ To transmit any personnel or resource request
4. Operational Period:		▪ When to fill out: Anytime
5. From: Name: Position:		Completed by: Any shelter staff
6. To: Name: Position:		Approved by: <ul style="list-style-type: none"> ▪ Resource requests for personnel or large amount of resources must be approved by Branch-level Director
		<ul style="list-style-type: none"> ▪ Send to: <i>Messages</i>: intended recipients <i>Resource Requests:</i> Branch-level Director → Section Chief → Logistics Section
7. Subject:		
8. Message:		
9. Resource Request:		
10. Reply:		
11. Date and Time of reply:		
12. Person replying: Position:		

Objectives & Update Form

ICS 202

**INSERT
LOGO HERE**

ICS 202 – INCIDENT Objectives & Update Form		How to use this form: Summarize situational information, resource changes and problems/concerns for the entire response.
1. Incident Name:		Purpose: Communicate overall incident objectives
2. Date	3. Time	When to fill out: At the start and end of each operational period
4. Operational Period:		Completed by: Plans Section
5. Prepared by: Name: Position:		Approved by: FRC Director/Incident Commander
6. Approved by: Name: Position: FRC Director/IC		Send to: All Stations
Note Well: This form has multiple pages; make sure to complete all fields! Revise to reflect scope and nature of the emergency.		

Situational Update For the Reunification Response

(e.g. Shelter population # requests for information –

Status of Completing Objectives / Activities for this Operational Period

Objective	Activities	Responsible Station(s)	Completion Status
A.	1.		
B.	1.		
C.	1.		
D.	1.		

Major Decisions / Policy Changes

Time	Description of decision / policy change

Documents / Products Developed			
Time	Name and Description	Developed by Station	Location
Changes in personnel and/or resource deployment since last update			
Resource (include name if personnel)	Time of change	Disposition	Current location

APPENDIX G: JOB ACTION SHEETS

Family Reunification Center Job Action Sheet

Family Reunification Process

**INSERT
LOGO HERE**

Common Response Themes

- Follow Chain of Command and Accountability:** Know your supervisor and whom you supervise. Take responsibility for your job requirements as outlined in the relevant Job Action Sheet(s). Staff and volunteers must be signed in and wearing ID badge and identifying clothing at all times on the site of the Family Reunification Center (FRC).
- Provide for Safety First:** Always be aware of the physical safety of children, staff, parents/guardians and the public and protect life before property. If in doubt, notify supervisor and Safety and/or Security Officers of potentially unsafe conditions.
- Use Only Trusted Staff/Volunteer Teams:** All staff and volunteers should have had CORI/SORI checks conducted in advance. No spontaneous volunteers should be permitted in the FRC. Children should be supervised at all times by at least two adult staff/volunteers.
- Protect Privacy:** Do not share information (including photos of children, parents/guardians, staff, or other participants) with the press or post it on social media without prior permission from the Public Information Officer and express consent from affected individuals. Ensure that children and parents/guardians are not in line of sight of each other prior to reunification.
- Attend to Behavioral Health:** Take care of yourself, your co-workers and children in your custody. Be aware of staff burnout.

Priorities	Objectives
Children and staff safety and well-being	Every child has been accounted for
Children and staff whereabouts and condition	Every staff member has been accounted for
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian

Required Forms

- Activity Logs:** Track event/actions taken and submit at shift change and upon closing of FRC – **DOCUMENT EVERYTHING**
- Forms:** Complete Forms and submit to supervisor and Command Team as directed
- Resources:** Provide all Resource Requests to the Logistics Chief
- Job Action Sheets:** Provide information for actions specific to your position

Initial Actions

<input type="checkbox"/> Review Family Reunification Plan, Policies and Procedures	<input type="checkbox"/> Assist with FRC interior set-up: <ul style="list-style-type: none"> ○ Children's Safe Area ○ Parent/Guardian Check-in Area (out of the line of sight of the Children's Safe Area) ○ Medical/Counseling Area ○ Accessible areas with resources for children and parents with special or medical needs ○ Reunification Area ○ Law Enforcement Area ○ Media Area ○ Overflow Waiting Area, if needed
<input type="checkbox"/> Review all available information from on-scene and available sources to establish situational awareness	<input type="checkbox"/> Assist with FRC exterior set-up: <ul style="list-style-type: none"> ○ Set up signage and traffic controls ○ Designate parking area for parents/guardians ○ Establish transportation access for buses
<input type="checkbox"/> Establish communications with Command Staff	
<input type="checkbox"/> Attend incident briefing on the situation for Command Staff	
<input type="checkbox"/> Designate and activate staff positions as needed	
<input type="checkbox"/> Staff/volunteers must sign-in as they arrive and review Job Action Sheets (JAS)	
<input type="checkbox"/> Attend initial staff briefing	
<input type="checkbox"/> Assist with FRC facility walk-through with Operations and Logistics Chiefs, as directed	
<input type="checkbox"/> Confirm completed FRC set-up with Operations Chief	

Ongoing Actions					
<input checked="" type="checkbox"/> Attend shift change briefings and collect Activity Logs: <ul style="list-style-type: none"> ○ Situational updates ○ Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc. ○ Emphasize the importance of documenting everything, especially injuries and complaints ○ Sign in/out staff ○ Discuss needs or concerns for the next shift 	<input type="checkbox"/> Ensure FRC operates safely and efficiently: <ul style="list-style-type: none"> ○ Child Care Staff deliver children to Safe Area ○ Greeters direct parents/guardians to check in and instruct them on filling out <i>reunification card</i> ○ Checkers vet parents/guardians' identification ○ Escorts bring children from Safe Area to Reunification Area ○ Interpreters assist as needed ○ Medical and mental health staff assist as needed 				
<input type="checkbox"/> Ensure accountability in reunification process: <ul style="list-style-type: none"> ○ Two copies of children's roster and emergency contact list provided, one each to Parent/Guardian Check-in Area and Children's Safe Area ○ Children's roster to be divided in alphabet breaks at tables set up in Parent/Guardian Check-in Area for Checkers— <table border="1" style="margin: 5px auto; text-align: center; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">A-B C-E</td> <td style="padding: 2px 5px;">F-H I-L</td> <td style="padding: 2px 5px;">M-O P-R</td> <td style="padding: 2px 5px;">S-T U-Z</td> </tr> </table> ○ Parents/guardians present ID and filled out <i>reunification card</i> ○ If parent/guardian name is on the emergency contact list for that child, they will be moved through the <i>reunification</i> process 	A-B C-E	F-H I-L	M-O P-R	S-T U-Z	<ul style="list-style-type: none"> ○ If information does not match child's emergency contact info, the parent/guardian will be asked to move to the "No ID" line for further checking ○ All <i>reunification cards</i> must have a Checker's initials and a check mark noting the person on that card is verified to pick up child ○ Escort child to Reunification Area where they will be reunified with parent/guardian ○ Have parent/guardian initial <i>reunification card</i> and exit Reunification Area with child ○ Initial and time stamp <i>reunification card</i> and then hand card back to Checkers ○ Indicate on roster that the child has been reunified with parent/guardian
A-B C-E	F-H I-L	M-O P-R	S-T U-Z		
Family Reunification Center Demobilization					
<input type="checkbox"/> Attend FRC closing briefing by Supervisor to receive cleaning and take down protocols	<input type="checkbox"/> Confirm clean-up with Supervisor				
<input type="checkbox"/> Assist with the reunification of remaining children with their families	<input type="checkbox"/> Participate in the After Action Report process, including identification of areas for improvement				
<input type="checkbox"/> Assist with demobilization and help take down and clean your operations area	<input type="checkbox"/> Assist with review and revision of Family Reunification Plan				

Family Reunification Center Job Action Sheet

COMMAND: FRC Director/Incident Commander

**INSERT
LOGO HERE**

Job Description			
Define and maintain overall coordination of accountable and efficient reunification of children with parents/guardians			
Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
Organization's Administrative Director			
Organization's Governing Board/Committee			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
Public Information Officer			
Safety Officer			
Liaison Officer			
Operations Chief			
Logistics Chief			
Planning Chief			
Finance Chief			
Partner Agencies:	Contact Information:		
	Name	E-Mail	24/7 Phone
Emergency Management Director			
Law Enforcement			
Fire Department			
Health Department/HMCC			
Hospital			
Mental Health Service Provider			
Medical Reserve Corps			
COAD			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		
Forms, Protocols, and Other Resources			
Item	Description/Notes	Quantity/Location	
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP	
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP	
<input type="checkbox"/> Vest and ID badge			
<input type="checkbox"/> Organization Radio Frequency:			
<input type="checkbox"/> Police Radio Frequency:			
Initial Actions			

