

# COUNTY OF MONTEREY

## OPERATIONAL AREA



# EMERGENCY OPERATIONS PLAN

## ANNEX | FAMILY ASSISTANCE PLAN

SEPTEMBER 2020



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[O:\OES\Plans - Monterey County OES\1 B1 Monterey County Op Area Emergency Operations Plan \(EOP\)\2\) Current\\_Emergency\\_Operations\\_Plan\\_EOP](#)

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# PLAN OVERVIEW

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<b>Objective</b>	To guide a coordinated response in the Monterey County Operational Area (OA) to provide Family Assistance in the aftermath of a disaster or emergency. The assistance includes establishing a Family Assistance Center (FAC) which is a safe, secure and supportive environment to serve as a centralized location to provide family assistance, information about missing or unaccounted for persons and the deceased, and access to services in the immediate aftermath as well as for longer term recovery.
<b>Authority</b>	
<b>Requirements</b>	
<b>Reference</b>	
<b>Hazards Addressed</b>	All-Hazards; Any hazard resulting in the displacement of mass quantities of people and need for reunification; Active Shooter Events, School or Campus Events, Aviation or Rail Disasters.
<b>Approval</b>	This Annex shall be submitted to the Disaster Council for review and comment and shall take effect upon adoption by resolution of the Board of Supervisors.
<b>Updates</b>	This Annex is updated every 3 years; This is the first iteration of this plan, none other supersedes it.
<b>Requirements Checklist</b>	None
<b>Website</b>	<a href="https://www.co.monterey.ca.us/government/departments-and-administrative-office/office-of-emergency-services/plans">https://www.co.monterey.ca.us/government/departments-and-administrative-office/office-of-emergency-services/plans</a>



# 1. INTRODUCTION

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**THE MONTEREY COUNTY OPERATIONAL AREA EMERGENCY OPERATIONS PLAN: ANNEX N: FAMILY ASSISTANCE IS INTENDED TO COORDINATE AND DEFINE ROLES AND PROCEDURES FOR, 1) THE SAFE, TIMELY, AND EFFECTIVE REUNIFICATION OF FAMILIES AFTER A DISASTER; 2) PROVIDE APPROPRIATE AND TIMELY MENTAL HEALTH, SPIRITUAL, PUBLIC HEALTH, VICTIM ASSISTANCE, AND RECOVERY SERVICES THAT ARE TAILORED FOR THE NEEDS OF THOSE IMPACTED; 3) PROVIDE SUPPORT AGENCIES WITH THE ABILITY TO PROVIDE A CONSISTENT AND COORDINATED RESPONSE TO VICTIMS AND FAMILIES BY CENTRALIZING THE FLOW OF INFORMATION AND SERVICES AND ASSIGNING RESPONSIBILITIES TO SPECIFIC RESPONSE AGENCIES.**

A precipitating event can include an act from natural causes or an intentional act. They may involve:

- Earthquake, Fire, Tsunami
- Mass Transportation disasters
- School Shooting or Other Act of Violence at a school;
- Mass Casualty Incident at a Public Event
- Other events that require the evacuation of groups of people and the need for reunification with family/caregivers and/or assistance in the forms provided herein described,

This annex covers the following areas:

- Provides guidance in the management of resources and coordination of multiple partner entities and agencies,
- Identifies procedures for determining an appropriate location for family assistance center(s).
- Identifies procedures for safe and orderly reunification.
- Identifies procedures for providing assistance and access to services to those impacted.

# 2. PURPOSE, SCOPE, OVERVIEW, AND ASSUMPTIONS

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RESIDENTS OF MONTEREY COUNTY LIVE WITH THE POTENTIAL FOR DISASTERS AND LARGE EMERGENCIES THAT REQUIRE THE REUNIFICATION OF DISASTER VICTIMS WITH FAMILY AND FRIENDS. THESE SAME INCIDENTS NECESSITATE THE DELIVERY OF MANY FORMS OF ASSISTANCE AND ACCESS TO SERVICES IN A CENTRALIZED LOCATION TO ALL INVOLVED. THE PROVIDERS OF THE ASSISTANCE AND SERVICES ORIGINATE FROM LOCAL, STATE, FEDERAL, AND NON-GOVERNMENTAL AGENCIES AND ENTITIES. ACCESSING THESE VARIED SERVICES AT A COMMON LOCATION AND IN AN ORGANIZED AND EFFICIENT MANNER IS INTEGRAL TO RECOVERY.

## 2.1 PURPOSE

Disasters and emergencies that involve the potential for large scale evacuations, injuries, loss of life and loss of property require a coordinated response in order to:

1. PROVIDE FOR THE SAFE AND ORGANIZED REUNIFICATION OF FAMILIES.
2. PROVIDE A SECURE AND PRIVATE PLACE FOR FAMILIES TO GATHER AND RECEIVE INFORMATION ABOUT THE PROCESS OF REUNIFICATION AND IDENTIFICATION OF VICTIMS AND DECEDENTS.
3. PROVIDE FOR THE PROVISIONING AND DELIVERY OF SERVICES IN THE IMMEDIATE AFTERMATH AS WELL AS LONG FOR LONG TERM RECOVERY.
4. ADDRESS NEEDS FOR INFORMATION, PSYCHOLOGICAL, SPIRITUAL, MEDICAL, AND RECOVERY FOR THOSE IMPACTED BY THE EMERGENCY OR DISASTER.
5. SAFEGUARD THE PRIVACY OF THOSE INVOLVED.
6. PROVIDE THE PUBLIC AND MEDIA INFORMATION WHEN NEEDED AND REQUIRED.



The terms Family Assistance Center (FAC) and Local Assistance Center (LAC) refer to interchangeable terms depending on the needs following a disaster or emergency. While the goal of this plan is to be widely applicable and address most deployments of a Family Assistance Center there are types of incidents that will require specific and potentially different response action.

Criminal incidents at schools that necessitate reunification will initially fall under the plan derived from the Monterey County Office of Education or individual school district. Appendix J, School Related Emergencies and Disaster, provides guidance for response.

Additionally, federal legislation requires that the management of a Family Assistance Center fall under the jurisdiction of a federal agency when the disaster involves certain transportation disasters, such as a railway or commercial airline disaster. Some disasters and emergencies will not require reunification; however, the recovery process will benefit from a centralized location to seek and access services.

## 2.2 GOALS

This Annex is intended to provide guidance on the processes and procedures established for providing Family Assistance after a disaster or large emergency and for the establishment of Family Assistance Centers within the Monterey County Operational Area. The following are the goals and objectives of this Annex:

- **GOAL 1:** Prepare the Monterey County Operational Area (OA) for the management of one or more Family Assistance Center(s).
- **GOAL 3:** Identify the roles and responsibilities of agencies and organizations likely to be involved.
- **GOAL 4:** Provide guidance to the County of Monterey and its cities on all matters involving family reunification and assistance during and after a disaster
- **GOAL 5:** Support Incident Command, Standardized Emergency Management System (SEMS) as well as National Incident Management System (NIMS).
- **GOAL 6:** Outline the process to provide a private and secure place for families to gather and to reunify, receive information and support services as necessary.
- **GOAL 7:** Specify the informational, psychological, spiritual, medical and recovery needs of victims and families who will require reunification or assistance in the immediate aftermath of a disaster.
- **GOAL 8:** Minimize the potential for confusion and misinformation in the reunification process.
- **GOAL 9:** Create an understanding of the roles and responsibilities of individuals, NGOs, private sector agencies, and governmental agencies in response to an incident.
- **GOAL 10:** Minimize the potential for misinformation and confusion through the release of appropriate information to the public and media.

## 2.3 OBJECTIVES

- **OBJECTIVE 1:** Establish procedures for activating and deactivating this Annex;
- **OBJECTIVE 2:** Provide for the management of Family Assistance Centers.
- **OBJECTIVE 3:** Provide a framework for Family Assistance Centers including command and control, communications, response coordination, resource management, and emergency response operations.
- **OBJECTIVE 4:** Provide accurate and timely information to the family and friends of victims and the missing, regarding the incident.
- **OBJECTIVE 5:** Provide the Emergency Operations Center with a mechanism to coordinate efforts between law enforcement, medical, disaster recovery, and coroner personnel to facilitate the identification of victim, their status and client notification.
- **OBJECTIVE 6:** Provide emotional support and spiritual care services those seeking such assistance.
- **OBJECTIVE 7:** Facilitate the provision of recovery services based on the type of incident and available resources.

## 2.4 ASSUMPTIONS

### 2.4.1 OVERALL KEY ASSUMPTIONS:

- For purposes of this document, the terms “family,” “friends,” and “relatives” are used to refer to those people who have a relationship to a person involved in, or missing as a result of, the disaster or emergency. Although these terms have slightly different meanings, they are used interchangeably throughout the document. When referring to those family, friends, and/or relatives who have reported to the Family Assistance Center for services, the term “client” may also be used.
- The terms Family Assistance Center (FAC) and Local Assistance Center (LAC) can be interchangeable and used based on the nature of the disaster or emergency and needs related to reunification (if any) and recovery.
- Reunification and Assistance services probably will be needed in some capacity after nearly every disaster incident or large-scale emergency.
- In small incidents, the event may be managed entirely at the local level
- In large or catastrophic incidents, reunification and assistance needs may exceed the resources and capability of any one agency, organization or jurisdiction, requiring a combination of resources provided by all entities within the Monterey County Operational Area as well as Federal and State government, NGOs, and the private sector.
- Some incidents may not require reunification but families and victims will benefit from the coordinated

response and access to the services provided at a Family Assistance Center.

- Reunification activities may begin immediately following a precipitating event and transition into the Family Assistance process at the direction of the Incident Commander.
- Family Assistance Centers will be part of a larger emergency response, requiring coordination and information sharing among multiple organizations and agencies
- Reunification and assistance functions taking place during an emergency may necessitate parts of this plan to be implemented before others.
- All actions described and assistance outlined in this plan will not necessarily be completed during every event nor is every activity that may be required described in this plan. Agencies and organizations listed herein, and other response partners will use judgment and discretion to determine the most appropriate actions at the time of the incident.
- Failure to conduct proper reunification and assistance will erode the public's faith and trust in the response efforts.
- Agencies and organizations responsible for the temporary care of children (educational, childcare, medical, foster care, juvenile justice, and recreational facilities) will already have established clearly identified roles and processes for reunification of children separated from parents or family as a result of disaster.
- Family reunification and assistance could involve the identification of deceased, notification of death of next of kin, and other antemortem data

collection as outlined in Monterey County Emergency Operation Plan, Annex T -Catastrophic Incident Mass Fatality Plan.

- The need for a reunification services may last hours and days while the need for a family assistance may last weeks and even months.
- Not all family members will go to a Family Assistance Center. Services may need to be available virtually to support and provide information to those that are not physically on site.
- The National Transportation Safety Board (NTSB) will be the lead agency for coordinating family assistance operation following air carrier and passenger rail accident involving a major loss of life (per 49 USC 1136 and 1139).
- The FBI Office of Victim Assistance will participate in family assistance operations for federal crimes.
- The intensity of working with people with trauma-related symptoms adds to the risk of secondary traumatization. Secondary traumatization is a trauma-related stress reaction and set of symptoms resulting from exposure to another individual's traumatic experiences rather than from exposure directly to a traumatic event. The use of Critical Incident Stress Management (CISM) teams and Critical Incident Stress Debriefings (CISD) should be considered.

## 2.4.2 PUBLIC COMMUNICATIONS KEY ASSUMPTIONS:

- Public and media will have intense interest in any event where family reunification and family assistance is required.
- The media is a vital part of disseminating information regarding the reunification process as well as the delivery of assistance to those impacted.
- Emergency agencies within the Monterey County Operational Area will be inundated with calls from the public and media, interfering with the ability of those who need to contact the agencies for emergency response.
- A call center may need to be activated as soon as possible to systematically collect missing persons information in a disaster or emergency where the number of fatalities and missing is unknown.
- A transparent and open process that respects the privacy of those involved is essential if trust is to be established between the authorities and the families of the missing and deceased.
- Speculative information (accurate and inaccurate), including about the identity of decedents, will spread quickly via social media.
- While media will not generally be allowed in a Family Assistance Center space will need to be provided nearby for media briefings and for family members who do wish to speak to the media.
- Large media presence will necessitate implementing a plan for an onsite PIO and regular press briefings

## 2.5 RELEVANT PLANS

Several Monterey County Emergency Operations Annexes overlap with this Family Assistance Annex (Annex N) They include:

- Monterey County Emergency Operation Plan, Annex B - Care and Shelter
- Monterey County Emergency Operation Plan, Annex T -Catastrophic Incident Mass Fatality Plan
- Monterey County Emergency Operation Plan, Annex U - Catastrophic Earthquake Mass Transportation / Evacuation Plan

These annexes are complimentary to and consistent with the Family Assistance Annex (Annex N) and speak to their own requirements and unique planning needs. The Family Assistance Annex (Annex N) is consistent with the Monterey County Emergency Operations Plan (EOP).

# 3. CONCEPT OF OPERATIONS

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THE CONCEPT OF OPERATIONS (CONOPS) SECTION OF THIS ANNEX EXPLAINS LEADERSHIP INTENT WITH REGARD TO AN EMERGENCY RESPONSE OPERATIONS FOR FAMILY ASSISTANCE AND FOR THE DEPLOYMENT AND MANAGEMENT OF A FAMILY ASSISTANCE CENTER (FAC).

FAMILY ASSISTANCE CENTERS ENCOMPASS THREE GENERAL TYPES OF SERVICES THAT VICTIMS AND FAMILIES OF THOSE INVOLVED IN DISASTERS AND EMERGENCIES RECEIVE:

1. **REUNIFICATION AND INFORMATION**, IN ADDITION TO THE REUNIFICATION OF A FAMILY MEMBER(S) THIS ALSO INCLUDES, PROVIDING UPDATES REGARDING INCIDENT RECOVERY EFFORTS AND NOTIFYING FAMILIES WHETHER THE VICTIM IS A DECEDENT, TRANSPORTED TO A HOSPITAL, OR STILL MISSING.
2. **HUMAN SERVICES** WHICH ARE BASED ON THE NATURE AND EXTENT OF THE DISASTER AND CAN INCLUDE EMOTIONAL SUPPORT, SPIRITUAL CARE, HEALTH AND SOCIAL SERVICES, RECOVERY EFFORTS FOR HOME AND BUSINESS NEEDS, AND OTHER SERVICES AS ARE NECESSARY AND AVAILABLE.
3. **DISASTER RECOVERY ASSISTANCE** PROGRAMS AND SERVICES ARE OFFERED AS RESOURCE TO THE COMMUNITY IN THE RECOVERY PHASE.

The Concept of Operations is contained in the following sections:

- ACTIVATION
- RESPONSE OPERATIONS
- DEMOBILIZATION

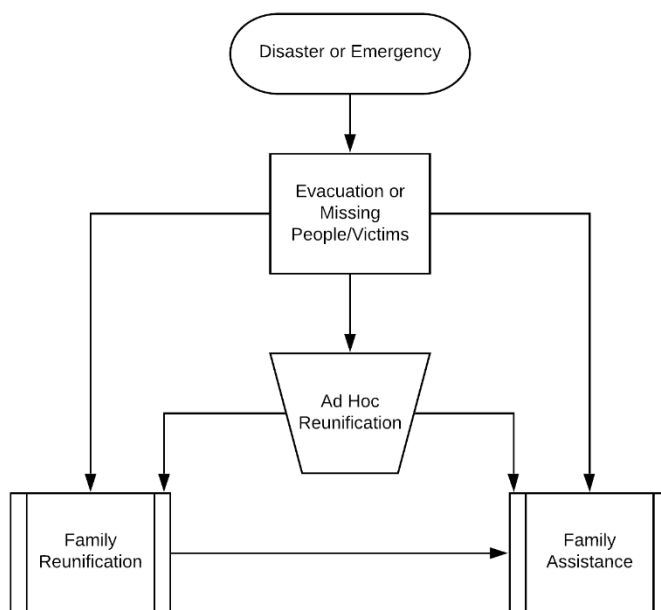
### 3.1 MULTIPLE ROLES AND EVOLUTION OF RESPONSE

A Family Assistance Center (FAC) have multiple and evolving roles. The nature of the precipitating event will determine the response that is initially deployed. A Family Assistance Center focusing on reunification can be deployed in the initial hours after a disaster or emergency to facilitate the reunification efforts as well as provide the services required to support those reunification efforts.

The reunification process may increase in scope and time requiring a longer-term response from IC/UC and the agencies and entities providing services. This may include the addition of long-term recovery assistance and services. In that case, as well as in the case where Incident/Unified Command determines that a Family Assistance Center with a broader contribution of assistance from entities and agencies is required, those additional resources can be deployed in a role traditionally referred to as a Local Assistance Center.

It is possible that there will be a need for more than one center. One focused on reunification efforts and another focused on assistance and recovery efforts. These centers can be in a separate geographic location based on the disaster and need. Incident Command (IC) or Unified Command (UC) will determine the response that is initially deployed and any changes or additional Centers that may be necessary.

TABLE X: FAC FLOWCHART



## 3.2 ASSISTANCE CENTER MODELS

### 3.2.1 FAMILY ASSISTANCE CENTER OPERATIONS (RESPONSE)

A Family Assistance Center will be part of a larger emergency response, requiring coordination and information sharing among multiple organizations and agencies with the Monterey County Operational Area (OA.). The family assistance functions are managed and coordinated through each phase of emergency management, Mitigation, Preparedness, Response, and Recovery. Reunification and Assistance Operations are provided by local agencies, county departments, voluntary organizations, and the private sector within the Monterey County Operational Area (OA) at physical site.

### 3.2.2 LOCAL ASSISTANCE CENTER OPERATIONS (RECOVERY)

A form of a Family Assistance Center referred to as a Local Assistance Center (LAC) can be established to provide a “one-stop shop” for information and resources to assist disaster victims. The mission of the LAC is to assist communities by providing a centralized location for an array of services, access to potential service providers, and resource referrals in the affected area. The LAC also serves to continue regular government services when normal systems have been disrupted

### 3.2.3 VIRTUAL OPERATIONS

In the event of activating and deploying a Family Assistance Center (FAC), it is possible that not all family members will be able to travel to the physical FAC location. In such situations, it will be necessary to establish a virtual presence to meet their needs. In certain situations, it may also be unsafe to have people congregate in a public location because of the risk of further spreading illness. These situations also necessitate the establishment of a virtual FAC that will provide different services including information sharing and information collection.

Establishing a virtual FAC will involve setting up a call center presence (ex. 211 Monterey County) in combination with an online-information page. Both interfaces will be used to connect FAC personnel and non-travelling family members.

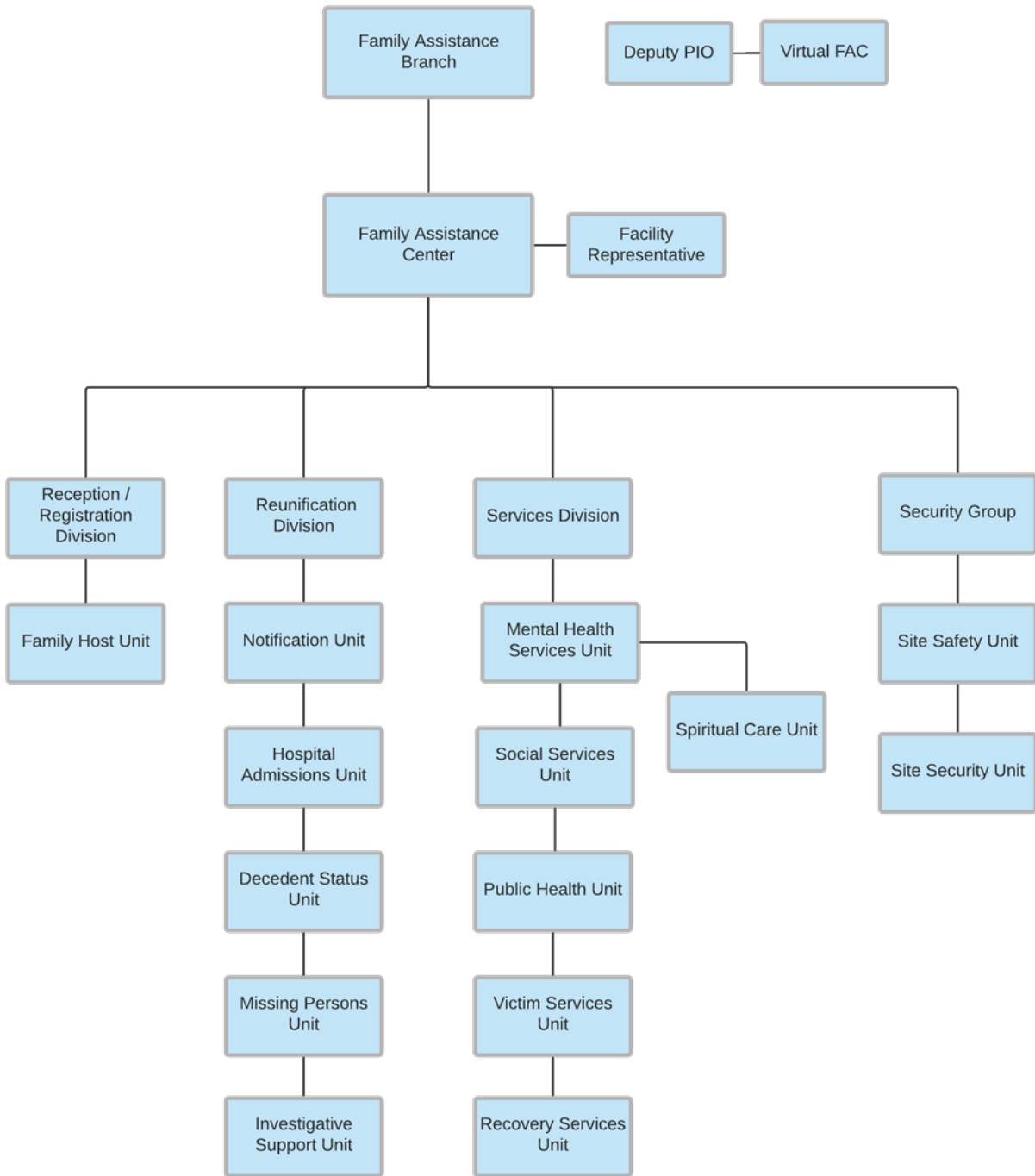
Virtual FAC operations can be vital in providing information, comfort, and support. A virtual FAC can link families to crisis counselors who will provide emotional and spiritual support, as well as information and referrals to help them navigate the process needed to reunification and recovery.

Many components of a virtual FAC will be similar to physical FAC operations. The virtual FAC will be operated as long as necessary to meet the needs of the affected families and may be deployed much longer than the physical presence of a FAC.

The Public Information Officer will coordinate establishment of a virtual FAC.