<input type="checkbox"/> Review Family Reunification Plan, Policies and Procedures	<input type="checkbox"/> Supervise and assist with FRC interior set-up: <ul style="list-style-type: none"> ○ Children’s Safe Area ○ Parent/Guardian Check-in Area (out of the line of sight of the Children’s Safe Area) ○ Medical/Counseling Area ○ Accessible areas with resources for children and parents with special or medical needs ○ Reunification Area ○ Law Enforcement Area ○ Media Area ○ Overflow Waiting Area, if needed
<input type="checkbox"/> Review all available information from on-scene and available sources to establish situational awareness	
<input type="checkbox"/> Assume command and establish communications with Command Staff	
<input type="checkbox"/> Conduct an incident briefing on the situation for Command Staff	
<input type="checkbox"/> Designate and activate staff positions as needed	
<input type="checkbox"/> Establish procedures for staff sign-in as they arrive and distribute Job Action Sheets (JAS)	
<input type="checkbox"/> Hold initial staff briefing	
<input type="checkbox"/> Conduct FRC facility walk-through with Operations and Logistics Chiefs	<input type="checkbox"/> Supervise and assist with FRC exterior set-up: <ul style="list-style-type: none"> ○ Set up signage and traffic controls ○ Designate parking area for parents/guardians ○ Establish transportation access for buses
<input type="checkbox"/> Confirm completed FRC set-up with Operations Chief and approve opening of FRC	
Ongoing Actions	
<input type="checkbox"/> Provide overall leadership for the incident response	<input type="checkbox"/> Maintain an organized set of Family Reunification Records, keep confidential and in a secure location
<input type="checkbox"/> Coordinate with all responding agencies and provide support	<input type="checkbox"/> Authorize release of information to the media
<input type="checkbox"/> Establish Unified Command if required by the situation	<input type="checkbox"/> Approve all procurement and expenditures
<input type="checkbox"/> Hold shift change briefings with Staff and collect Activity Logs: <ul style="list-style-type: none"> ○ Situational updates ○ Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc. ○ Emphasize the importance of documenting everything, especially injuries and complaints ○ Sign in/out staff ○ Discuss needs or concerns for the next shift 	<input type="checkbox"/> Ensure FRC operates safely and efficiently: <ul style="list-style-type: none"> ○ Child Care Staff deliver children to Safe Area ○ Greeters direct parents/guardians to check in ○ Checkers vet parents/guardians’ identification ○ Escorts bring children to Reunification Area ○ Lines of sight controlled for privacy ○ Interpreters, medical and mental health staff assist as needed ○ Medical or investigative contingencies anticipated ○ All activities documented
Family Reunification Center Demobilization	
<input type="checkbox"/> Coordinate with Planning Chief to determine if demobilization of FRC is appropriate	<input type="checkbox"/> Hold final staff de-briefing and collect all forms and documents
<input type="checkbox"/> Ensure that all children are returned to parents/guardians	<input type="checkbox"/> Work with Finance Officer as needed to ensure that invoices and reimbursement forms are completed
<input type="checkbox"/> Coordinate closing announcement with Public Information Officer to notify partners and media	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Conduct facility closing walk-through with Operations and Logistics Chiefs	<input type="checkbox"/> Review and revise Family Reunification Plan

Family Reunification Center Job Action Sheet

COMMAND: Public Information Officer (PIO)

INSERT
LOGO HERE

Job Description			
Manage the dissemination of public information regarding reunification operations with parents/guardians, the media, and community partners			
Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
FRC Director/Incident Commander			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
Social Media staff			
Partner Agencies:	Contact Information:		
	Name	E-Mail	24/7 Phone
Municipal PIO			
Hospital PIO			
MEMA PIO			
Local Media/Social Media			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		
Forms, Protocols, and Other Resources			
Item	Description/Notes		Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles		Sec. 2.1/p. 13 of FRP Template
<input type="checkbox"/> Job Action Sheets (JAS)			Appendix G of FRP Template
<input type="checkbox"/> Vest and ID badge			
<input type="checkbox"/> Organization Radio Frequency:			
<input type="checkbox"/> Police Radio Frequency:			
<input type="checkbox"/> Media Contact List			
Initial Actions			
<input type="checkbox"/> Review Job Action Sheet	<input type="checkbox"/> Prepare initial media messages assuring public that the children's safety is the organization's primary concern and outlining protocols for parents/guardians to be reunited with their children		
<input type="checkbox"/> Establish communications with FRC Director/Incident Commander			
<input type="checkbox"/> Attend incident briefing on the situation for Command Staff	<input type="checkbox"/> Submit initial media messages for approval by FRC Director/Incident Commander		
<input type="checkbox"/> Activate Social Media and other staff to assist PIO	<input checked="" type="checkbox"/> Set up Media Staging Area		

Ongoing Actions	
<input type="checkbox"/> Disseminate reunification information from the Command Team to parents/guardians, media, and community partners	<input type="checkbox"/> Contact media to correct erroneous or misleading information being provided to the public
<input type="checkbox"/> Submit all media messages for approval by FRC Director/ Incident Commander	<input type="checkbox"/> Maintain contact with the Incident PIO or Joint Information System (JIS), if activated
<input type="checkbox"/> Assign Social Media staff	<input type="checkbox"/> Assess strategies for notifying FNSS populations
<input type="checkbox"/> Monitor all media outlets for information, misinformation, gaps, rumors, etc.	<input type="checkbox"/> Record all interviews and copy all media releases
Family Reunification Center Demobilization	
<input type="checkbox"/> Coordinate closing announcement with FRC Director/IC to notify parent/guardians, community partners and media	<input type="checkbox"/> Turn in all logs and documentation
<input type="checkbox"/> Continue to monitor all media	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Assist with clean up and return supplies and equipment	<input checked="" type="checkbox"/> Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

STAFF: Social Media

**INSERT
LOGO HERE**

Job Description

Establish social media presence for Family Reunification Center and post PIO messaging on Facebook, Twitter, etc.

Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
Public Information Officer			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
N/A			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		
<input type="checkbox"/> Laptop/Smart phone		
<input type="checkbox"/> Internet access		

Initial Actions

- | | |
|--|---|
| <input type="checkbox"/> Review Job Action Sheet (JAS) | <input type="checkbox"/> Attend incident briefing with Public Information Officer |
|--|---|

Ongoing Actions

- | | |
|---|---|
| <input type="checkbox"/> Monitor social media outlets for information, misinformation, gaps, rumors, etc. | <input type="checkbox"/> Submit all social media products and messages to the FRC Director/IC |
| <input type="checkbox"/> Contact social media outlets to correct erroneous or misleading information being provided to the public | <input type="checkbox"/> Participate in Joint Information Center, if activated |

Family Reunification Center Demobilization

- | | |
|---|--|
| <input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation | <input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement |
| <input type="checkbox"/> Return supplies and equipment to Logistics | <input type="checkbox"/> Assist with review and revision of Family Reunification Plan |

Family Reunification Center Job Action Sheet

COMMAND: Liaison Officer

**INSERT
LOGO HERE**

Job Description			
Establish and maintain communication with community partners, including local fire, law enforcement, and medical officials			
Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
FRC Director/Incident Commander			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
Liaison staff			
Partner Agencies:	Contact Information:		
	Name	E-Mail	24/7 Phone
Emergency Management Director			
Law Enforcement			
Fire Department			
Health Department			
Hospital			
Mental Health Service Provider			
Medical Reserve Corps			
COAD			
American Red Cross			
NCMEC			
MEMA			
MACC			
HMCC			
County Sheriff's Dept.			
State Police			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		
Forms, Protocols, and Other Resources			
Item	Description/Notes	Quantity/Location	
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP	
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP	
<input type="checkbox"/> Vest and ID badge			
<input type="checkbox"/> Organization Radio Frequency:			
<input type="checkbox"/> Police Radio Frequency:			
<input type="checkbox"/> Contact list for all community partners			

Initial Actions	
<input type="checkbox"/> Review Job Action Sheet	<input type="checkbox"/> Identify community partners' representatives and establish mechanism for liaison with incident management team
<input type="checkbox"/> Coordinate with PIO to ensure consistent, coordinated situational awareness and messages	<input type="checkbox"/> Prepare an initial information summary as soon as possible after FRC activation
<input type="checkbox"/> Attend incident briefing on the situation for Command Staff	<input type="checkbox"/> Coordinate with Logistics Chief to arrange for required communications, meeting room, equipment
<input type="checkbox"/> Assess immediate needs of community partners	
Ongoing Actions	
<input type="checkbox"/> Monitor incident planning and operations to identify inter-organizational problems	<input type="checkbox"/> Provide regular updates to FRC Director/IC and Command Staff
<input type="checkbox"/> Maintain continuous situational awareness with partner agencies and organizations	<input type="checkbox"/> Maintain a log of all contacts, agreements and issues
Family Reunification Center Demobilization	
<input type="checkbox"/> Coordinate closing announcement with FRC Director/IC and PIO to notify community partners	<input type="checkbox"/> Turn in all logs and documentation
<input type="checkbox"/> Maintain continuous situational awareness	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Assist with clean up and return supplies and equipment	<input type="checkbox"/> Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

COMMAND: Safety Officer

**INSERT
LOGO HERE**

Job Description			
General site observation for safety concerns			
Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
FRC Director/Incident Commander			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
N/A			
Partner Agencies:	Contact Information:		
	Name	E-Mail	24/7 Phone
Mass State Police			
Sheriff's Department			
Local Law Enforcement			
Local Fire Department			
Local Building Department			
Local Health Department			
HMCC			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		
Forms, Protocols, and Other Resources			
Item	Description/Notes	Quantity/Location	
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP	
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP	
<input type="checkbox"/> Vest and ID badge			
<input type="checkbox"/> Organization Radio Frequency:			
<input type="checkbox"/> Police Radio Frequency:			
<input type="checkbox"/> Incident Action Plan Safety Analysis Form	ICS 215A		
Initial Actions			
<input type="checkbox"/> Review Job Action Sheet and Interior/Exterior Site Plans	<input type="checkbox"/> Determine safety risks to children, staff, and parents/guardians and advise FRC Director/IC and Command Staff of unsafe conditions and corrective recommendations		
<input type="checkbox"/> Conduct FRC facility walk-through with FRC Director/Incident Commander and Command Staff			
<input type="checkbox"/> Attend incident briefing on the situation for Command Staff	<input type="checkbox"/> Prepare an initial safety summary as soon as possible after FRC activation		
<input type="checkbox"/> Assess immediate needs for notification	<input type="checkbox"/> Communicate with Logistics Chief to procure and post no-entry signs around unsafe areas		

Ongoing Actions	
<input type="checkbox"/> Monitor building or incident hazards and identify vulnerabilities	<input type="checkbox"/> Provide regular updates to FRC Director/IC and Command Staff and attend regular briefings
<input type="checkbox"/> Ensure that staff identify and report all hazards and unsafe conditions to the Operations Chief	<input type="checkbox"/> Ensure implementation of all safety practices and procedures and address safety issues as they arise
<input type="checkbox"/> Specify type and level of PPE to be utilized by staff to ensure their protection, depending on incident	<input type="checkbox"/> Initiate Incident Action Plan Safety Analysis (HICS Form 261)
Family Reunification Center Demobilization	
<input type="checkbox"/> Monitor FRC demobilization for safety	<input type="checkbox"/> Turn in all logs and documentation
<input type="checkbox"/> Conduct FRC facility closing walk-through with FRC Director/Incident Commander and Command Staff	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Assist with clean up and return supplies and equipment, especially safety signage and safety equipment	<input type="checkbox"/> Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

COMMAND: Operations Chief

INSERT
LOGO HERE

Job Description			
Generally oversee the entirety of the reunification process			
Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
FRC Director/Incident Commander			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
Parent/Guardian Check-in Director			
Child Support Unit Director			
Medical Director			
Partner Agencies:	Contact Information:		
	Name	E-Mail	24/7 Phone
Emergency Management Director			
Law Enforcement			
Fire Department			
Health Department/ HMCC			
Hospital			
Mental Health Service Provider			
Medical Reserve Corps			
COAD			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		
Forms, Protocols, and Other Resources			
Item	Description/Notes		Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles		Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)			Appendix G of FRP
<input type="checkbox"/> Vest and ID badge			
<input type="checkbox"/> Organization Radio Frequency:			
<input type="checkbox"/> Incident Action Plan Safety Analysis Form	ICS 215A		
Initial Actions			
<input type="checkbox"/> Review Job Action Sheets and Interior/Exterior Site Plans	<input type="checkbox"/> Provide briefing to all operations staff on FRP and performance expectations		
<input type="checkbox"/> Conduct FRC facility walk-through with FRC Director/Incident Commander and Command Staff	<input type="checkbox"/> Ensure adequate staffing for reunification operations		
<input type="checkbox"/> Attend incident briefing for Command Staff	<input type="checkbox"/> Direct timely set-up of reunification site using Site Plans		

Ongoing Actions	
<input type="checkbox"/> Quickly identify and resolve any bottlenecks or slow-downs in flow of parents/guardians and children through reunification process	<input type="checkbox"/> Direct requests for additional materials and/or staff to FRC Director/IC
<input type="checkbox"/> Resolve any issues that arise at the Parent/Guardian Check-in Area or the Children’s Safe Area and report unresolved issues to FRC Director/IC	<input type="checkbox"/> Provide regular updates to FRC Director/IC and Command Staff and attend regular briefings
Family Reunification Center Demobilization	
<input type="checkbox"/> Conduct de-briefing with Operations staff	<input type="checkbox"/> Collect logs and documentation from Operations staff
<input type="checkbox"/> Conduct FRC facility closing walk-through with FRC Director/Incident Commander and Command Staff	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Coordinate with Logistics Chief on clean up and return of supplies and equipment	<input type="checkbox"/> Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

BRANCH/DIVISION: Parent/Guardian Check-in Director

**INSERT
LOGO HERE**

Job Description			
Oversee the parent/guardian check-in process and ensure accountability for custodial parent or legal guardian			
Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
Operations Chief			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
Greeters			
Checkers			
Escorts			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		
Forms, Protocols, and Other Resources			
Item	Description/Notes		Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles		Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)			Appendix G of FRP
<input type="checkbox"/> Vest and ID badge			
<input type="checkbox"/> Organization Radio Frequency:			
<input type="checkbox"/> Attendance Roster(s)			
Initial Actions			
<input type="checkbox"/> Review Job Action Sheets (JAS)		<input type="checkbox"/> Attend incident briefing with Operations Chief	
Ongoing Actions			
<input type="checkbox"/> Stay in communication with Operations Chief and Greeters, Checkers, and Runners		<input type="checkbox"/> Coordinate staff breaks	
<input type="checkbox"/> Resolve issues as they arise at the Parent/Guardian Check-in Center		<input type="checkbox"/> Provide staff back-up to resolve bottlenecks, as necessary	
Family Reunification Center Demobilization			
<input type="checkbox"/> Debrief with Family Reunification Command Team		<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement	
<input type="checkbox"/> Turn in documentation and return supplies and equipment		<input type="checkbox"/> Assist with review and revision of Family Reunification Plan	

Family Reunification Center Job Action Sheet

STAFF: Greeter

**INSERT
LOGO HERE**

Job Description

Welcome parents/guardians to the Family Reunification Center

Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
Parent/Guardian Check-in Director			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
N/A			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		
<input type="checkbox"/> Interior Site Plan		Appendix E of FRP
<input type="checkbox"/> Attendance Roster(s)		

Initial Actions

- | | |
|--|--|
| <input type="checkbox"/> Review Job Action Sheet (JAS) | <input type="checkbox"/> Attend incident briefing with Parent/Guardian Check-in Director |
|--|--|

Ongoing Actions

- | | |
|--|--|
| <input type="checkbox"/> Assist parents/guardians with filling out the reunification card | <input type="checkbox"/> Identify parents/guardians that need crisis counseling |
| <input type="checkbox"/> Identify parents/guardians who do not have identification and alert staff to assist | <input type="checkbox"/> Identify issues or problems in check-in process and alert Parent/Guardian Check-in Director |

Family Reunification Center Demobilization

- | | |
|---|--|
| <input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation | <input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement |
| <input type="checkbox"/> Return supplies and equipment to Logistics | <input type="checkbox"/> Assist with review and revision of Family Reunification Plan |

Family Reunification Center Job Action Sheet

STAFF: Checker

**INSERT
LOGO HERE**

Job Description

Conduct initial screening and vetting of intake forms

Reports To:

Parent/Guardian Check-in Director

Contact Information:

Name

E-Mail

24/7 Phone

Supervises:

N/A

Contact Information:

Name

E-Mail

24/7 Phone

Priorities:

Children and staff safety and well-being

Objectives:

Every child has been accounted for

Children and staff whereabouts and condition

Every staff member has been accounted for

Starting the recovery process

Every child still in the organization's control is reunified with their parent or guardian

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Interior Site Plans		
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		
<input type="checkbox"/> Reunification Card		Enough for all children

Initial Actions

Review Job Action Sheet (JAS)

Attend incident briefing with Parent/Guardian Check-in Director

Ongoing Actions

Review Reunification Cards for completeness and log child's name on reunification release log

Give top of Reunification Card to parent/guardian and direct to reunification area

Verify ID and custody documentation against child's emergency card and confirm by signing card

Identify parents/guardians that need counseling and alert Health Support staff

Tear off bottom of Reunification Card and give to Escort to collect student from Children's Safe Area

Report any issues or problems observed (e.g., disruptive behavior, low supplies) to Parent/Guardian Check-in Director

Family Reunification Center Demobilization

Debrief with Family Reunification Command Team and turn in all documentation

Participate in the After Action Review process, including identification of areas that need improvement

Return supplies and equipment to Logistics

Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

STAFF: Interpreter

**INSERT
LOGO HERE**

Job Description

Ensure that the communication needs of parents/guardians and children with limited hearing, languages other than English, etc. are met

Reports To:

Parent/Guardian Check-in Director

Contact Information:

Name

E-Mail

24/7 Phone

Supervises:

N/A

Contact Information:

Name

E-Mail

24/7 Phone

Partner Agencies:

Massachusetts Registry of Interpreters for the Deaf

MA Commission for Deaf and Hard of Hearing

Interpreter Strike Team

Contact Information:

Name

E-Mail

24/7 Phone

Priorities:

Children and staff safety and well-being

Children and staff whereabouts and condition

Starting the recovery process

Objectives:

Every child has been accounted for

Every staff member has been accounted for

Every child still in the organization's control is reunified with their parent or guardian

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Interior Site Plans		
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		

Initial Actions

Review Job Action Sheet (JAS)

Attend incident briefing with P/G Check-in Director

Ongoing Actions

Act as liaison between FRC Staff and parents/guardians to ensure a smooth check-in process

Coordinate with Logistics and Operations Chiefs to identify and procure resource needs for interpreters

Assist with interpersonal communications in Child Support and Medical Units as requested

Report any issues or problems observed to Parent/Guardian Check-in Director

Family Reunification Center Demobilization

Debrief with Family Reunification Command Team and turn in all documentation

Participate in the After Action Review process, including identification of areas that need improvement

Return supplies and equipment to Logistics

Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

BRANCH/DIVISION: Child Support Unit Director

**INSERT
LOGO HERE**

Job Description

Direct the overall operations within the Children's' Safety Area

Reports To:

Operations Chief

Contact Information:

Name

E-Mail

24/7 Phone

Supervises:

Child Care Staff

Entertainment Staff

Health Support Staff

Contact Information:

Name

E-Mail

24/7 Phone

Priorities:

Children and staff safety and well-being

Children and staff whereabouts and condition

Starting the recovery process

Objectives:

Every child has been accounted for

Every staff member has been accounted for

Every child still in the organization's control is reunified with their parent or guardian

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		
<input type="checkbox"/> Interior Site Plan		Appendix E of FRP

Initial Actions

- | | |
|---|--|
| <input type="checkbox"/> Review Job Action Sheets (JAS) | <input type="checkbox"/> Ensure adequate staffing and brief team on operations and performance expectations |
| <input type="checkbox"/> Attend incident briefing with Operations Chief | <input type="checkbox"/> Direct timely set-up of Children's Safe Area and ensure staff have necessary supplies and materials |

Ongoing Actions

- | | |
|--|---|
| <input type="checkbox"/> Oversee the process of children and staff arriving at Children's Safe Area | <input type="checkbox"/> Direct requests for additional materials and/or staff to the FRC Director/IC |
| <input type="checkbox"/> Oversee the process of locating children and releasing them to reunification area with a runner | <input type="checkbox"/> Ensure staff have breaks and fill in as necessary |
| <input type="checkbox"/> Quickly identify and resolve any problems in the Children's Safe Area and report unresolved issues to FRC Director/IC | <input type="checkbox"/> Provide regular reports to FRC Director/IC |

Family Reunification Center Demobilization

- | | |
|--|--|
| <input type="checkbox"/> Debrief with Family Reunification Command Team | <input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement |
| <input type="checkbox"/> Turn in documentation and return supplies and equipment | <input type="checkbox"/> Assist with review and revision of Family Reunification Plan |

Family Reunification Center Job Action Sheet

STAFF: Child Care

**INSERT
LOGO HERE**

Job Description

Ensure children are provided with a safe environment while in the Family Reunification Center

Reports To:

Child Support Unit Director

Contact Information:

Name

E-Mail

24/7 Phone

Supervises:

N/A

Contact Information:

Name

E-Mail

24/7 Phone

Priorities:

Children and staff safety and well-being

Children and staff whereabouts and condition

Starting the recovery process

Objectives:

Every child has been accounted for

Every staff member has been accounted for

Every child still in the organization's control is reunified with their parent or guardian

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Interior Site Plans		
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		

Initial Actions

Review Job Action Sheet (JAS)