### 3.3 ORGANIZATION



### 3.4 ROLES AND RESONSIBILITES

POSITION / UNIT	MISSION	RECOMMENDED SOURCE
<b>Family Assistance Branch Director</b>	The Family Assistance Branch Director is responsible for the overall management of the Family Assistance Center (FAC), to include the development and implementation of strategic goals and objectives, and approval and release of resources. The Family Assistance Branch Director or designee coordinates with the Facility Liaison regarding the use of the facilities for the FAC	Activating Entity’s Incident Command or Monterey County Operational Area resource
<b>Deputy Public Information Officer (if assigned to FAC)</b>	The Deputy Public Information Officer (PIO) assigned to the FAC is responsible for communicating with the public, media, and/or coordinating with other agencies, as necessary, with incident related information requirements. The Deputy PIO is responsible for developing and releasing information about the FAC to the news media, incident personnel, and other appropriate agencies and organizations. Deputy PIOs should not change from day to day. The PIO may have assistants, as necessary, including supporting PIOs representing other responding agencies or jurisdictions.	Activating entity’s PIO or Monterey County Operational Area resource
<b>Deputy Liaison Officer (if assigned to FAC)</b>	The Deputy Liaison Officer is the point of contact for representatives of other government agencies, NGOs, and/or the private sector (with no jurisdiction or legal authority) to provide input on their agency’s policies, resource availability, and other incident related matters. The Liaison Officer may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions.	Activating Entity’s staff or Monterey County Operational Area resource

POSITION / UNIT	MISSION	RECOMMENDED SOURCE
<b>Facility Representative</b>	The Facility Representative is a person(s) designated by the host facility to coordinate with FAC operation.	Host facility staff
<b>Client Briefing Facilitator</b>	The Client Briefing Facilitator is responsible for organizing and conducting all Client Briefings. The Client Briefing Facilitator will coordinate with the PIO and/or other sources as necessary to maintain up-to-date information to provide to clients. The Client Briefing Facilitator's mission is to deliver timely information to clients in a caring, comforting manner that is sensitive to clients' emotional conditions.	Suggestions include the PIO or Monterey Behavioral Health
<b>Reception and Registration Unit</b>	The Reception and Registration Unit is responsible for coordinating client registration operations. The Unit is responsible for ensuring registration of clients and FAC staff. If badging is implemented, the Reception and Registration Unit coordinates badging operations. This includes verifying client identification and ensuring that clients requesting accommodations receive appropriate access to services, waiting area assignments, and FAC forms. The Reception and Registration Unit maintains a database of all clients and staff that arrive to the FAC.	Monterey County Department of Social Services
<b>Family Host Unit</b>	The Family Host Unit provides a compassionate host for clients, ensures that clients are aware of the available services at the FAC, and that requests are tracked and addressed. Family Hosts provide assistance with form completion and ensure that clients have access to needed logistical resources (e.g., a place to sit, refreshments, etc.). Ideally 1 Host per family.	Monterey County Department of Social Services or American Red Cross and other NGOs

POSITION / UNIT	MISSION	RECOMMENDED SOURCE
<b>Reunification Division</b>	The Reunification Division is responsible for coordinating the reunification efforts at the FAC. The Reunification Division is comprised of the Notification Unit, Hospital Admissions Unit, Decedent Status Unit, and Missing Persons Unit, and Investigative Support Unit.	Monterey County Operational Area resource
<b>Notification Unit</b>	The Notification Unit performs notifications to clients regarding the status or location of their loved one. The Notification Unit is responsible for tracking the status of completed client forms.	Notification Units will be comprised of one Mental Health representative and one of the following: Monterey County Sheriff's Department representative (if making next of kin notification); or Monterey County EMS Agency representative (if advising of hospital location); or law enforcement representative (if advising that the victim is still missing)

POSITION / UNIT	MISSION	RECOMMENDED SOURCE
<b>Hospital Admissions Unit</b>	The Hospital Admissions Unit coordinates information regarding injured victims. The Hospital Admissions Unit maintains and disseminates the identification, status and location of injured victims who were transported to hospitals in Monterey County and other counties. The Hospital Admissions Unit facilitates communications between FAC management and hospital-based family information centers (if activated) via ReddiNet. The Hospital Admissions Unit coordinates with the Decedent Status Group and Missing Persons Group to obtain, share, and disseminate information regarding hospitalized victims.	Monterey County EMS Agency
<b>Decedent Status Unit</b>	The Decedent Status Unit reviews FAC forms and coordinates with the Monterey County Sheriff/Coroner to identify decedents and maintains/track the number of fatalities associated with the incident. The Decedent Status Unit works with the Monterey County Sheriff/Coroner and clients for additional information as necessary to assist in identification. The Decedent Status Unit coordinates with the Hospital Admissions Group and Missing Persons Group to obtain, share, and disseminate information regarding decedents.	Monterey County Sheriff's Department/Coroner
<b>Missing Persons Unit</b>	The Missing Persons Unit oversees missing persons operations and maintains/tracks the number of missing persons. The Missing Persons Unit coordinates with the Hospital Admissions Unit and Decedent Status Unit to obtain, share, and disseminate information regarding missing persons. The Missing Persons Unit reviews FAC forms with clients for additional information as necessary.	Activating entity's law enforcement department/office or Monterey County Operational Area resource

POSITION / UNIT	MISSION	RECOMMENDED SOURCE
<b>Investigative Support Unit</b>	The Investigative Support Unit coordinates the needs within the Family Assistance Center of any investigation that takes place in relation to the disaster or emergency. This includes clients, family members, and others who is a victim, witness or who has information pertinent to the investigation. The Investigative Support Unit coordinates with the Decedent Status Unit , and Missing Persons Unit to obtain, share, and disseminate information regarding the investigation.	Activating entity’s law enforcement department/office or Monterey County Operational Area resource
<b>Services Unit</b>	The Services Unit is responsible for the provision of mental health, social services, spiritual care, public health, victim services, and recovery services. The Services Unit is comprised of six teams: Mental Health Services Unit, Spiritual Care Unit, Social Services Unit, Victim Services Unit, Public Health Unit, and Recovery Services Unit	Monterey County Operational Area resource
<b>Mental Health Services Unit</b>	The Mental Health Services Unit ensures that services are provided for the emotional, mental, and spiritual needs of clients and FAC staff. The Mental Health Services Unit oversees and manages the Spiritual Care Unit.	Monterey County Behavioral Health, and/or American Red Cross and other NGOs
<b>Spiritual Care Unit</b>	The Spiritual Care Unit ensures that spiritual care services are made available to clients. The Spiritual Care Unit ensures that spiritual care provided meets the needs/religious preferences of all clients of the FAC.	Spiritual care providers from government agencies, partner volunteer groups, or NGOs that meet spiritual care provider criteria

POSITION / UNIT	MISSION	RECOMMENDED SOURCE
<b>Social Services Unit</b>	The Social Services Unit ensures that social service needs (childcare, memorial service support, etc.) of clients are met. The Social Services Unit facilitates much of the response activities (separate from the Recovery Services Unit) of private sector participants in the FAC and coordinates with other support agencies/organizations. The Social Services Unit may coordinate the provision of longer-term social service.	Monterey County Department of Social Services and/or American Red Cross and other NGOs
<b>Victim Services Unit</b>	The Victim Services Unit ensures that identified potential victims and their family members have the victim support needed and mandated by law. The Victim Support Unit provides support to potential victims and coordinates access to programs and information regarding their rights.	Monterey County District Attorney Victim/Witness Unit and/or other state/federal victim services unit
<b>Public Health Unit</b>	The Public Health Unit oversees the provision of public health services for persons at the FAC. This may include providing advice nurses and support with community-based health referrals.	Monterey County Health Department or EMS Agency. First aid may be provided by a separate entity
<b>Recovery Services Unit</b>	The Recovery Services Unit coordinates with governmental and NGO organizations and entities in the provisioning of services and support for long term recovery. The Recovery Services Unit will seek as broad as support as possible in staffing the FAC with long term recovery agencies.	Monterey County Operational Area resource, Local, state and federal recovery agencies, public utilities, American Red Cross and other NGOs



POSITION / UNIT	MISSION	RECOMMENDED SOURCE
<b>Security Unit</b>	The Security Unit coordinates FAC safety and security, to include management and staffing of site security operations, badging support, and overall security management. . The Security Unit is comprised of two teams: Site Safety Unit and Site Security Unit.	Activating entity’s law enforcement and fire department/office
<b>Site Safety Unit</b>	The Site Safety Unit is responsible for site safety. The mission of the Site Safety Unit is to ensure the safety of the facility, staff and clients in FAC. This includes inspection of the facility for the adherence to the needs all clients and staff	Activating entity’s fire department
<b>Site Security Unit</b>	The Site Security Unit maintains security both internal and external to the FAC including crowd control and site access.	Activating entity’s law enforcement department/office
<b>Logistics Section Chief</b>	The Logistics Section Chief meets all service and logistical support needs for the FAC, including ordering resources through appropriate procurement authorities from off-incident locations. The Logistics Section Chief manages and coordinates FAC logistics, disability needs, information technology, and communications resources. Support may be assigned to assist with section responsibilities.	Monterey County Operational Area resource
<b>Planning Section Chief</b>	The Planning Section Chief collects, evaluates, and disseminates information about FAC operations and the status of resources. The Planning Section Chief works closely with the FAC Director and Operations Section Chief to understand FAC operations and develop objectives. The Planning Section is comprised of the Documentation, Demobilization, and Situation Status units. Support may be assigned to assist with section responsibilities.	Monterey County Operational Area resource

<b>POSITION / UNIT</b>	<b>MISSION</b>	<b>RECOMMENDED SOURCE</b>
<b>Finance/Admin Section Chief</b>	The Finance/Administration Section Chief is responsible for all administrative and financial considerations surrounding the FAC. Support may be assigned to assist with section responsibilities.	Monterey County Operational Area resource

## 3.5 SERVICES

### 3.5.1 SECURITY

#### PROVIDE PERIMETER SECURITY

The Security Unit assigned to the FAC will establish perimeter security and visually prescreen visitors to discourage unauthorized entry. Media will be directed to a nearby media site at the discretion of the Family Assistance Branch Director or PIO (or Deputy). Family, friends, relatives, and others seeking reunification and the services at FAC (hereafter referred to as, “Clients”) will be directed to the entrance of the FAC facility. Unauthorized individuals will not be allowed entrance.

#### ENSURE SECURITY INSIDE THE FAC

The law enforcement entity identified by the Family Assistance Branch Director will coordinate FAC security operations, including management and staffing for site security operations. The provision of FAC site security will be enforced and tailored based on the nature and circumstances of the disaster and services provided. FAC site security should evaluate and determine specific personnel requirements for the FAC security. FAC security staff will principally consist of sworn law enforcement officers. FAC venue security guard services may be contracted for general security purposes and/or client vehicle parking direction, if appropriate.

FAC security policy encompasses the overall responsibility of managing and staffing internal and external FAC security operations. This includes identification and badging for FAC staff (if appropriate), support service personnel, clients, media, and all other personnel authorized for FAC access. Also, maintaining a visible presence at high security or restricted areas such as the interview or childcare areas to make certain that only authorized persons with appropriate credentials are granted access. To ensure proper protection, maintaining site security for the duration that the FAC is operational is necessary.

Security should initially refer onsite mental health professionals to any individual who is inconsolable to the extent of not following direction, and only as a last resort detain the individual and remove them to an isolated area within the FAC.

### 3.5.2 CLIENT REGISTRATION

The purpose of client registration is to verify and track clients entering the FAC and to provide forms and information to clients checking in. At the FAC facility entrance, clients will first report to the reception area. If a line has formed, FAC staff, to include Mental Health Unit staff, Greeters, and other Reception Unit staff, may peruse the line offering support and answering questions as needed. All staff should inform all persons in line at regular intervals that accommodations for people with disabilities are available upon request.

Once clients arrive at registration, they will be asked to produce government-issued photograph identification. Reception Unit staff will log client information **using Form 1E: Reception/Registration Group Client Registration Sheet (or similar form)**. Reception staff will

ensure that any requests for accommodations for people with disabilities are logged and relayed to the appropriate staff member. Reception staff will also ensure that authorized clients/families are provided with a layout of the FAC, client forms, waiting area assignment, and a designated Family Host.

In instances of reunification where the client is not able to produce government identification or is otherwise not able to prove their relation to the victim, “family verification” may occur whereby a Family Host escorts a known client to verify the identity of the requesting client. Family verification should be an ongoing process utilized throughout the duration of the FAC operation. When the individual is seeking Family Assistance services without reunification the Registration/Reception Unit may use discretion in accepting other forms of identification.