Attend incident briefing with Child Support Unit Director

Assist with set-up of Children's Safe Area

Ensure that Children's Safe Area is free from physical hazards and/or structural barriers

Ongoing Actions

Provide pleasant, age-appropriate resources and activities in a child friendly area

Identify children with special needs (e.g., food allergies, behavioral issues, medications, etc.) and refer to Health Support

Assist with collecting children and escorting them to reunification area

Report issues observed to Child Support Unit Director

Family Reunification Center Demobilization

Debrief with Family Reunification Command Team and turn in all documentation

Return supplies and equipment to Logistics

Participate in the After Action Review process, including identification of areas that need improvement

Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

STAFF: Entertainment

**INSERT
LOGO HERE**

Job Description

Provide entertainment for children at Family Reunification Center

Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
Child Support Unit Director			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
N/A			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Interior Site Plans		
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		

Initial Actions

- | | |
|--|--|
| <input type="checkbox"/> Review Job Action Sheet (JAS) | <input type="checkbox"/> Attend incident briefing with Child Support Unit Director |
|--|--|

Ongoing Actions

- | | |
|---|---|
| <input type="checkbox"/> Develop Children's Entertainment Plan | <input type="checkbox"/> Coordinate and communicate needs to supporting staff |
| <input type="checkbox"/> Coordinate with Logistics Chief to procure needed entertainment resource | <input type="checkbox"/> Document all unmet needs and report to FRC Director/IC |

Family Reunification Center Demobilization

- | | |
|---|--|
| <input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation | <input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement |
| <input type="checkbox"/> Return supplies and equipment to Logistics | <input type="checkbox"/> Assist with review and revision of Family Reunification Plan |

Family Reunification Center Job Action Sheet

STAFF: Escort

**INSERT
LOGO HERE**

Job Description			
Retrieve children and bring them from Children’s Safe Area to Reunification Area			
Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
Child Support Unit Director			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
N/A			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization’s control is reunified with their parent or guardian		
Forms, Protocols, and Other Resources			
Item	Description/Notes		Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles		Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)			Appendix G of FRP
<input type="checkbox"/> Interior Site Plans			
<input type="checkbox"/> Vest and ID badge			
<input type="checkbox"/> Organization Radio Frequency:			
<input type="checkbox"/> Reunification Card			Enough for all children
Initial Actions			
<input type="checkbox"/> Review Job Action Sheet (JAS)		<input type="checkbox"/> Attend incident briefing with Child Support Unit Director	
Ongoing Actions			
<input type="checkbox"/> Take bottom of Reunification Cards to Child Support Unit Director		<input type="checkbox"/> Initial and time stamp Reunification Card and hand back to Checkers	
<input type="checkbox"/> Collect children and escort to Reunification Area		<input type="checkbox"/> Report any issues or problems observed to Child Support Unit Director	
Family Reunification Center Demobilization			
<input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation		<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement	
<input type="checkbox"/> Return supplies and equipment to Logistics		<input type="checkbox"/> Assist with review and revision of Family Reunification Plan	

Family Reunification Center Job Action Sheet

BRANCH/DIVISION: Medical Director

**INSERT
LOGO HERE**

Job Description

Oversee the medical and psychological wellbeing of children, parents/guardians, and staff in a crisis requiring family reunification

Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
Operations Chief			

Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
First Aid Staff			
Mental Health Staff			

Partner Agencies:	Contact Information:		
	Name	E-Mail	24/7 Phone
Health Department/ HMCC			
Hospital			
Mental Health Service Provider			
Medical Reserve Corps			

Priorities:	Objectives:
Children and staff safety and well-being	Every child has been accounted for
Children and staff whereabouts and condition	Every staff member has been accounted for
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Interior Site Plans		
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		
<input type="checkbox"/> ISC 206 Responder Medical Plan		

Initial Actions

- | | |
|--|---|
| <input type="checkbox"/> Review Job Action Sheet (JAS) | <input type="checkbox"/> Attend incident briefing with Operations Chief |
|--|---|

Ongoing Actions

- | | |
|--|--|
| <input type="checkbox"/> Identify children, parents/guardians, and staff who are injured and are in need of medical attention | <input type="checkbox"/> Ensure emotional needs of children, parents/guardians, and staff are met |
| <input type="checkbox"/> Identify children, parents/guardians, and staff who are injured and are in need of mental health counseling | <input type="checkbox"/> Connect families with support systems and community mental health resources |
| <input type="checkbox"/> Ensure physical needs are met for food and water, temperature control (blankets, AC), first aid | <input type="checkbox"/> Provide information about emergency incident and next steps |

Family Reunification Center Demobilization	
<input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Return supplies and equipment to Logistics	<input type="checkbox"/> Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

STAFF: First Aid

**INSERT
LOGO HERE**

Job Description

Provide low risk, outpatient medical care to children, parents/guardians and staff

Reports To:	Contact Information:		
Medical Director	Name	E-Mail	24/7 Phone
Supervises:	Contact Information:		
N/A	Name	E-Mail	24/7 Phone
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Interior Site Plans		
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		

Initial Actions

- | | |
|--|---|
| <input type="checkbox"/> Review Job Action Sheet (JAS) | <input type="checkbox"/> Attend incident briefing with Medical Director |
| <input type="checkbox"/> Help set up secure, separate, quiet Medical Area(s) | <input type="checkbox"/> Assess provisions to ensure FNSS medical needs are met |

Ongoing Actions

- | | |
|---|--|
| <input type="checkbox"/> Identify children, parents/guardians, and staff who are injured and are in need of medical attention | <input type="checkbox"/> Triage, refer and transport high risk or at risk individuals with complex medical needs to standard medical providers |
| <input type="checkbox"/> Ensure physical needs are met for food and water, temperature control (blankets, AC), first aid | <input type="checkbox"/> Connect families with support systems and community health resources |

Family Reunification Center Demobilization

- | | |
|---|--|
| <input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation | <input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement |
| <input type="checkbox"/> Return supplies and equipment to Logistics | <input type="checkbox"/> Assist with review and revision of Family Reunification Plan |

Family Reunification Center Job Action Sheet

STAFF: Mental Health

**INSERT
LOGO HERE**

Job Description

Provide behavioral health first aid and emergency mental health support to parents/guardians, children and staff

Reports To:

Medical Director

Contact Information:

Name

E-Mail

24/7 Phone

Supervises:

N/A

Contact Information:

Name

E-Mail

24/7 Phone

Priorities:

Children and staff safety and well-being

Children and staff whereabouts and condition

Starting the recovery process

Objectives:

Every child has been accounted for

Every staff member has been accounted for

Every child still in the organization's control is reunified with their parent or guardian

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Interior Site Plans		
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		

Initial Actions

- | | |
|---|--|
| <input type="checkbox"/> Review Job Action Sheet (JAS) | <input type="checkbox"/> Attend incident briefing with Medical Director |
| <input type="checkbox"/> Help set up separate, quiet Behavioral Health Area | <input type="checkbox"/> Assess provisions to ensure FNSS behavioral needs are met |

Ongoing Actions

- | | |
|--|---|
| <input type="checkbox"/> Identify children, parents/guardians, and staff who are in need of mental health counseling | <input type="checkbox"/> Triage, refer and transport high risk or at risk individuals with complex mental health needs to mental health providers |
| <input type="checkbox"/> Ensure emotional needs of children, families, and staff are met | <input type="checkbox"/> Connect families with support systems and community mental health resources |

Family Reunification Center Demobilization

- | | |
|---|--|
| <input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation | <input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement |
| <input type="checkbox"/> Return supplies and equipment to Logistics | <input type="checkbox"/> Assist with review and revision of Family Reunification Plan |

Family Reunification Center Job Action Sheet

COMMAND: Logistics Chief

**INSERT
LOGO HERE**

Job Description

Ensure facilities and supplies are functional and available throughout the reunification process

Reports To:

FRC Director/Incident Commander

Contact Information:

Name

E-Mail

24/7 Phone

Supervises:

Facilities Supervisor

Communications Unit Supervisor

Security Supervisor

Contact Information:

Name

E-Mail

24/7 Phone

Partner Agencies:

Emergency Management Director

Law Enforcement

Fire Department

Health Department/ HMCC

Hospital

Mental Health Service Provider

Medical Reserve Corps

COAD

Contact Information:

Name

E-Mail

24/7 Phone

Priorities:

Children and staff safety and well-being

Children and staff whereabouts and condition

Starting the recovery process

Objectives:

Every child has been accounted for

Every staff member has been accounted for

Every child still in the organization's control is reunified with their parent or guardian

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		

Initial Actions

<input type="checkbox"/> Review Job Action Sheets, Interior/Exterior Site Plans, and recommended equipment list	<input type="checkbox"/> Attend incident briefing on the situation for Command Staff
<input type="checkbox"/> Conduct FRC facility walk-through with FRC Director/Incident Commander and Command Staff	<input type="checkbox"/> Provide briefing to all logistics staff on FRP and performance expectations

Ongoing Actions	
<input type="checkbox"/> Quickly identify and resolve any bottlenecks or slow-downs in flow of parents/guardians and children through reunification process	<input type="checkbox"/> Direct requests for additional materials and/or staff to FRC Director/IC
<input type="checkbox"/> Resolve any issues that arise at the Parent/Guardian Check-in Area or the Children’s Safe Area and report unresolved issues to FRC Director/IC	<input type="checkbox"/> Provide regular updates to FRC Director/IC and Command Staff and attend regular briefings
Family Reunification Center Demobilization	
<input type="checkbox"/> Conduct de-briefing with Logistics staff	<input type="checkbox"/> Collect logs and documentation from Logistics staff
<input type="checkbox"/> Conduct FRC facility closing walk-through with FRC Director/Incident Commander and Command Staff	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement

Family Reunification Center Job Action Sheet

STAFF: Facilities

**INSERT
LOGO HERE**

Job Description

Ensure adequate facilities are provided and maintained in an efficient and effective manner to accomplish family reunification

Reports To:

Logistics Chief

Contact Information:

Name

E-Mail

24/7 Phone

Supervises:

N/A

Contact Information:

Name

E-Mail

24/7 Phone

Priorities:

Children and staff safety and well-being

Children and staff whereabouts and condition

Starting the recovery process

Objectives:

Every child has been accounted for

Every staff member has been accounted for

Every child still in the organization's control is reunified with their parent or guardian

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		
<input type="checkbox"/> Interior/Exterior Site Plans		Appendix E of FRP

Initial Actions

- | | |
|--|--|
| <input type="checkbox"/> Review Job Action Sheets (JAS) | <input type="checkbox"/> Ensure adequate facilities are provided for reunification |
| <input type="checkbox"/> Attend incident briefing with Logistics Chief | <input type="checkbox"/> Coordinate with staff for support required at facilities |

Ongoing Actions

- | | |
|--|---|
| <input type="checkbox"/> Identify and coordinate facility communications needs to Communications Unit Supervisor | <input type="checkbox"/> Coordinate water resources for consumption, sanitation, and firefighting |
| <input type="checkbox"/> Oversee the process of locating children and releasing them to reunification area with a runner | <input type="checkbox"/> Maintain back-up power |
| <input type="checkbox"/> Ensure that sanitation, health and custodial needs are met | <input type="checkbox"/> Maintain up-to-date information on facilities' manager contact info, locations of supplies/equipment, operations |

Family Reunification Center Demobilization

- | | |
|---|--|
| <input type="checkbox"/> Debrief with Family Reunification Command Team | <input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement |
| <input type="checkbox"/> Ensure Family Reunification Center is returned to original state | <input type="checkbox"/> Assist with review and revision of Family Reunification Plan |

Family Reunification Center Job Action Sheet

STAFF: Communications

**INSERT
LOGO HERE**

Job Description

Maintain communications, including radio, computer, and telephone needs of staff at Family Reunification Center

Reports To:

Logistics Chief

Contact Information:

Name

E-Mail

24/7 Phone

Supervises:

N/A

Contact Information:

Name

E-Mail

24/7 Phone

Partner Agencies:

Telephone/Wireless Providers

Law Enforcement

Fire Department

HAM radio operators

US Postal Service

COAD

MRC/CERT

Contact Information:

Name

E-Mail

24/7 Phone

Priorities:

Children and staff safety and well-being

Children and staff whereabouts and condition

Starting the recovery process

Objectives:

Every child has been accounted for

Every staff member has been accounted for

Every child still in the organization's control is reunified with their parent or guardian

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> ICS 214 Activity Log		
<input type="checkbox"/> Incident Message Log		
<input type="checkbox"/> Incident Communications Log		
<input type="checkbox"/> ICS 308 Resource Request		
<input type="checkbox"/> Organization Radio Frequency:		
<input type="checkbox"/> Communications Tools	Phone, laptop, radio, Internet, printer, files, copier, sat phone, cell phone, camera, bull horn	

Initial Actions

- | | |
|--|---|
| <input type="checkbox"/> Review Job Action Sheets (JAS) | <input type="checkbox"/> Ensure adequate communications are mobilized for all units |
| <input type="checkbox"/> Attend incident briefing with Logistics Chief | <input type="checkbox"/> Brief staff on structure of communications systems |

Ongoing Actions	
<input type="checkbox"/> Continually monitor the operational effectiveness of communications systems	<input type="checkbox"/> Keep Logistics Chief informed on status of communications systems
<input type="checkbox"/> Provide additional equipment as needed	<input type="checkbox"/> Refer all media contacts to PIO
Family Reunification Center Demobilization	
<input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Return supplies and equipment to Logistics	<input type="checkbox"/> Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

STAFF: Security

**INSERT
LOGO HERE**

Job Description

Maintain safe and secure environment for reunification staff, children, and parents/guardians

Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
Logistics Chief			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
Additional security as needed			
Partner Agencies:	Contact Information:		
	Name	E-Mail	24/7 Phone
Mass State Police			
Law Enforcement			
Fire Department			
Sheriff's Department			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		
<input type="checkbox"/> ICS 214 Activity Log		
<input type="checkbox"/> Incident Report Forms		

Initial Actions

- | | |
|--|---|
| <input type="checkbox"/> Review Job Action Sheets (JAS) | <input type="checkbox"/> Determine security requirements and arrange for staffing |
| <input type="checkbox"/> Attend incident briefing with Logistics Chief | <input type="checkbox"/> Determine needs for special access to facilities |

Ongoing Actions

- | | |
|---|--|
| <input type="checkbox"/> Implement security strategy and procedures | <input type="checkbox"/> Implement traffic controls to prevent unlawful entry to site |
| <input type="checkbox"/> Control personal access to Family Reunification Center | <input type="checkbox"/> Report all observations and potential security incidents to FRC Director/IC |

Family Reunification Center Demobilization	
<input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Return supplies and equipment to Logistics	<input type="checkbox"/> Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

COMMAND: Planning Chief

**INSERT
LOGO HERE**

Job Description			
Prepare and distribute Incident Action Plan, identify staffing needs, and prepare periodic Situation Status Reports			
Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
FRC Director/Incident Commander			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
Runners			
Partner Agencies:	Contact Information:		
	Name	E-Mail	24/7 Phone
Emergency Management Director			
Law Enforcement			
Fire Department			
Health Department/ HMCC			
Hospital			
Mental Health Service Provider			
Medical Reserve Corps			
COAD			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		
Forms, Protocols, and Other Resources			
Item	Description/Notes		Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles		Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)			Appendix G of FRP
<input type="checkbox"/> Vest and ID badge			
<input type="checkbox"/> Organization Radio Frequency:			
<input type="checkbox"/> Incident Action Plan Form			
Initial Actions			
<input type="checkbox"/> Review Job Action Sheets	<input type="checkbox"/> Attend incident briefing on the situation for Command Staff		
<input type="checkbox"/> Review Family Reunification Plan, Policies and Procedures	<input type="checkbox"/> Conduct FRC facility walk-through with FRC Director/Incident Commander and Command Staff		

Ongoing Actions	
<input type="checkbox"/> Ensure that appropriate personnel, equipment and supplies are in place, including maps and status boards	<input type="checkbox"/> Coordinate with FRC Director/Incident Commander on scheduling and managing incident planning
<input type="checkbox"/> Meet with Operations Section Chief and obtain and review any major incident reports	<input type="checkbox"/> Provide regular situation status updates to FRC Director/IC and Command Staff and attend regular briefings
Family Reunification Center Demobilization	
<input type="checkbox"/> Conduct FRC facility closing walk-through with FRC Director/Incident Commander and Command Staff	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Coordinate with Logistics Chief on clean up and return of supplies and equipment	<input type="checkbox"/> Assist with review and revision of Family Reunification Plan

Family Reunification Center Job Action Sheet

STAFF: Runner

**INSERT
LOGO HERE**

Job Description

Provide ongoing support throughout the reunification process regarding procurement of resources

Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
Planning Chief			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
N/A			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP
<input type="checkbox"/> Interior Site Plans		
<input type="checkbox"/> Vest and ID badge		
<input type="checkbox"/> Organization Radio Frequency:		

Initial Actions

- | | |
|--|--|
| <input type="checkbox"/> Review Job Action Sheet (JAS) | <input type="checkbox"/> Attend incident briefing with Parent/Guardian Check-in Director |
|--|--|

Ongoing Actions

- | | |
|--|--|
| <input type="checkbox"/> Procure, gather, and deploy needed resources to appropriate locations | <input type="checkbox"/> Coordinate with Logistics Chief to procure resource needs |
| <input type="checkbox"/> Maintain continuous communications with Operations Chief to determine potential needs | <input type="checkbox"/> Report any issues or problems observed to Planning Chief |

Family Reunification Center Demobilization

- | | |
|---|--|
| <input type="checkbox"/> Debrief with Family Reunification Command Team and turn in all documentation | <input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement |
| <input type="checkbox"/> Return supplies and equipment to Logistics | <input type="checkbox"/> Assist with review and revision of Family Reunification Plan |

Family Reunification Center Job Action Sheet

COMMAND: Finance Chief

**INSERT
LOGO HERE**

Job Description			
Keep track of all expenses and required financial paperwork associated with family reunification process			
Reports To:	Contact Information:		
	Name	E-Mail	24/7 Phone
FRC Director/Incident Commander			
Supervises:	Contact Information:		
	Name	E-Mail	24/7 Phone
N/A			
Partner Agencies:	Contact Information:		
	Name	E-Mail	24/7 Phone
Organization's Finance Director			
Municipal Finance Officer			
State Finance Officer			
COAD			
Hospital			
Mental Health Service Provider			
Medical Reserve Corps			
Local Businesses			
Priorities:	Objectives:		
Children and staff safety and well-being	Every child has been accounted for		
Children and staff whereabouts and condition	Every staff member has been accounted for		
Starting the recovery process	Every child still in the organization's control is reunified with their parent or guardian		
Forms, Protocols, and Other Resources			
Item	Description/Notes	Quantity/Location	
<input type="checkbox"/> FRC Organization Chart	ICS Chart showing ICS roles	Sec. 2.1/p. 13 of FRP	
<input type="checkbox"/> Job Action Sheets (JAS)		Appendix G of FRP	
<input type="checkbox"/> Vest and ID badge			
<input type="checkbox"/> Organization Radio Frequency:			
<input type="checkbox"/> ICS 214 Activity Log			
<input type="checkbox"/> ICS 308 Resource Request			
<input type="checkbox"/> ICS 211 Personnel Sign-in			
<input type="checkbox"/> Expense Tracking Form			
Initial Actions			
<input type="checkbox"/> Review Job Action Sheets (JAS); check in staff as they arrive and distribute JAS	<input type="checkbox"/> Attend incident briefing on the situation for Command Staff		
<input type="checkbox"/> Review financial tracking and approval protocols with FRC Director/IC	<input type="checkbox"/> Conduct FRC facility walk-through with FRC Director/Incident Commander and Command Staff		

Ongoing Actions	
<input type="checkbox"/> Ensure that all expenses have by preapproved by FRC Director/Incident Commander	<input type="checkbox"/> Collect and monitor all documents and action logs, time sheets, volunteer time
<input type="checkbox"/> Oversee the monitoring and documenting of all expenses with the Logistics Manager	<input type="checkbox"/> Collect, collate and report on all data/reports generated during the family reunification process
Family Reunification Center Demobilization	
<input type="checkbox"/> Conduct FRC facility closing walk-through with FRC Director/Incident Commander and Command Staff	<input type="checkbox"/> Participate in the After Action Review process, including identification of areas that need improvement
<input type="checkbox"/> Coordinate with Logistics Chief on clean up and return of supplies and equipment	<input type="checkbox"/> Assist with review and revision of Family Reunification Plan