Steps should be taken to restrict or limit media access at the FAC. Under most circumstances, the media should not be allowed to enter the FAC. It will be necessary to work with the Family Assistance Branch Director and/or PIO to satisfy the media’s informational needs. If a media member’s family has been affected by the incident, they may be permitted into the FAC; however, they may not bring their credentials or any recording device and must agree not to use any information they learn for reporting purposes.

### 3.5.3 FAMILY HOSTING

If instituted, the purpose of Family Hosting is to provide a personal host for each family to inform clients about the reunification process (if applicable), available services, and to ensure that client requests are addressed. The assigned Family Host will inform clients where reunification and support services are located and familiarize them with the amenities available at the FAC. The Family Host will complete **Form 1D: Family Host Client List**, a tool provided to ensure that the support and notification requests of clients are met.

Family Hosts will assist clients in completing their forms as needed, which may include requesting translator or interpreter support. Once the clients submit forms to their assigned Family Host, the Family Host will ensure that forms are complete and **affix Form 1B: Notification Unit Tracking Form** to the packet of forms. The completed set of forms will be submitted to the Notifications Group Supervisor or designee.

The Family Hosts will provide advocacy support communicating the needs of those affected to care providers, providing culturally sensitive services, addressing disability (in coordination with social services personnel), ensuring that those affected understand the process of applying for services, and assisting those in initiating services as needed.

### 3.5.4 CLIENT REUNIFICATION

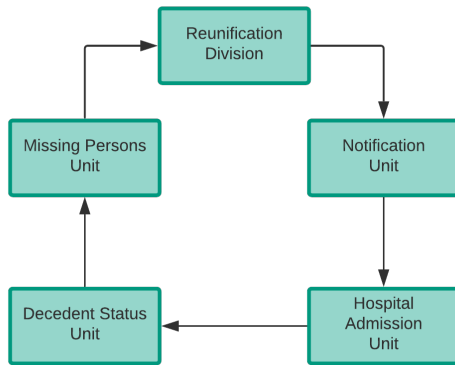
#### FORM MATCHING PROCESS AND NOTIFICATION

The purpose of form matching, and notification is to ensure that an organized form processing system is in place and that clients are notified in a timely manner.

The Reunification Division will collaborate to determine whether victims are able to be reunified, have been hospitalized, are decedents, or are still missing. Forms are provided in the appendices of the FAC Plan to obtain needed information from clients to determine victim

status. It is estimated that 48-72 hours may be needed during a major disaster in order to complete this form matching process.

FIGURE X: FORM REVIEW CYCLE



## NOTIFICATION UNIT

The Notification Unit will log the receipt of client forms using Form 1B: Notification Unit Tracking Form. If at any time additional information is needed (e.g., obtain dental records), the Notification Unit will be advised to work with Family Hosts to obtain this information from the client.

The Notification Unit Supervisor or designee will follow up with the Notification Unit, Hospital Admissions Unit, Decedent Status Unit, and Missing Persons Unit every two (2) hours or as needed to obtain an update on the status of victims.

## NOTIFICATION UNIT

The Notification Unit will first determine if the victim is at the Family Assistance Center awaiting reunification.

The Notification Unit will also coordinate with on-site Incident Command to determine if a holding area has been established at the incident site for involved persons who are uninjured or suffering from minor injuries.

If the victim has not been identified as awaiting reunification, Notification Unit staff will forward the form to the Hospital Admissions Unit.

## HOSPITAL ADMISSIONS UNIT

Client forms will be provided to the Hospital Admissions Unit. Hospital Admissions Unit representatives will determine whether victims have been transported to a hospital. This determination is made through contact with the Hospitals via ReddiNet or direct contact with a member of the Hospital assigned to assist the Hospital Admissions Unit. If the victim has not

been identified as being at a hospital, Hospital Admissions Unit staff will forward the forms to the Decedent Status Unit.

### **DECEDENT STATUS UNIT**

The Decedent Status Unit will review the client forms and determine if the victim is a decedent. Decedent Status Unit representatives will coordinate closely with other Monterey County Sheriff/Coroner representatives at the incident site to compare information provided on client forms to information Coroner staff have at the incident site. If the victim has not been identified as a decedent, Decedent Status Unit staff will then forward the client forms to the Missing Persons Unit.

### **MISSING PERSONS UNIT**

Staff from the Missing Persons Unit will review the forms to determine whether the victim has been identified as a missing person. The Missing Persons Unit will seek to determine the location of persons reported to be victims but not known to be transported to a treatment facility or determined to be deceased. This may involve the search of missing persons databases, and collaboration with law enforcement in other parts of the affected area or in other jurisdictions. If the status of the victim remains unknown, forms will remain with the Missing Persons Unit until they are cycled back through the Notification Unit, Hospital Admissions Unit and Decedent Status Unit.

### **INVESTIGATIVE SUPPORT UNIT**

Staff of the Investigative Support Unit will coordinate activities within the FAC for any investigative needs that takes place in relation to the disaster or emergency. This includes interviews with clients, family members, and others who are a victim, witness or who has information pertinent to the investigation. The Investigative Support Unit will coordinate with the Decedent Status Unit, and Missing Persons Unit to obtain, share, and disseminate information regarding the investigation

## **3.5.5 CLIENT NOTIFICATION**

Once the victim's status has been determined (to include missing persons), the verifying Unit (e.g., Notification Unit, Hospital Admissions Unit, Decedent Status Unit, or Missing Persons Unit) will log this information, and inform the Notification Unit so that they can advise the client. Family Hosts, tasked with maintaining awareness as to the whereabouts of the clients, will be consulted to identify the correct client for the Notification Unit. In the cases where reunification can be made, once verification of status and interviews have been conducted the reunification will take place. If interviews still need to be conducted the Investigative Support Unit will be notified.

In the case that the victim is deceased, or still missing, Family Hosts will escort clients to a private area where they may be interviewed further and notified of the status of their loved one by the Notification Unit.

## **DEATH NOTIFICATION**

Notification Unit representatives from the Monterey County Coroner, law enforcement, and clergy will conduct and notify family members about the incident fatalities; with family member support being provided by behavioral health professionals, victim advocates, or other trained volunteers. Volunteers and other support service organizations will not make family notifications, but will assist family members in managing their emotional responses, grief and loss; and assist with practical matters, e.g. supplying information on funeral arrangements, transportation and memorial services.

A minimum of two members of the Notification Unit should be present. The maximum number of Unit members may depend upon the size of the family unit among other circumstances. Notifications should be done in as private an area as possible with adequate seating for family and unit members. Food, water, tissues and information regarding grief support and coping techniques should be available. Make sure children are not present during the initial notification; and do not use children as language translators. If children are to be notified other Next of Kin or caregivers should be present, use age-appropriate language, and have direct eye contact (sitting on ground or low seating to be equal with child's height); and use developmentally appropriate resources.

After the client has been provided with the status of the victim, FAC staff will complete an additional assessment for support services and provide support as requested. Regular updates will be provided to clients at the FAC regarding the victim identification process.

### **3.5.6 SUPPORT SERVICES**

#### **MENTAL HEALTH**

The Mental Health Services Unit ensures that the emotional and spiritual needs of clients and FAC staff are met. Individuals personally affected by a range of specialized mental health services, some of which are detailed herein. The Mental Health Service Unit personnel ensure that disaster mental health staff and spiritual care staff are on hand to provide these services.

Mental health personnel will provide a confidential forum as needed for FAC staff to assist with problem solving, conduct diffusing and demobilization, educate on stress reactions and coping, re-enforce the importance of maintaining good self-care practices, and provide guidance about meeting clients' emotional needs

While some clients and staff may request assistance from mental health professionals, many may not. Support should be offered to all clients. Mental health services should be made available to clients prior to, and during the registration process, as well as in the client waiting area. Consideration should be given to the following areas:

- **Line monitoring:** If there is a queue of clients waiting to go through the reception/registration process, clients, already under stress, may suffer additional stress due to the lack of knowledge of the FAC purpose and process. Clients arriving at the FAC may already be in need of mental health or spiritual counseling. It is preferable to identify and assist those clients as early in the process as possible.



- Greeters/reception/registration area support: The reception/registration process also offers an opportunity to greet clients, to observe their behavior for signs of stress, and to identify and support clients in need of services. As such, Mental Health staff may provide assistance to the Family Host function.
- Waiting area support: Clients in the waiting area may display symptoms not previously observed or may be more likely to request assistance if a mental health professional is present.

## **SPIRITUAL CARE**

Spiritual care providers will offer a compassionate presence to clients waiting for information, support client briefings, initiate condolence visits, support grief counseling, support ante mortem interviews, support death notifications, escort clients on visits to the incident site(s) and to memorial services. They will offer companionship, provide sacred space, and offer care and comfort. They will offer a bridge to faith resources (this may be to preexisting support or other referrals, e.g., funeral home that observes specific ritual needs, restaurants, etc.). They will facilitate rituals, including prayer, blessing of remains, religious services, etc.

## **SOCIAL SERVICES**

The Social Services Unit ensures that social service needs (childcare, memorial service support, etc.) of clients are met. In the event that childcare services are required, childcare services should be requested, overseen and coordinated with and through Monterey County Department of Social Services, which may be supported by the American Red Cross and/or other organizations. Anyone assigned to provide care to children in the FAC must either be a licensed childcare professional or must be from a recognized partner agency. The Monterey County Department of Social Services can coordinate with NGOs to leverage childcare services that are available.

The Social Services Unit will ensure that a coordinator is appointed to make arrangements for a memorial, to include the provision of spiritual care providers who represent the same faith and language of the affected families, transportation to the site, etc. The memorial service coordinator will consult with family members when planning efforts begin. Planning efforts should include mental health, law enforcement, coroner and spiritual care representatives. Political officials should be notified and included in planning efforts. The memorial service details should be provided to the PIO to ensure that information regarding the memorial service is provided to the public (if open to the public). The Social Services Unit facilitates response activities of private sector participants in the FAC and coordinates with other support agencies/organizations.

## **VICTIM SERVICES**

The Victim Services Unit will obtain a list of potential identified victims and family members for the purposes of providing them with mandatory legal rights and services.

The Victim Services Unit

- Ensures that potential victims and their family members reporting to the FAC are

informed of victim services programs that may be available.

- Serves as a conduit to connect identified potential victims and their family members with applicable victim support programs. This may include the provision of information and assistance to victims, including crisis intervention, special funding to provide possible emergency assistance, crime victim compensation, counseling and referrals to additional resources.
- Provides assistance in facilitating requests made for these resources. The Victim Services Unit will also work to promulgate information about available programs to potential victims not able or willing to visit the FAC.
- Provide victims with services to address their long-term needs, and this can include information regarding their rights in the criminal justice system and notification of any criminal investigation, prosecution and possible incarceration related events.

The Victim Services Unit will typically be comprised of trained staff from the Monterey County District Attorney's Office, Victim/Witness Program, based on their Crisis Response Plan, see **Appendix XX**. Specific staffing for the Victim Services Unit may vary based on the nature of the event, (e.g., criminal/not criminal versus county/federal). Examples of other reporting agency staff include:

- U.S. Federal Bureau of Investigation's Office for Victim Assistance
- U.S. Attorney's Victim/Witness Program
- Other government and NGO partners

## **PUBLIC HEALTH**

The Public Health Unit oversees the provision of public health services for persons at the FAC. It is anticipated that the Public Health Services Unit would perform several functions in the FAC:

- Ensure that the FAC facility is a healthy environment for staff and clients, free from unhealthy conditions or procedures
- Inspect food preparation and serving facilities, as necessary
- Provide basic health services and information to staff and clients (e.g., communicable disease control/rapid health assessment, assessment of medical/chronic conditions to support treatment, etc.)
- Basic first aid (may be provided by EMS of another agency/organization)

## **RECOVERY SERVICES**

The Recovery Services Unit oversees the governmental and non-governmental agencies that potentially provide recovery services. These services are varied and will be determined by the needs of the Clients and the disaster or emergency. Recovery Services may be provided independently may be provided virtually.

The following is a general list of Recovery Services that may be available at the FAC.