APPENDIX H: RESOURCES

Children in Disasters Federal Resources

Federal Family Preparedness

- Emergency Preparedness Curriculum for Families:
http://www.umassmed.edu/shriver/service/emergency_preparedness_initiative/Noonan-EPtraining-curriculum.aspx.
- Families may not be together when disaster strikes, so it is important to plan in advance; how will you contact one another, who will you designate as your out of town contact, and how will you get back together?
 - Family Plans can be found on Ready.gov: <http://www.ready.gov/make-a-plan>
 - Encourage educational, child care, medical, and recreational facilities responsible for the temporary care of children to share emergency preparedness plans with parents and legal guardians.
- Emergency Preparedness Resources for Children with Disabilities and Special Health Care Needs and Their Families:
http://www.umassmed.edu/shriver/service/emergency_preparedness_initiative/EP-resources-list-families.aspx.
- Feeling Safe, Being Safe: <http://www.dds.ca.gov/ConsumerCorner/fsbs/>. This training resource describes steps that can be taken to be better prepared by creating an emergency worksheet, creating a personalized emergency kit, and practicing evacuations plans, amongst other actions.
- America’s PrepareAthon (API): A nationwide, community-based campaign for action to increase emergency preparedness and resilience.
- Build an emergency preparedness kit, learn about different types of disasters, and get involved: <http://www.ready.gov/kids>.

Federal Emergency Planning Resources

- Comprehensive Preparedness Guidance (CPG) 101 Version 2: www.fema.gov/plan. Children’s disaster related needs have been integrated into the CPG which provides guidance on the fundamentals of planning and the development of Emergency Operations Plans.
- Protecting Children in Child Care During Emergencies. Recommended State and National Regulatory and Accreditation Standards for Family Child Care Homes and Child Care Centers and Supporting Rationale by Child Care Aware (formerly the National Association of Child Care Resource & Referral Agencies (NACCRA)) and Save the Children:
http://www.naccrra.org/sites/default/files/publications/naccrra_publications/2012/protectingchildreninchildcareemergencies.pdf.

- Disaster Planning and Recovery Basic for child care facilities: <http://www.naccrra.org/public-policy/policy-issues/disaster-planning-recovery-basics>.
- Department of Education, Readiness and Emergency Management for Schools (REMS) Technical Assistance Center: <http://rems.ed.gov>.
- Emergency Planning for Juvenile Justice Residential Facilities. First comprehensive planning guide to address the specific needs of children, youth, and families involved in the juvenile justice system during an emergency: <https://www.ncjrs.gov/pdffiles1/ojdp/234936.pdf>.
- National Preparedness Goal: www.fema.gov/national-preparedness-goal. Focuses on a unified and collaborative approach of effectively addressing our nation's disaster related resources by engaging the whole community in preparedness efforts.
- Post Disaster Reunification of Children: A Nationwide Approach: <http://nationalmasscarestrategy.org/reunification/>. Illustrates the significance of whole community collaboration and inclusive emergency planning by providing a comprehensive overview of the coordination processes necessary to reunify children separated from their parents or legal guardians and reflecting how whole community partners can work together to meet one shared mission.
- Great ShakeOut – Earthquake drills for various audiences; predominance in schools: <http://www.shakeout.org/>.
- Homeland Security Grant Program (HSGP) Supplemental Resource – Children and Disasters Guidance: http://www.fema.gov/media-library-data/20130726-1916-25045-0106/fy13_hsgp_children_final.pdf. This document provides clarification as to how grant dollars may be used to support preparedness and planning activities for children's disaster related needs.

Federal Response & Recovery Resources

- Commonly Used Sheltering Items (CUSI): <http://nationalmasscarestrategy.org/shelter/>. This document contains a catalog of commonly used sheltering items and identifies basic commodities necessary to sustain infants and children in mass care shelters and emergency congregate care environments.
- Standards and Indicators for Disaster Shelter Care for Children: http://www.fema.gov/pdf/government/grant/2012/fy12_hsgp_children.pdf.
- National Center for Missing & Exploited Children (NCMEC). National Emergency Child Locator Center (NECLC) and Team Adam (for technical assistance) to support State, Tribal and local efforts of reunifying children separated from parents/legal guardians as a result of disaster: <http://www.missingkids.com/DisasterResponse>.
- Unaccompanied Minors Registry (UMR): <https://umr.missingkids.com/>. The UMR, administered by the NCMEC, is our nation's first national repository created to support

the ability to collect, store, report, and act on information related to children separated as a result of disaster.

- National Disaster Recovery Framework (NDRF): Defines core recovery principles, roles and responsibilities of recovery coordinators and other stakeholders, a coordinating structure that facilitates communication and collaboration among all stakeholders, and guidance for pre and post disaster recovery planning. See website at: <https://www.fema.gov/pdf/recoveryframework/ndrf.pdf>.

National Coping With Disaster Resources

- Coping with Disasters: <http://www.ready.gov/coping-with-disaster>
- The National Child Traumatic Stress Center: <http://www.nctsn.org/about-us/national-center>
- National Center for School Crisis and Bereavement: <http://www.stchristophershospital.com/pediatric-specialties-programs/specialties/690>
- Online Clearinghouse Quick Find on Crisis Prevention and Response: http://smhp.psych.ucla.edu/qf/p2107_01.htm
- Promoting Adjustment and Helping Children Cope: <http://www2.aap.org/disasters/adjustment.cfm>
- Talking to Children About Disasters: <http://www2.aap.org/disasters/talking-to-children.cfm>
- How to help children cope with disasters: http://www.savethechildren.org/site/c.8rKLIXMGIpI4E/b.8479773/k.2264/How_to_Help_Children_Cope_with_a_Crisis.htm
- Substance Abuse and Mental Health Services Administration (SAMHSA) Helping Children Cope with Disaster: <http://store.samhsa.gov/shin/content/KEN01-0093R/KEN01-0093R.pdf>

Federal Training Resources

- Planning for the needs of Children in Disasters IS-366. The purpose of this course is to provide guidance for Emergency Managers and implementers of children's programs about meeting the unique needs that arise among children as a result of a disaster or emergency: <http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-366>.
- Multi-hazard Planning for Childcare IS-36. The goal of this course is to provide childcare providers, of all sizes and with responsibility for children of all ages, with the knowledge and tools to analyze the hazards and threats at the site, to develop a plan to address these hazards and threats, and to implement processes to update and practice the emergency plan: <http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-36>.

- Tracking and Reunification of Children in Disasters: A Lesson and Reference for Health Professionals: <http://ncdmph.usuhs.edu/KnowledgeLearning/2012-Learning1.htm>.
- Community Mass Care and Emergency Assistance G 108. The purpose of this course is to develop a foundational knowledge of Mass Care and Emergency Assistance (MC/EA) services in the community. Participants may use this information to build community emergency action items and to identify gaps in the community's program: <http://www.fema.gov/state-offices-and-agencies-emergency-management>.
- Mass Care and Emergency Support for Field Operations E 411: The purpose of the workshop is to increase the awareness of Federal Emergency, Mass Care and Emergency Assistance (MC/EA) history, MC/EA services, the MC/EA organizational structure, the environment in which the MC/EA services are provided, the tasks performed by the MC/EA staff during disaster operations.

U.S. Department of Education Resources

- Readiness and Emergency Management for Schools (REMS) Technical Assistance Center (TAC): <http://rem.ed.gov>. Contact information—Phone: (855) 781-7367 (REMS); Email: info@remstacenter.org.
- New Federal Guide on Developing High-Quality School Emergency Operations Plans. First joint product of ED, DHS, FEMA, DOJ, FBI, and HHS, released by the White House on June 18, 2013: http://www.fema.gov/media-library-data/20130726-1922-25045-3850/rem_s_k_12_guide.pdf
- Trainings by Request

U.S. Department of Health and Human Services – Administration for Children and Families Resources

- Early Childhood Disaster-Related Resources – a webpage with various early childhood disaster-related resources in one location, such as resources for Early Childhood Education Providers, Families and Caregivers, and Policy Makers. See the website at: <http://www.acf.hhs.gov/programs/ohsepr/early-childhood>
- OHSEPR webpage for more resources – the ACF Office of Human Services Emergency Preparedness and Response continues to upload documents related to human services impacts before, during, and post disasters. The webpage is continually updated with resources, blog posts, webinar announcements, and other resources: <https://www.acf.hhs.gov/ohsepr>

Family Reunification Resources

National Level - Federal Resources

- Federal Emergency Management Agency
 - National Emergency Family Registry And Locator System:

<http://www.fema.gov/recovery-directorate/national-emergency-family-registry-and-locator-system-fact-sheet>

- National Mass Evacuation Tracking System (radio frequency identification):
<http://www.fema.gov/individual-assistance-program-tools/individual-assistance-national-mass-evacuation-tracking-system>
- Department of Health and Human Services
 - Joint Patient Assessment and Tracking System

National Level - NGOs

National Emergency Child Locator Center - keeps good information and data to help with reunification:

- Unaccompanied Minors Registry:
<https://umr.missingkids.org/umr/reportUMR?execution=e1s1>
- Team Adam
 - Deployment of retired law enforcement officials
- American Red Cross
 - Safe and Well website:
<https://safeandwell.communityos.org/cms/index.php>
 - Communicate with law enforcement and child welfare agencies
 - Track movement through Unaccompanied Minors Report Form
 - Designates 2 people to supervise an unaccompanied minor

Social media

- Facebook: <https://www.facebook.com/> (e.g., Missing People in Haiti's Earthquake)
- Google Person Finder: <https://google.org/personfinder/global/home.html>
- Twitter: <https://twitter.com/?lang=en>
- CNN: <http://www.cnn.com/>

Children with Complex Medical Needs Resources

National Commission on Children and Disasters, 2010 Report to the President and Congress; October 2010: <http://archive.ahrq.gov/prep/nccdreport/nccdreport.pdf>

Emergency Medical Services for Children National Resource Center, Checklist: Essential Pediatric Domains and Considerations for Every Hospital's Disaster Preparedness Policies: emscnrc.org/files/PDF/EMSC.../Checklist_HospitalDisasterPrepare.pdf. This interactive PDF was developed by national EMSC to assist hospitals in integrating pediatric preparedness issues into their disaster plans (also available in a static PDF).

Massachusetts Department of Public Health, Bureau of Family Health & Nutrition, Division for Perinatal, Early Childhood and Special Health Needs:

<http://www.mass.gov/eohhs/provider/guidelines-resources/services-planning/family-health/perinatal-early-child-special-needs/>

Family Ties of Massachusetts: <http://www.massfamilyties.org/>. Family TIES of Massachusetts provides information and referral services, emotional support, and trainings to parents of children and youth with special needs.

Show Me Tool: www.mass.gov/dph/showme. The Office of Preparedness and Emergency Management has created a simple, hands-on tool to reduce communication barriers and better assist individuals with access and functional needs, and professional shelter staff and volunteers, make their needs and concerns understood within a community shelter setting during an emergency. Available in booklet form and as a mobile app.

Other Resources

American Academy of Pediatrics, Policy Statement on Ensuring the Health of Children in Disasters; PEDIATRICS Volume 136, number 5; November 2015: <http://pediatrics.aappublications.org/content/pediatrics/early/2015/10/13/peds.2015-3112.full.pdf>

Save the Children website:

http://www.savethechildren.org/site/c.8rKLIXMGlpI4E/b.8777055/k.18AB/Get_Ready_Get_Safe_Plan_Ahead.htm#EmergencyManagers. Available resources include:

- The Community Preparedness Index (CPI) is an online self-assessment for local communities to assess how prepared they are to meet the needs of children in disasters. The tool focuses on institutional settings such as schools, child care, and hospitals where children may be during the day or after a disaster.
- Downloadable checklist posters tell parents and child care professionals what they need to know to Get Ready Get Safe and what to have on hand in case of emergency.
- Children's 2015 Disaster Report Card, Still at Risk: U.S. Children 10 Years After Hurricane Katrina.

National Academies of Science, Preparedness, Response, and Recovery Considerations for Children and Families: Workshop Summary: http://www.nap.edu/catalog.php?record_id=18550

U.S. Department of Health and Human Services, Administration for Children and Families, , Child Care State System Specialist Network's (CCSSN's) series of Emergency Preparedness and Response (EPR) Planning Webinars: <https://childcareta.acf.hhs.gov/emergency-preparedness-0>

Bibliography from BRPC Family Reunification Research

American Academy of Pediatrics. (2002). The youngest victims: Disaster preparedness to meet children's needs. *Pediatrics in Review*, 29 (11). Accessed on September 13, 2016 at <http://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/children-and-disasters/Documents/Youngest-Victims-Final.pdf>

Erickson, W. H. (2001). The report of Governor Bill Owens' Columbine Review Commission. Colorado: Columbine Review Commission. September 01, 2016 from http://www.state.co.us/columbine/Columbine_20Report_WEB.pdf

Federal Emergency Management Agency. (2011). Sample school emergency operations plan. Retrieved 09/01/2016 from <http://training.fema.gov/EMIWeb/emischool/EL361Toolkit/assets/SamplePlan.pdf>

Graham, J., Shirm, S., Liggin, R., Aitken, M. E., & Dick, R. (2006). Mass-casualty events at schools: A national preparedness survey. *Pediatrics*, 117(1), e8-e15. doi:10.1542/peds.2005 0927 Accessed on September 1, 2016 from: <https://www.ncbi.nlm.nih.gov/pubmed/16396851>

Henrico County Public Schools. (n.d.). Crisis preparedness: Parents and school emergencies. Henrico, VA: Department of Communications and Public Relations. <http://henricoschools.us/pdf/HealthSafety/CrisisPreparedness.pdf>

Los Angeles County Emergency Medical Services Agency, Family Information Center: Planning Guide for Healthcare Entities; June 28, 2013.

Multi-Agency Reunification Services Plan Template, Version 1; prepared by FEMA and the Red Cross; May 1, 2015.

Nager, Alan. (2009). Family Reunification – Concepts and Challenges. *Clinical Pediatric Emergency Medicine*, 10 (30): 195-207. Accessed on 08/11/2016 from [http://www.clinpedemergencymed.com/article/S1522-8401\(09\)00051-2/abstract](http://www.clinpedemergencymed.com/article/S1522-8401(09)00051-2/abstract)

National Commission on Children and Disasters. (2010). The 2010 report to the President and Congress. (No. 10-M037). Rockville, MD: Agency for Healthcare Research and Quality. Retrieved August 15, 2016 from <http://archive.ahrq.gov/prep/nccdreport/nccdreport.pdf>

Philpott, D., & Serluco, P. (2009). Public school emergency preparedness and crisis management plan. Lanham, MD: Government Institutes.

Save the Children. (2010). A national report card on protecting children during disasters. (No. 4). Westport, CT. from <http://www.savethechildrenweb.org/getready/Disaster-Report-2010/>

Schools and Terrorism. A supplement to the report of the National Advisory Committee on Children and Terrorism. (2004). *The Journal of School Health*, 74(2), 39-51. Accessed on September 24, 2016 from <http://onlinelibrary.wiley.com/doi/10.1111/j.1746-1561.2004.tb04198.x/abstract>

Trump, K. S. (2011). Burvikovs A., Bartlett D. A., Greenberg K., Stapleton V. and Rosenstein A.18 (Eds.), *Proactive school security and emergency preparedness planning*. Thousand Oaks, CA: Corwin Publishing.

Washington State School Safety Center. (2008). School safety planning manual. (1.3rd ed., pp. 43-51). Olympia, WA. Retrieved October 27, 2013 from <http://www.k12.wa.us/Safetycenter/Planning/pubdocs/SchoolSafetyPlanningManual.pdf>

Welko, A. (2013) Bringing Families Together: Parent Student Reunification Procedures in School Crisis Planning. Accessed on 08/16/2016. Retrieved from:
<http://corescholar.libraries.wright.edu/cgi/viewcontent.cgi?article=1146&context=mph>

U.S. Department of Education, Office of Safe and Drug-Free Schools. (2007). Practical information on crisis planning: A guide for communities and schools. Washington, DC. Retrieved September 1, 2016 from
<http://rem.s.ed.gov/docs/practicalinformationoncrisisplanning.pdf>

APPENDIX I:

FAMILY REUNIFICATION TECHNOLOGY/TOOLS & RECOMMENDED SUPPLIES

Introduction

Family reunification is a process during an emergency that can be extremely taxing on the limited staff resources available to handle the task. There are a number of tools and resources available to help. They include: online services/apps/databases/dashboards as well as more common physical items that can help support the family reunification process.

APPS/Databases/Dashboards

REUNITE®

A free app for Apple or Android smart devices that is provided by the National Library of Medicine at the U.S. National Institutes for Health (NIH). Though the app is primarily intended for use by the general public to report missing and/or found people to the site, it can be used by disaster relief organizations, and medical aid and relief workers that are assisting in family reunification efforts after a disaster. Anyone can register and enter a missing or found individual. Events, while moderated by systems administrators in its creation, events can be created by anyone. Missing/found persons can also be entered by any user. Access to information seems less restricted in this application. Location and information about minors can be seen by anyone, if it was entered.

<https://play.google.com/store/apps/details?id=com.pl.reunite&hl=en>

National Emergency Family Registry and Locator System

FEMA's National Emergency Family Registry and Locator System (NEFRLS) helps reunite families separated during a disaster. It allows displaced individuals to register and provide information about their current location and situation. The system provides a secure web-based environment where survivors and up to seven individuals (their loved ones and/or others) specifically identified can communicate their location as well as provide a personalized message.

Affected individuals, or those seeking information about friends or family, can visit the NEFRLS website or call the NEFRLS hotline at 1-800-588-9822 to register themselves or inquire about another person. The system is only activated at the request of a State to support Presidentially-declared disasters.

National Emergency Child Locator Center

FEMA also works in collaboration with the National Center for Missing & Exploited Children (NCMEC) to support the reunification of children under 21 years of age with their parent or legal guardian. Individuals reporting or searching for a child missing as a result of a disaster should call the NCMEC National Emergency Child Locator Center (NECLC) at 1-866-908-9570 or 1-877-908-9570. NECLC is ***only activated at the request of a State to support Presidentially-declared disasters***.

Unaccompanied Minors Registry

NCMEC maintains the Unaccompanied Minors Registry (UMR), the nation's first national repository created to collect, store, report, and act on information related to children separated from their parent or legal guardian as a result of disaster. Reports to the UMR are received directly by the NCMEC's 24/7 call center staff. Individuals can log on to the Unaccompanied Minors Registry (UMR). The registry is available for utilization 24 hours a day/7 days a week.

American Red Cross Safe and Well

American Red Cross maintains Safe and Well, a web-based system that helps reunite friends and family displaced by a disaster. The Safe and Well site is always available and can be used by the public for any disaster, large or small. To speak with someone at the American Red Cross concerning a missing friend or relative, please contact the local American Red Cross chapter where you live or are staying (Click here to find a local chapter).situation.

The service is free and anyone can register. Users can post a brief message that they are "safe and well", but locational information is not included in order to protect privacy. Security is also provided in that all users need to register and need to know some personal information about the person before seeing if anything is posted from that person they are looking for. The phone number or complete address of the person being looked for must be entered by the person searching the database before any results will show. Users can only post to the system that they are "safe and well". Users cannot post that they are looking for someone who is lost or missing. <http://safeandwell.communityos.org/cms/index.php>

ReddiNet Family Reunification Center (FRC)

The FRC assists in tracking and reuniting patients and reported missing persons with family members. The FRC enables hospitals and emergency support teams (EMS, government agencies, law enforcement, the Red Cross, etc.) to gather and track information used by Family Assistance Centers (FACs) on a daily basis and in disasters. This application allows users to register family and friends, and register and track unaccompanied minors and report missing persons. It interfaces with third party systems and ReddiNet's MCI. The FRC is available nationwide and does not require users to be a current user of the ReddiNet application. <http://www.reddinet.com/reddinet/family-reunification-center>

Recommended Tools/Supplies & Equipment

There are a number of tools/supplies and equipment that is helpful in making the family reunification process go a little easier. Many are items and resources that are commonly available to agencies and personnel responsible for this critical mission. Family reunification efforts frequently occur remotely from the operations of an EOC or shelter. Depending on the nature of the emergency situation (active shooter, etc.), there is potential for separation of location, away from the EOC or established shelter. While support resources needed for family reunification may be common and generally available, they may not be able to get deployed to where they are needed.