- PGE/Water/Etc.
- Communications Companies
- Financial recovery
- FEMA/Cal OES
- Monterey County APS/CPS
- United Way
- Salvation Army
- Veteran’s Affairs
- Senior Services
- Immigrant Services
- Homeless Services
- Consulates
- Other non-governmental organizations and non profits based on need.
- Other governmental agencies (ex. SBA, DMV, etc.

### 3.5.7 CLIENT BRIEFINGS

Clients should be briefed at least twice per day. Clients should receive these briefings prior to the media being briefed. In addition, client briefings should be scheduled whenever new and significant information becomes available. If victim recovery operations continue over an extended period of time, it may be desirable to scale back client briefings to one per day.

The objectives of the client briefings are two-fold:

1. TO ENSURE THAT CLIENTS HAVE CURRENT AND ACCURATE INFORMATION REGARDING THE STATUS OF THE INCIDENT AND RECOVERY OPERATIONS;
2. TO ENSURE THAT CLIENTS RECEIVE INFORMATION FIRST FROM GOVERNMENT AGENCIES IN A CARING AND SUPPORTIVE ENVIRONMENT.

The Family Assistance Branch Director is responsible for selecting a “Client Briefing Facilitator” to organize and conduct the client briefings, assisted by the PIO and Branch Leaders and Supervisors. The Client Briefing Facilitator should have experience in public speaking and community interaction and should be able to conduct the briefings in a caring, comforting manner that is sensitive to clients’ emotional conditions. All groups and units within the Family Assistance Branch are required to attend all client briefings to answer questions relating to their sphere of operations. It is likely that a number of clients will not always be present at the FAC; however, incident updates should be provided to all in a manner determined by the Client Briefing Facilitator in conjunction with the Family Assistance Branch Director.

The process for scheduling and conducting client briefings is as follows:

- The Client Briefing Facilitator, in coordination with the Family Assistance Branch Director, schedules the time and location of client briefings.
- Logistics prepares the briefing room with chairs, lecterns, conference call equipment, and other audio/visual equipment (as required).
- The Client Briefing Facilitator supervises the notification of clients and FAC operational units of the time and location.
- Foreign language interpreters should be present at the FAC at activation and provided

for all clients needing assistance

- If needed, at least one (1) sign language interpreter should be present at the FAC at activation. Arrangements are made for language and sign interpreters and other disabilities as needed.
- The Mental Health Services Unit arranges for attendance of appropriate spiritual care personnel.
- The Public Health Unit arranges to have nurses present or on standby in close proximity to the briefing room.
- The Security Unit provides security to ensure that only clients and appropriately badged staff are allowed access to the briefing room.

### **SUGGESTED AGENDA FOR CLIENT BRIEFINGS**

The content of client briefings will depend upon the specific situation. The Client Briefing Facilitator should coordinate with the PIO and/or Information Branch Director and with subordinate groups and other functional areas, as necessary, to develop the agenda for each briefing. A suggested agenda for client briefings includes:

- Rescue and Recovery efforts
- Reunification Efforts
- Victim identification efforts
- Investigation updates
- Site visits, memorial services (if appropriate)
- Disposition and return of remains
- Return of personal effects
- Description of services available at the FAC

# 4. DIRECTION, CONTROL, AND COORDINATION

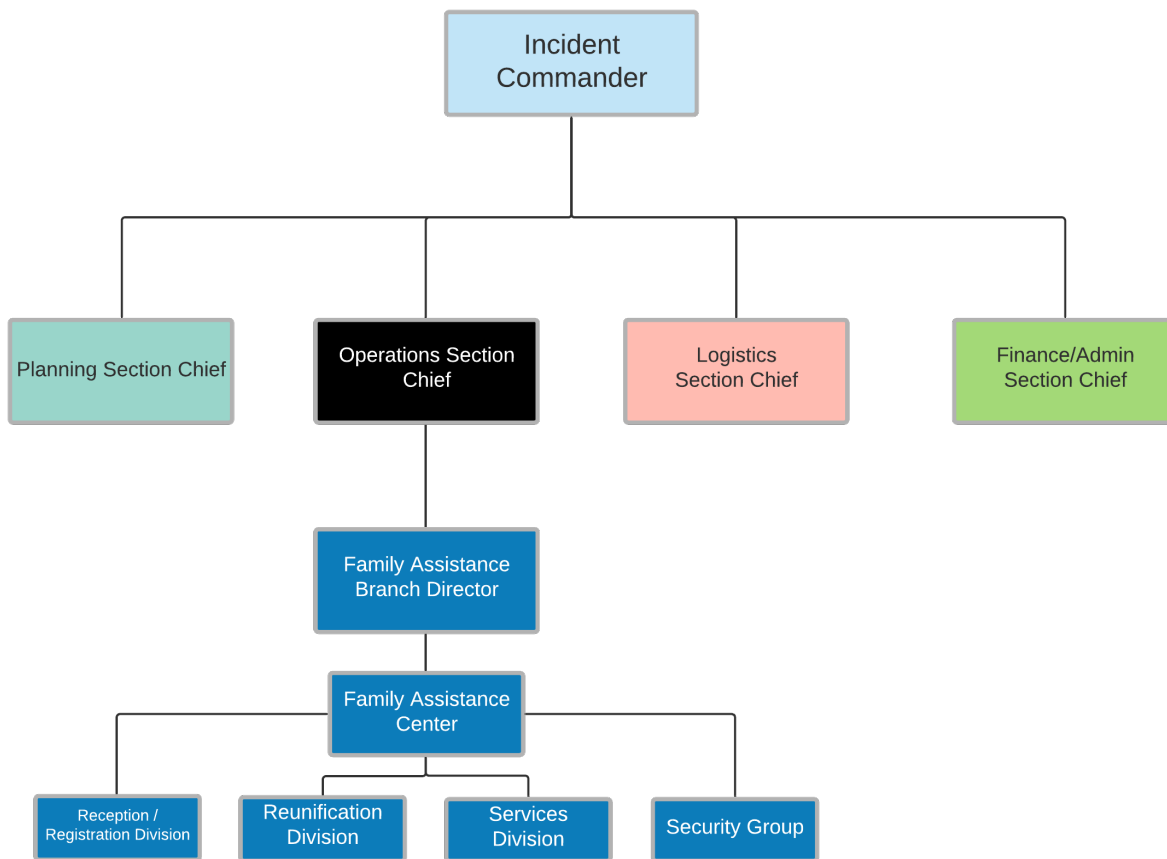
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SEVERAL FACTORS MUST BE CONSIDERED WHEN DEPLOYING AN FAC AMONG THESE ARE THE TIMING OF ACTIVATING AND ESTABLISHING A CENTER, LOCATION, OPERATIONS, LOGISTICS, STAFFING NEEDS, DETERMINING WHICH RESOURCES NEED TO BE AVAILABLE DEPENDING ON THE DISASTER OR EMERGENCY, SECURITY, AND DECOMMISSIONING. THIS SECTION WILL COVER THE ACTIVATION, OPERATIONS, AND DEMOBILIZATION PHASES FOR A FAMILY ASSISTANCE CENTER.

## 4.1 ICS/SEMS/NIMS

The command and control of the process leading to and the management of a Family Assistance Center will follow the Incident Command/Unified Command System (ICS/UCS) structure with the Incident Commander (or designee) assigning responsibility to the Family Assistance Branch Director within the ICS process for timing, location, staffing, use, and demobilizing of the center(s)

TABLE X: INCIDENT COMMAND



## 4.2 ACTIVATION

The decision to fully activate a Family Assistance Center (FAC) rests with Incident/Unified Commander or, in some circumstance the Director of Emergency Management or designee. The decision is based on a variety of factors including:

- The nature and extent of the incident or disaster
- The reunification needs, including missing and deceased recovery efforts
- The length of time estimated for recovery efforts.
- The complexity of the needs and level of both immediate need and assistance
- The amount of recovery agencies that need to be involved to assist families in long term recovery.

When the functions contained within a Family Assistance Center exceed the ability of the local jurisdiction to provide the needed functions and services the Incident Commander can request the Monterey County Emergency Operations Center to establish a Family Assistance Center. Also, when the Monterey County Director of Emergency Services, or designee, determines that

due to the scope and severity of the incident and its effects on multiple jurisdictions within the Operational Area that one or more Family Assistance Center(s) centers are needed this plan can be activated.

#### **4.2.1 PRE-ACTIVATION REUNIFICATION ACTIVITIES**

In the immediate moments after a disaster, mass causality, mass fatality, or large-scale evacuation, first responders frequently begin the reunification process. These ad-hoc reunifications take place at or near the initial scene (s) and involve actions necessary to safeguard life and quickly reunify families. Such actions should take place at the direction of the Incident Commander while understanding the need for any potential interviews (in the case of a criminal act) or needed medical assistance (including mental health).

The Incident Commander determines the process for initial reunification based on the threat that is still present, the number of individuals needing reunification and other factors.

#### **4.2.2 ACTIVATION OF FAMILY ASSISTANCE CENTER (FAC) FOR REUNIFICATION**

The decision to activate a Family Assistance Center (FAC) for reunification purposes rests with Incident/Unified Command. The decision is based on a variety of factors including:

- The safety of those needing to be reunified with family.
- The number of the missing or victims needing reunification.
- The nature and extent of the incident or disaster
- The immediate needs for services of families and those seeking reunification.

When the needs of family reunification exceed the ability of the local jurisdiction to provide the needed functions and services the Incident Commander can request the Monterey County Emergency Operations Center to establish a Family Assistance Center as identified under this plan.

#### **4.2.3 INITIATE OTHER ACTIVATION PROCESS AVIATION OR RAIL DISASTER**

In the event of an aviation or rail disaster that triggers the Aviation Family Assistance Act or Rail Passenger Disaster Family Assistance Act, the National Transportation Safety board (NTSB) will coordinate with the air carrier or rail carrier to establish a FAC. If the air or rail carrier activates a FAC, this plan can be used to support their operations. If the Aviation Disaster Family Assistance Act or Rail Passenger Disaster Family Assistance Act is invoked and the air or rail carrier requests city/County support, this FAC Plan will be used as the primary policy set.

#### **AVIATION OR RAIL DISASTER INVOLVING OTHER FATALITIES**

If a disaster occurs that involves the Aviation Disaster Family Assistance Act or Rail Passenger Disaster Family Assistance Act that also impacts victims not on the aircraft or train (e.g., an airplane crashes into a suburban area and there are fatalities on the airplane and fatalities in



the suburban area due to the impact), the affected jurisdiction will coordinate with air/rail carrier to conduct FAC operations.

## **SCHOOL OR CAMPUS INCIDENTS INVOLVING EVACUATIONS/REUNIFICATION**

As required by statute, school districts have developed plans for response to school shootings and other criminal events. The plans include the process to evacuate students, casualties, and others from a school scene, to the appropriate location to gather those involved, the proper method of assisting law enforcement in their investigative needs, reunification, and recovery. Those plans are well established and used as a basis for school-based and public safety training. In the case of such an incident those plans should be followed unless otherwise directed by the Incident Commander.

The Monterey County Office of Education (MCOE) maintains its plan which is listed as Appendix G. MCOE has adopted a program known as ALICE, Alert, Lockdown, Inform, Counter, Evacuate. ALICE includes. If such an event, occurs at a school or campus the plans will be the basis for initial response, evacuation, and reunification. Schools are also instructed in the Incident Command System and public safety response will initiate ICS.

It is possible, that the scale and nature of the event(s) overwhelm the school based plans requiring that Incident/Unified Command implement this Family Assistance Annex.

### **4.2.4 INITIATE ACTIVATION PROCESS**

THE DECISION TO ACTIVATE A FAMILY ASSISTANCE CENTER (FAC) IS MADE BY THE INCIDENT COMMANDER, OR IN SOME CIRCUMSTANCES THE DIRECTOR OF EMERGENCY SERVICES, OR DESIGNEE.

THE EMERGENCY OPERATIONS CENTER (EOC) COORDINATES THE DEPLOYMENT OF THE FAC WITH INCIDENT/UNIFIED COMMAND. THE EOC INITIATES NOTIFICATIONS OF FAC ACTIVATION AS PRESCRIBED BY NIMS/SEMS

THE EOC LEADS COORDINATION EFFORTS FOR FAC LOGISTICAL RESOURCES. THE EOC LEADS COORDINATION EFFORTS TO STAFF THE FAC.

## **4.3 DIRECTION AND CONTROL**

### **4.3.1 SERVICE LEVEL**

The Family Assistance Branch Director will determine the scale of potential FAC operations based all available information known or planned for. This should include the identification of the support services that will be offered. Service levels may vary by incident; however, the following may serve as a guide for determining the appropriate level of service.

## **MINIMAL LEVEL OF SERVICE**

In incidents where the disaster or emergency is not widespread throughout a large geographical area, where the loss of life is minimal and the missing are in a specific area (i.e., wildfire or school shooting), the following services should be provided at a minimum:

- Notification to clients regarding the status of the victim or missing
- Reunifications and conformation of reunification with appropriate family members
- Provision of updates regarding recovery efforts
- Provision of mental health, spiritual care providers and other services as determined
- Provisioning of and Investigative Support Unit

## **EXPANDED LEVEL OF SERVICE**

In incidents where the disaster or emergency covers a large geographical area, have the potential for mass casualties over a large area (i.e., major earthquake, wildfires, tsunamis, terrorist attack encompassing several victim locations, etc.) the following services should be provided at a minimum:

- Social Services Unit
- Public Health Unit
- Recovery Services Unit
- Victim identification
- Investigative Support Unit
- Provision of mental health and spiritual care providers
- Childcare
- Adult dependent care support
- Other staff and services as determined

## **RECOVERY ASSISTANCE SERVICES ONLY**

A more traditional Local Assistance Center can be activated where the greatest need is for recovery services. In that case the Recovery Services Unit would encompass the majority role provided. The IC/UC will decide what additional Units are required at the time.

## **MULTIPLE FACs**

For a catastrophic incident involving a large geographic portion of the Monterey County Operational Area or that is involving, the activation of multiple FACs should be considered.

### 4.3.2 SITE AND LOCATION

The Family Assistance Branch Director should determine the FAC site based on size and scope of needed operations. The desired space can be a high school gymnasium, community center, or hotel conference centers.

Site identification should include careful consideration of the following:

- Location of pre-activation ad-hoc reunification activities and location of any evacuees.
  - Determination if the pre-activation ad-hoc reunification location can transition into EOC lead Family Assistance Center, or whether new location(s) are required.
- Located close enough to the site of the disaster to allow response and recovery personnel and others to travel easily among the site but far enough from the site that victim/families/clients are not continually exposed to the scene and will not impede response efforts.
- Adequate Road Capacity leading to site as well as accessible ingress and egress.
- Can accommodate the necessary security measures to monitor access and activities.
- A consideration that one large FAC over several smaller ones is preferred.
  - When determining the location of a Family Assistance Centers, it should be remembered that it is easier to decrease the size of the facility, if necessary, than to increase the size of the facility after operations have begun.
- Resources available at the FAC venue are conducive to the level of service that will be needed at the FAC.
- Size to accommodate all
  - On average 3-6 family members for each potential victim seeking/needing reunification will interface with reunification/assistance operations.
  - Using an estimate of 210-250 sq. ft. per staff person, a space should be able to accommodate as many of the desired characteristics listed below as possible. If one large area is to be used, it must be divided to include a labeled registration area, messaging area, interview rooms, staff workstations and family rooms (including a secured children's area)
  - Consider that family members should have access to a charging station for cell phones and computers; tables and enough chairs for all family
  - Family members should have access to private and quiet rooms for rest and reflection.
  - Areas for staff and services (privacy)
  - Area for notifications and interviews (private areas)
  - Release points for those reunified

- First Aid
- FAC Command Center
- Accessible by those with access and functional needs
  - Facilities used for a FAC should be assessed for functional needs accessibility. The Americans with Disabilities Act (ADA) specifies how buildings and facilities must be designed or can be modified to be accessible by following the guidelines known as ADA Standards.
- Location for media access area away from those seeking reunification/assistance
- Other Considerations
  - Sufficient bathrooms and sanitary facilities, including diaper change stations
  - Heat and/or air conditioning
  - In proximity of a hotel
  - Ability to service food and space for overnight stays, if necessary
  - Alternate backup power source
  - High capacity telephone service; TTY capability
  - Internet access, Wi-Fi
  - Break/rest area for workers that is out of sight and sound of family members
  - Perimeter security is identified including parking areas
  - Staging area and parking for FAC staff is identified
  - Accessible parking for victims' families is ADA compliant
  - Automated External Defibrillator (AED) should be within center, if possible
- The FAC may need to operate 24 hours/day during the initial hours/days/weeks after an incident.

### 4.3.3 INITIAL BRIEFING

Prior to FAC activation, the designated Family Assistance Branch Director should ensure that staff have a clear understanding of the objectives, their role, and the flow of operations. At a minimum, the Family Assistance Branch Director, assigned Deputies, Division and Unit supervisors should review the FAC base plan and familiarize themselves with the type of information available in the appendices. Further, an initial briefing and subsequent planning activities should be conducted. The initial briefing may include the following:

- Review of completed ICS 201 form
- A brief synopsis of the incident
- Priorities and objectives

- Code of Conduct
- Logistics and layout
- A brief synopsis of the services provided at the Family Assistance Center (FAC).
- Staffing organization and work tasks
- The need for Staff Self Care
  - Staff Leaders should manage the interactions that each staff member has to trauma-impacted individuals.
  - Clear guidance and supervision will help members understand secondary traumatization and their own personal risks; and the importance of their own self-care.
  - Each interviewer must receive an initial briefing regarding the process and their role prior to accepting an assignment.
  - No interview team should conduct more than five family interviews during a work shift, and a minimum of 30 minutes between interviews should be observed.
  - Each staff member should receive a debriefing and brief personal assessment upon completion of a shift.

#### 4.3.4 LOGISTICS

The Operations Section Chief and Family Assistance Branch Director will determine the number of staff anticipated to be assigned to the FAC for the initial operational period and the number of work areas and workstations required.

The Logistics Section Chief is responsible for identifying resources needed to activate and maintain FAC operations as follows:

- Determining the type, subject matter area, and number of support agencies needed to be requested for the initial operational period and the resources required for each.
- Work with the facility management and the Family Reunification/Assistance Branch Director to develop/review the physical layout of the FAC.
- Identify/review the number of computers, printers, paper shredders, telephones, and other equipment required to activate the FAC.
- Arrange for the acquisition, transport, and installation of supplies and equipment, to include disability resources and ADA compliance.
- Coordinate with the host Facility Liaison as necessary to support FAC operations.

#### 4.3.5 STAFFING

The Planning Section Chief facilitates the initial Incident Briefing and schedules subsequent planning activities. Information from the planning meetings is incorporated into the Just In Time (JIT) Training. The Section Chiefs delegate staff assignments and Key Position Checklists.

Appendix B: Staffing Recommendations, provides guidance for FAC staffing. The EOC Manager or Family Assistance Branch Director may determine that additional staff, branches, divisions, units, and teams should be added, or that certain branches or groups require fewer staff or can be eliminated altogether. The staffing guidelines are for a single operational period. If the FAC operates on a 24-hour basis, it may be fully staffed at the recommended level or modified as needed for night operations. Once a FAC is activated, the determination of staffing levels is made at the discretion of the Family Assistance Branch Director. The EOC is responsible for requesting staffing assistance, including the initiation of resource requests through SEMS. To ensure smooth operations, all staff assigned to positions within the FAC should be familiar with ICS.

### 4.3.6 SECURITY PLAN

There should be robust security provided at the FAC due to the large number of people that will be expected. Security of the perimeter that may arise that threaten the public's safety and well-being is critical to the safe reunification and delivery of assistance/services. The Law Branch will designate the security entity both within and outside the facility based on the location and available resources.

FAC security policy encompasses the overall responsibility of managing and staffing internal and external FAC security operations. This includes establishment of a secure perimeter, identification and badging for FAC staff, support service personnel, clients, media (if applicable) and all other personnel authorized for FAC access. Also, maintaining a visible presence at high security or restricted areas such as the notification or childcare areas to make certain that only authorized persons with appropriate credentials are granted access. The provision of FAC site security will be enforced and tailored based on the nature and circumstances of the incident, however security guidance is provided in **Appendix X: Site Security**.

### 4.3.7 PRESS/MEDIA PLAN

The Public Information Officer (PIO) or Deputy assigned to the FAC should coordinate the provision of a secure media center that is near but not inside the FAC, such as the facility parking lot, as a location for media to conduct interviews, hold press conferences and briefings, and to file stories. If possible, the location should be sited so media representatives cannot see clients entering or exiting the FAC. The media center should be equipped with telephone and Internet access. FAC staff should coordinate with host Facility Liaison to arrange suitable parking for media vehicles near the facility.

If needed, the PIO will begin the process of establishing a Virtual FAC and assigning a Unit Leader.

### 4.3.8 JUST-IN-TIME TRAINING

Ideally, all staff will be ready to respond and have a working knowledge of this Family Assistance Annex, however Just In Time (JIT) Training should be provided to all staff immediately prior to FAC activation and at the beginning of each operational period for staff not previously trained or as required for late arriving staff. JIT Training should take place on the

day of the incident for all personnel who are filling specific roles. During the training, interpreters and staff serving persons with disabilities should be identified. JIT Training should include verification that **position checklists** were received by all personnel. Other resources shared at this time may include flow charts, layout diagrams, a copy of the Incident Action Plan, Communications Plan, telephone lists, copy of the Code of Conduct, objectives of the operational period, safety compliance, the utilization of ICS, information regarding the accommodation of persons with disabilities, etc. JIT Training does not replace participation in FAC training and exercise events but will build on concepts taught and exercised as part of a comprehensive plan implementation program.

### 4.3.9 NOTIFY STAKEHOLDERS

Once the date, time and location of the FAC have been confirmed, formal notifications should be made to the public. In the initial stages, consistent and exhaustive communication with the public is essential to ensure that those affected by a disaster or emergency know where to go for reunification, help, support and information. The PIO should use a broad range of resources to disseminate FAC service information (e.g., news releases, social media and Alert Monterey County, etc.). Communications must be accessible by persons with disabilities. Information provided should include:

- A brief synopsis of the incident
- A brief synopsis of the services provided at the FAC
- The date, time and location that the FAC will be activated
- FAC operating hours
- The type of information that clients will be asked to provide at the FAC (e.g., furnish government issued identification, description of the victim, including date of birth, etc.)

The PIO should coordinate the service of an information hotline (e.g., 211 Monterey County.) to answer calls from the public, primarily regarding the availability of FAC services. The target audience for this information is family/friends of persons who may be victims and/or missing. Information provided should be limited to the location, hours and contact information for the FAC. In the case where a virtual FAC has been established additional information and services may be disseminated based on the service levels authorized to be provided virtually.

Additionally, the Liaison Officer should work with the Family Assistance Branch Director and PIO to ensure that government and other key stakeholders are notified, including the City, County, State and Federal partners, elected officials, and hospitals (as necessary).

### 4.3.10 PLAN FOR SUBSEQUENT OPERATIONS PERIODS

The EOC and Family Assistance Branch Director are responsible for coordinating with all participating agencies to ensure that adequate staff are deployed for subsequent operational periods. The EOC and Family Assistance Branch Director is also for determining if additional resources are required, or if certain functional areas can be downsized or eliminated.

## 4.4 COORDINATION

### 4.4.1 COORDINATION WITH STAFF

Due to the sensitivity of information regarding the status of incident missing/casualties and the fact that clients in the FAC will be experiencing high levels of anxiety and grief, it is essential that staff communications be accurate, complete, and privately conducted so as not to be overheard in other areas of the FAC. It is the responsibility of all FAC staff members to ensure that critical information concerning reunification/recovery efforts, status/identity of injured victims, and identity of fatalities flows to FAC clients and staff prior to release to outside parties, including the media.