The following is a list of recommended tools/supplies/equipment to support the family reunification mission:

- 1) Family Reunification Plan (Multiple Copies)**
- 2) All Forms listed in the Family Reunification Plan (Multiple Copies of ALL)**
- 3) Family Reunification Center Forms (Multiple Copies of ALL)**

Considerations:

- Sign-in and Tracking Form
- Unaccompanied Minor Sign-in and Tracking Form
- Tracking Log

4) Computers/Laptops/Tablets

Considerations:

- Number of laptop/desktop/tablet computers
- Capability of Internet access

5) Internet Station, for family access to online reunification systems

Considerations:

- Number of laptop or desktop computers
- Capability of Internet access

6) Telephones

Considerations:

- Minimum of two telephones for incoming calls
- Minimum of two telephones for outgoing calls

7) Fax machine

Considerations:

- Number of fax machines
- Paper, ink, and toner

8) Office Supplies

Considerations:

- Notepads, sticky notes, clipboards
- Pens, pencils, markers, highlighters
- Stapler, staple remover, tape, white out, paper clips
- Extension cords, power strips, surge protectors, duct tape

9) Printer/Copier

Considerations:

- Number of printers and connecting cables
- Paper, ink, and toner

10) Identification system/machine to identify families and staff who have access to the family reunification center

11) Televisions

Considerations:

- Number of televisions varies based on FIC layout needs

12) Tables and chairs

Considerations:

- Number of tables and chairs varies based on FIC layout needs
- Availability of comfortable seating in the waiting area

13) Supplies to child proof the room(s) used

Considerations:

- Availability of instructions about how to set-up child proof supplies

14) Hygiene Needs

Considerations:

- Toilet paper, facial tissues, trash cans, and hand sanitizer

15) Books and magazines

Considerations:

- Availability of a variety of materials
- Availability of materials in multiple languages

16) Toys and supplies

Considerations:

- Toys, paper, crayons, markers

17) Overnight supplies

Considerations:

- Sleeping materials, cribs, cots, mattresses
- Shower/bathing supplies

18) Refreshments

Considerations:

- Snacks, water
- Utensils, napkins, cups
- Number of people that can be served
- Procedures for requesting snacks, water, and supplies

Brochures

Considerations:

- Availability of mental health, social services, and child care information
- Availability of materials in multiple languages

19) First Aid Kit

The “I Love U Guys” Foundation Recommended GO KIT

Reunification “Go Kits” contain specialized items that are unique to the reunification process. Consequently, these kits are different than school evacuation go kits. Since reunification is often managed by district personnel, reunification Go Kits aren’t necessary at each school, rather the kits can stay with district response teams. Larger districts may have several kits, one at the district office. Others in the trunks or backs of vehicles used by district responders. Smaller districts may have only two kits. One at the district office. One with the primary district responder. (Two is a suggested minimum: redundancy is important.)

Inventories and locations should be audited once a quarter.

Item	Count	Date	Date	Date	Date
Inventory Sheet	1				
Popup tent	1				
Parent check in banner	1				
Bungee cords	12				
Folding table (6 foot)	1				
Folding chairs	4				
24 count boxes of pens	2				
English reunification cards	2500				
Spanish (or another language) reunification cards	500				
Directional signs	12				
Bull horn	1				
Extra bull horn batteries	1				
Flashlights	4				
Extra flashlight batteries	12				
Safety vests	24				
Set of laminated alphabet sheets (A - Z)	2				
Set of laminated grade sheets (K - 12)	2				
Numbered plastic bins with lids	8				
Duct/Gaffers Tape	2				
Emergency contact hardcopy	1				
Suntan Lotion	10				

Some districts are moving to electronic parent verification (see page 11) and include electronic rosters, laptops and internet hot spots in their reunification Go Kits.

Additional Links to resources

<https://play.google.com/store/apps/details?id=com.qs.missingndfind&hl=en>

<https://play.google.com/store/apps/details?id=com.fibercode.familytracker&hl=en>

<https://play.google.com/store/apps/details?id=com.life360.android.safetymapd&hl=en>

<http://ger911.com/hc-suite/family-reunification/>

APPENDIX J: Media and Social Media Messaging for Family Reunification

**INSERT
LOGO HERE**

Responsible Person: Public Information Officer (PIO)

Media Platforms to Consider: Local Television, Local Radio, Facebook, Twitter, Other Social Media the Organization Uses to Publicize Information to the Public or Members

General Guidelines for Messaging:

- Ensure there is a clear and efficient plan for message approval (typically through IC)
- Ensure that selected messaging channels are appropriate for audience
- Create a Social Media presence before a disaster occurs so the public and members of the organization know how to access information and general messaging
- If multiple languages are spoken at the organization, media messaging should be translated and available
- Traditional media and social media messages should be consistent
- Media messaging should complement first messages sent by mass text, phone call, or email to parents and guardians
- Aim to be the first to message on social media
- The messenger may vary depending on the level of credibility of the individual as perceived by the public
- Have a clear, pre-planned messaging procedure with staff, parents and guardians, and children at organization (i.e. determine if you would like children to share your social media messages)
- Messages should be: clear, accurate, focused, created with appropriate tone and appeal, and responsive to the target audience

Sample Media and Social Media Messages

Modify the message as needed based on the situation. Translate to other languages as needed.

Media Communication Channel	Sample Message	Things to Note
Television	Hello, this is (name and position) from (organization).	<ul style="list-style-type: none"> • Anticipate frequently asked questions • Consider body language if on camera • Portray reassurance, empathy • Emphasize the responders' ability to actively manage the situation
	We have experienced a (fire, threat of violence, damage to our building, etc.) and children and staff will be released (early or late) today. Children and staff from (organization) are being attended to, and actively managed. We have plans in place that will make the process easy, and we are committed to making this a smooth process. Information has already been sent to parents and guardians about pick-up time and location.	
	Parents and Guardians should make sure to bring a photo ID with them when they pick up their children so our staff	

	<p>can check the IDs, and sign their children out to them. Please be patient and park vehicles where you are directed to at the (site of reunification). (Students, children) who normally ride the bus will (still be, not be) riding the bus home, however busses will be arriving (# of minutes early or late) or more.</p>	
	<p>We want to remind parents and guardians that we are committed to the safety and security of their children, and we have plans in place to get their children home as quickly and safely as possible.</p>	
	<p>We have staff available to answer questions about picking up children, and they can be reached at (telephone number). Additional information can be found at (information on Facebook pages, other websites).</p>	
<p>Radio</p>	<p>This is an important message from (ORGANIZATION).</p>	<ul style="list-style-type: none"> • Anticipate frequently asked questions • Portray reassurance, empathy • Emphasize the responders’ ability to actively manage the situation
<p>This is (name and position) from (organization).</p>		
<p>Due to a (fire, threat of violence, damaged roof, etc.) at (organization), (students, children) will be released early (or late) today at (time children will be available for pick-up from reunification site). We have activated our Family Reunification plans. (Students, children, staff) are being attended to, and are being actively managed. We are committed to making this a smooth process and want to remind parents and guardians that we are committed to the safety and security of their children. We have plans in place to get children home as quickly and safely as possible. Information has already been sent to parents and guardians about pick-up time and location.</p>		
<p>(Students, children) will be released early (or late) today. Parents should come to the reunification site to pick up their child at the designated time. Parents and guardians should make sure to bring a photo ID with them when picking up children. (Organization) staff will check parents’ and guardians’ IDs, and sign children out.</p>		
<p>(Students, children) who normally ride the bus will (still be, not be) riding the bus home, however busses will be arriving (# of minutes early or late) or more.</p>		
<p>We have staff available to answer questions about picking up children, and they can be reached at (telephone number). Additional information can be found at (information on Facebook pages, other websites).</p>		

<p>Facebook</p>	<p>**For Immediate Release**</p> <p>(Organization) will be releasing (Students, children) early today. Pick-up information below.</p> <p>Time: (time of message release) Author: (PIO)</p> <p>Due to a (fire, threat of violence, damaged roof, etc.) at (organization), (students, children) will be released early (or late) today. The emergency at (organization) has been resolved.</p> <p>We have activated our Family Reunification plans. (Students, children, staff) are being attended to, and are being actively managed.</p> <p>INFORMATION ON PICK-UP TIME AND LOCATION</p> <p>***</p> <p>Parents and guardians can pick up their kids at the Family Reunification site.</p> <p>Parents and guardians MUST bring a photo ID with them to the reunification site.</p> <p>(Students, children) who normally ride the bus will (still be, not be) riding the bus home, however busses will be arriving (# of minutes early or late) or more.</p> <p>***</p> <p>MORE INFORMATION</p> <p>If you have questions about picking up children, or the reunification process, please call our staff at (telephone number to call).</p> <p>***</p>	<ul style="list-style-type: none"> • Posts do not have a character limit, but should be kept brief and in plain language • Include hyperlinks to other websites for more information, if available • “Share” posts from police department or other public officials if accurate and necessary • People tend to “scan” posts, make sure to use short sentences
<p>Twitter</p>	<p>(Organization) will be releasing (students, children) early today. Get more information at: (links to Facebook, other website with detailed instructions)</p>	<ul style="list-style-type: none"> • Posts are limited to 140 characters • Headline should grab attention • Post brief message, with hyperlinks to

		<p>Facebook or other website for further information</p> <ul style="list-style-type: none"> • Messages can be posted consecutively and will display in chronological order on profile page and in follower’s Twitter feed • Able to “re-Tweet” other organizations’ messages (Police Dept., public official who have Twitter) for quicker messaging potential. Find a message to share,  and click
--	--	---

Frequently asked follow up questions:

- How long will reunification last?
- What are public safety and public health officials doing?
- What area is affected?
- What caused the incident to occur?
- Whose fault is it?