Staff meetings should be held on a regular basis to communicate information concerning FAC operations, status of the recovery effort, and other information of importance. At a minimum, the following staff meetings are recommended:

- An “all FAC staff” meeting once per operational period
- Two command staff meetings, one near the beginning and one near the end of each operational period
- Unit meetings at the discretion of the unit leader
- Demobilization Meeting

### 4.4.2 COORDINATION WITH SECURITY

FAC communications systems will be established under stress conditions and usually in host facilities that are not owned and operated by the activating entity, or facilities owned by the activating entity but normally used for other purposes. Therefore, it cannot be assumed that communications systems are secure. Staff will have to use utmost discretion in transmitting information within the FAC to ensure that sensitive information concerning victims and clients is not compromised. The following procedures will help to ensure confidentiality of sensitive information:

- Discretion should be used when sensitive information is transmitted by landline or cellular telephone.
- Sensitive information should be shared over the Internet only within password-protected systems.
- Passwords should not be written down, taped, or stored in a non-secure location.
- Information should be shared only with persons with a “need to know.”

### 4.4.3 COORDINATING WITH FIELD-LEVEL INCIDENT COMMAND POSTS

Communications between the incident site and the FAC will follow numerous channels. Those agencies represented at both the FAC and the incident site may use normal internal



communications procedures to share information and status reports. However, it is the responsibility of those agencies to ensure that any information obtained from the incident site through these channels that is relevant to the operation of the FAC be immediately transmitted to the Family Assistance Branch Director. Each FAC agency that also has resources deployed to the incident site must maintain a log of all communications between the FAC and the incident site and record all messages on ICS Form **213 (WebEOC)**.

- The Family Assistance Branch Director and the Incident Commander (or representative) establish communications procedures and protocols upon activation of the FAC for the transmittal of information and that affects, or may affect the operations of the FAC.
- Designate the persons (by position title, e.g., Liaison Officer) who have the authority to request or transmit information between the FAC and Incident Command.
- Specify the means of communication to be employed (land line, cell, etc.) and record the applicable contact information.
- Specify a schedule for regular updates.
- If conference calls are scheduled, identify the persons by position that should participate and document contact information.
- Document the agreed-upon procedures in the initial and subsequent Incident Action Plans.
- Maintain a communications log noting the date, time, and name/title of the initiator and receiver and the subject of the communication.
- Document all communications using ICS Form 213 (hard copy or **electronic**) (**WebEOC**).

#### 4.4.4 COORDINATION WITH HOSPITALS

Communications with hospitals will be handled by the Hospital Admissions Unit representative if on site. Communications with hospitals may be through direct contact via the Hospital Admissions Unit representative or through ReddiNet. The Hospital Admissions Unit is responsible for providing information to hospital and clinic information centers concerning victims. All communications should be documented on ICS Form **213 (WebEOC)**, and copies transmitted to the Family Assistance Branch Director. Sensitive information such as the names, condition, or location of victims should be safeguarded to ensure that it is not prematurely released or released to unauthorized persons or entities.

#### 4.4.5 FAC/EOC INTERFACE

The Family Assistance Branch Director, in consultation with the EOC, should establish a regular schedule for briefing the EOC on the operational status of the FAC and document the schedule in the Incident Action Plan for each Operational Period. An agenda should be formalized to ensure that the EOC is kept aware of the operational status of the FAC. The agenda should include, but not be limited to:

- The number of staff, by agency/organization, currently deployed to the FAC.

- The total number of clients visiting the FAC during the current Operational Period (as of the time of the report) and the number of clients currently at the FAC.
- The number of clients not visiting the FAC with whom FAC staff has been in contact with.
- The utilization of a virtualized FAC (if applicable)
- The time, location and subject matter of scheduled client and media briefings.
- The status of the physical facility (i.e., heating, ventilation, and air conditioning systems operating, any safety concerns, etc.).
- Status of supplies and equipment.
- Status of any open resource requests.
- Any security incidents or threats that have occurred or been observed.

Information concerning the number and identity of fatalities can be forwarded to the EOC only upon approval by the Decedent Status Unit, in coordination with the EOC Manager and Family Assistance Branch Director. This information can only be released AFTER appropriate client notifications have been made, and only after the information has been conveyed to clients at the FAC via a client briefing or direct contact. It should always be assumed that information released to any outside person/entity, including the EOC, is no longer secure.

Information concerning the number of seriously injured, their condition, and location can be released ONLY with the approval of the Hospital Admissions Unit in coordination with the EOC Manager and Family Assistance Branch Director.

Upon the occurrence of any medical or security incident, threat, or perceived threat involving the FAC facility, staff, or clients, the Family Assistance Branch Director should report the nature of the incident, response actions taken and the result, current status, and whether outside assistance is required.

#### **4.4.6 COORDINATING WITH LOCAL GOVERNMENT EOCs**

FAC staff may maintain communications with their home departments through normal channels. These types of communications may include status reports, alerts of anticipated resource needs, or reach-back for subject matter expertise, information or consultation. However, these communications should be minimized to avoid “back channel” communications that adversely impact FAC operations. Unless otherwise advised, these communications should not include information about families or victims, any resource requests, or the relay of information that affects, or may affect, the operation of the FAC. All formal communications between the FAC and city, County, State, and Federal departments must go through the EOC.

#### **4.4.7 ENSURE COORDINATION BETWEEN MULTIPLE FACs**

In the event of a disaster that requires multiple FAC activations, the Monterey County Office of Emergency Services is the coordinating entity in compliance with SEMS. Liaisons from each FAC will coordinate to share information about operations.

# 5. COMMUNICATIONS AND PUBLIC INFORMATION

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## 5.1 COMMUNICATIONS

Due to the highly sensitive nature of information dissemination following a disaster or emergency, all communications must be handled with the utmost sensitivity and discretion. Release of incorrect information, premature release of information, or release of information through improper channels can result in serious distress to the clients involved. Therefore, it is essential that appropriate procedures and protocols be followed at all times.

Communications between the FAC and external entities will utilize multiple media, including:

- Land line and Cellular telephones
- Incident management software applications (e.g., WebEOC)
- Agency email systems
- Internet Public email systems

As a backup form of communication, it may be necessary to establish radio communications between the FAC and external entities via the Monterey County NGEN Public Safety Radio System.

## 5.2 VIPS AND ELECTED OFFICIALS

The Liaison Officer, in consultation with the Family Assistance Branch Director, should handle communications with elected officials and VIPs. If a Joint Information Center (JIC) has been established, the Liaison Officer should coordinate with the lead PIO at the JIC before providing any information to an elected official or VIP. If a JIC has not been established, the Liaison Officer should coordinate with the EOC PIO prior to providing any information to an elected official or VIP.

In the event that an elected official or VIP appears on site at the FAC, they should be greeted and briefed by the Liaison Officer and Family Assistance Branch Director outside of the FAC

operations area. If they insist upon entry, the Family Assistance Branch Director may, at his/her discretion, allow the elected official to enter the operations area only if personally escorted by the Family Assistance Branch Director and/or the Government Liaison Officer.

### 5.2.1 LIAISONS

A disaster significant enough to result in the activation of a FAC will likely involve multiple external agencies, to include representatives from local, State and Federal agencies. This would be particularly evident in those incidents that are considered “high profile”.

To facilitate coordinated response, external agencies may deploy agency liaisons to the FAC. If the disaster results in casualties/fatalities to foreign nationals, external liaisons may include consulate representatives. In the event that a FAC is activated in response to an event known or suspected of criminal activity, agency liaisons may include representatives from State or Federal law enforcement agencies.

It is the responsibility of the FAC Liaison Officer to coordinate with external agency liaisons as necessary to ensure that FAC operations are not unduly interrupted. Coordination with external liaison personnel should include the following actions:

- Maintain a current roster of all external liaison personnel in the FAC
- Establish a work area for liaison personnel
- Determine and document the mission/role of each external agency represented in regards to the specific disaster
- Develop a meeting schedule and conduct meetings of external liaison personnel as necessary
- Facilitate exchange of information between external liaison personnel and FAC units as necessary
- Ensure the Family Assistance Branch Director is kept apprised of which external agencies are represented in the FAC

## 5.3 PUBLIC INFORMATION DISSEMINATION

For the purposes of this plan, outreach is defined as the provision of information to the general public, and family through non-commercial media. The FAC PIO, working with the PIO, JIC, or assigned unit, should utilize all available and practicable means of outreach communications, consistent with the size, extent and duration of the incident.

There are a number of outreach media that may be useful. All of these should be considered, but the PIO/JIC, Family Assistance Branch Director, and the Liaison Officer should jointly determine the outlets ultimately utilized. The following outlets should be considered:

- 2-1-1 United Way

The United Way of Monterey County provides the following services in support of FAC

operations:

- Provides 2-1-1 service under guidance of the 2-1-1 Steering Committee.
  - 2-1-1 is integrated with the Operational Area (OA) Joint Information System (JIS) to provide incident related, non-time-sensitive information to the public.
  - Supplemental information on the incident and its impacts, incident support efforts, and recommended emergency protection measures is provided to 2-1-1 by the Emergency Operations Center (EOC)/JIS.
  - Upon receiving a call to 2-1-1, call takers provide applicable information as requested to the caller.
  - 2-1-1 has the capability to provide information in multiple languages and is configured to support TTY and similar communication accommodations.
  - In times of disaster, 2-1-1 significantly alleviates non-emergency calls to 9-1-1 and serves as a vital link for individuals seeking information on the incident, emergency assistance resources, or volunteer opportunities.
- Telephone 911. It is likely that some families may call 911 seeking information. The PIO should provide the Monterey County 911 center as well as the other 911 call centers in the County, including the California Highway Patrol 911 call center, with a script.
  - Missing Persons Hotline. In coordination with the lead law enforcement agency, consider establishing a missing persons hotline in order to obtain supplemental information to aid in missing persons reporting.
  - Websites. The County and most cities operate websites. The PIO may provide information for posting on existing sites. This information should be limited to information on the location and operating hours of the FAC.
  - Secure Access Websites. In some cases, it may be desirable to set-up a password-protected website to provide information to family members that is not available to the general public, especially for major incidents that are likely to remain open for an extended period. However, it should be understood that, even if the site is password protected, it is not likely to remain secure. Clients are likely to share the password with others, or to release it under pressure from the media.
  - Coordination with NGOs. NGOs can be of valuable assistance, directly and indirectly, in providing outreach services. The American Red Cross, for example, is responsible for handling many outreach services for air and rail disasters, and has experience in this area. In the event that an incident results in serious injury or death of the members of one or more ethnic communities, it may be useful to enlist the services of an ethnic, or faith-based NGO to assist in outreach efforts.
  - Outreach to Consular Officials. If it is determined or suspected that foreign nationals may be among the victims, contact should be made with the appropriate Consul. The Liaison Officer (or Deputy) will handle all contacts with Consular officials.

- Social Media/New Media. Outlets such as Facebook, Twitter, Nixle, Alert Monterey County etc. should be considered for use on an as needed basis.

The following guidelines should be followed in determining the outreach strategy:

1. Determine the outreach media to be utilized. Considerations for making this determination include:
  - The scale of the incident.
  - The estimated duration of the process of identifying victims.
  - The ethnicity and/or foreign national status of the victims.
  - Whether clients of victims are likely to be mostly local, or whether clients may reside in distant locations.
  - Accommodation for persons with disabilities.
2. Contact the selected outreach organizations and request their participation. Identify contact persons and specify by position persons from the FAC who are authorized to transmit information for dissemination.
3. Prepare and update scripts, web postings, fliers, or other media, and arrange for distribution. All information for distribution should be date/time stamped.
4. Arrange a schedule for transmission of updated material. Prepare and transmit updates on a regular basis (at least daily) or when there is a significant change in status.
5. Coordinate with the Family Assistance Branch Director to determine if outreach channels should be used to gather investigatory information.
6. If the incident is suspected to be the result of an intentional act, coordinate with law enforcement to determine if outreach channels should be used to gather investigatory information.

## 5.4 MEDIA RELATIONS

Establish the onsite PIO as soon as possible and ensure that the media strategy is approved by the Family Assistance Branch Director. It is essential to maintain a strong, open and credible relationship with the media during and following a disaster. The media have a right and obligation to report the news, and also serve as the best method for communicating information to the general public (and in some cases to family of victims). However, improperly managed, media relations can become adversarial, and/or result in erroneous information dissemination. It is in the interest of both the media and the FAC to ensure that information disseminated to public be accurate, current, and as complete as circumstances allow.

The following guidelines should be followed to ensure success in working with the media.

### 5.4.1 MEDIA COMMUNICATIONS

The following types of communications with the media may be anticipated:

- **Advisories.** Advisories are notifications to media of an upcoming event, such as the event, time, location, and identification of who will appear at the event. The advisory should also state if there are any restrictions (pool coverage only, no Q & A, etc.)
- **Press Release.** Printed, video, or recorded information released to the media. Typically contains updates, statistics, quotes, and similar information.
- **Media Briefings.** High level briefings conducted by the PIO, which may include subject matter experts, designed to provide technical or background information.
- **Press Conferences.** Events open to all media to provide information, answer questions, etc. Press conferences are generally arranged by the PIO, but include Incident Management and VIPs.

Copies of all material released to the media should be provided to the EOC, FAC command staff and section chiefs/units/supervisors to ensure unified communications. The PIO (or Deputy) should participate in all FAC internal staff briefings to advise the staff of the information released to the public through the media.

### **COORDINATE THROUGH THE PIO/JOINT INFORMATION CENTER (JIC)**

The PIO should coordinate with the EOC to determine if a JIC has been, or will be, established. If a JIC is established the FAC PIO should coordinate with the lead PIO at the JIC to determine what types of information will be released directly by the FAC PIO, and what types of information will be released through the JIC.

### **COORDINATE MEDIA BRIEFINGS AND PRESS CONFERENCES**

Media briefings and/or press conferences should be scheduled on a regular basis, or when there is new or important information that should be disseminated. A media advisory should precede Media briefings/press conferences. At the close of each media briefing/press conference the media should be advised of the time and location of the next scheduled event.

### **PROVIDE INFORMATION IN MULTIPLE LANGUAGES**

The PIO should determine which languages are appropriate for dissemination of information based on the location of the event and ethnicity of victims. At a minimum, English and Spanish will be required for all events.

Sign interpreters should be provided for all briefings and press conferences. The PIO should request assistance with the translating of material, and the provision of language and sign interpreters as needed.

### **MONITOR NEWS COVERAGE**

The FAC PIO, working with other involved PIOs, should monitor news coverage of the event to ensure that information provided to the media is being reported accurately. The PIO should also take action immediately to correct any misinformation that is being disseminated by the media.

## **UPHOLD POLICY FOR INCIDENTS RESULTING FROM INTENTIONAL ACTS**

In the case of an incident that is known, or suspected to have resulted from an intentional act, the PIO will coordinate with law enforcement prior to release of any information to the media. This is necessary to ensure that released information may not impair or compromise the investigation process.

## **PROTECT THE RELEASE OF VICTIM AND CLIENT INFORMATION**

No information regarding the identity, number, or condition of victims and clients will be released without the explicit approval of the EOC Manager and Family Assistance Branch Director AND confirmation that this information has been already provided to clients.

Likewise, NO information concerning the number, condition, and location of the seriously injured will be released without the explicit approval of the Hospital Admissions Unit.



# 6. RECOVERY AND DEMOBILIZATION

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THE DEMOBILIZATION OF FAC OPERATIONS WILL BE DEPENDENT ON THE SCALE OF THE INCIDENT AND WILL MORE THAN LIKELY BE A GRADUAL WIND DOWN OF OPERATIONS. THIS CAN BE TRIGGERED BY AGENCIES NO LONGER NEEDING ANY ASSISTANCE FROM EOC RESOURCES OR WHEN ALL FAMILIES AND FRIENDS HAVE BEEN REUNITED WITH THEIR LOVED ONES, WHETHER ALIVE OR DECEASED. FOLLOWING THE SET-UP OF FAC OPERATIONS, THE PLANNING SECTION WILL BEGIN THE PLANNING PROCESS FOR DEMOBILIZATION IN CONSULTATION WITH THE FAMILY ASSISTANCE BRANCH DIRECTOR AND ESTABLISH A DATE/TIME FOR DEMOBILIZATION.

The Planning Section Chief (or Demobilization Unit, if activated) is responsible for the coordination of demobilization. **ICS form 221 ( or via WebEOC)** must be utilized to complete demobilization.

The Planning Section will develop the demobilization plan based on the nature of the incident and the observed needs of the clients. The Planning Section will submit the demobilization plan to the Family Assistance Branch Director for approval. The Planning Section will execute the approved plan.

It is important to note that even when FAC operations conclude and the operation is shut down, those who have used the center's services may need ongoing support. A virtual FAC presence will achieve much of what is needed for continued support. Ongoing support may be in the form of access to financial recovery systems (via Cal OES or FEMA) or in the form of continued mental health care. The Planning Section will work with the PIO and Family Assistance Branch Director to continue virtual operations.

All FAC staff must adhere to their agency/organization's related operation and demobilization policy and protocols.

## 6.1 REVIEW DEMOBILIZATION CONSIDERATIONS

The parameters that determine when demobilization should occur will vary by incident. The Coroner should be involved in deciding these parameters. Deciding parameters can

include:

- Number of clients seen/day (i.e., less than 5 clients per day register at the FAC three days in a row)
- Number victims still to identify/locate/reunified
- Ability for other organization to handle current operation needs off site
- Need for daily briefings
- Rescue, recovery investigations and identification have decreased to be able to be handled by another ongoing operation
- Ongoing case management and/or hotline number has been established if needed

Typically, the Planning Section Chief may advise the Family Assistance Branch Director to initiate demobilization once the following conditions have been met:

- The last victim has been identified.
- The last family member has been notified.
- A public memorial service has been conducted.
- Provision for the return of personal effects has been arranged
- Family briefings are no longer needed

## 6.2 COMPLETE DEMOBILIZATION TASKS

Once the Planning Section Chief receives approval to implement the demobilization plan, the following key tasks will be completed:

- Finalize demobilization plan. Ensure that the time frame for demobilization reflects length of FAC operation and nature of incident.
- Notify all participating agencies and the venue.
- Provide date and time of FAC demobilization to clients and service agencies (with as much prior notification as possible).
- Determine and if applicable, ensure the planning and deployment of an ongoing virtual FAC presence.
- Ensure that ongoing case management, counseling and/or a hotline number have been established if needed.
- Collect contact information from all FAC agencies that provided services.
- Coordinate FAC demobilization and address outstanding long-term family management issues

- Provide relevant information to the PIO to prepare public messaging. The PIO should consult with a mental health professional for messaging.
- Provide updates regarding FAC demobilization to the telephone bank, information and referral organizations, and utilized forms of outreach and media.
- Ensure that information regarding demobilization is provided to persons with disabilities.
- Conduct a final transition meeting with the FAC staff, city, County, State and Federal agencies. Inform all staff and participating agencies that counseling services are available to them upon request.
- Ensure that all deployed equipment is returned and coordinate equipment issues with the logistics section chief or assigned resource management deputy/unit.
- facilitate the fac after-action review.

# 7. PLAN MAINTENANCE

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## 7.1 PLAN MAINTENANCE

The Monterey County Office of Emergency Services (OES) is responsible for Monterey County Operational Area Family Assistance Plan (Annex N) maintenance, including the coordination of training and exercise events. All Steering Committee members are responsible to support these efforts to the greatest extent possible.

The Monterey County Office of Emergency Services should schedule regular presentations on the and Family Assistance Plan (Annex N )to agencies including but not limited to the Monterey County Behavioral Health Department, Monterey County Social Service Department, Monterey County Counsel, Monterey Fire Chief's Association and Monterey County Police Chief's Association and, Monterey County Sheriff.

## 7.2 TRAINING AND EXERCISES

This plan should be introduced to local entity partners by using fact sheets and presentations. Annually, the Monterey County Office of Emergency Services should contact local entity representatives to inform them that a Family Assistance Center (FAC) Annex exists. It should also disseminate communications regarding future training and exercise events and encourage the sharing of information among the cities and unincorporated areas within the Monterey County Operational Area.

The Monterey County Office of Emergency Services (OES) may consider creating trained, pre-designated "FAC Management Units" that can immediately deploy when establishing a FAC following a disaster. FAC Management Units should include government and NGO stakeholders who would have a key role in FAC operations. The Monterey County Office of Emergency Services should develop specific training for hospitals and staff that explains key FAC concepts, to include information that may be exchanged between hospitals and the FAC, and the coordination strategy between FACs and hospital/clinics.

Law enforcement agencies and fire agencies should develop specific training materials for fire department, police department and Sheriff's department personnel to ensure that they are familiar with the basic concept and benefits of a FAC. Field position checklists for fire and law enforcement agencies should be enhanced to include FAC related notifications as appropriate.

The Monterey County Department of Social Services, in cooperation with the Monterey County Office of Emergency Services, should develop additional training and outreach campaigns for partner organizations, to include those that would provide support with spiritual care and

disability groups.

Exercises should be developed that provide key city and County stakeholders with an opportunity to participate in simulated FAC operations, including the utilization of actors or volunteers to serve as FAC clients. Future operations-based exercises should look specifically at:

- Client flows within the FAC
- Utilization and flow of forms
- Registration and badging process
- Integration of staff from various agencies
- Client notification process

Future exercises should include volunteers who represent people with disabilities or AFN, to include children, persons with disabilities, medically frail, etc. Anyone who represents people with disabilities should have the portrayed disability.

Agencies should be incorporated into other emergency preparedness exercises in addition to FAC-specific exercises in order to acquaint them with ICS procedures.

As additional training and exercise events are held, continue to refine the potential roles and services that can be filled/provided by NGOs (support with registration, food, spiritual care, etc.)

Web-based JIT Training should be conducted on a semi-annual basis.

The Monterey County Office of Emergency Services should meet periodically with potential FAC sites to ensure that facility staff are familiar with FAC activation procedures.

## 7.3 RESOURCES

FAC “go-kits” (or similar) should be created by participating County agencies (OES, DSS, Sheriff/Coroner) and incorporated into trainings. The kits should contain FAC essential items, such as forms, signage, training materials, badging materials, checklists, and other pertinent supplies. Ensure that FAC forms and signs are available in multiple languages, Braille, large print etc.

# GLOSSARY OF TERMS

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**AFTER-ACTION REPORT (AAR)** – The AAR is the principal post-exercise document developed in partnership with evaluators, sponsoring agencies, and key participants from Federal, State, and local agencies. It provides a historical record of findings and forms the basis for refinements to plans, policies, procedures, training, equipment, and overall preparedness of an entity. AARs describe preliminary observations, major issues, and recommendations for improvements.

**BIOHAZARD** – A biohazard is a biological agent or condition (e.g., an infectious organism or insecure laboratory procedures) that constitutes a hazard to humans, animals and/or the environment.

**COMMUNITY EMERGENCY RESPONSE TEAM (CERT)** - A program managed by the Federal Emergency Management Agency (FEMA) and designed to create teams of trained disaster volunteers in local communities. Most of these teams are managed at the local level by the local fire or police department.

**CONTINUITY OF OPERATIONS (COOP)** – COOP is an internal effort within an individual governmental jurisdiction or private sector enterprise to ensure that the capability exists to continue to provide essential functions and services across a wide range of potential emergencies, including localized acts of nature, accidents, and technological and/or attack-related emergencies.

**CREDENTIAL** – An element of the individual’s qualifications, including education, training, work experience, or hospital affiliation.

**CRITICAL INCIDENT STRESS DEBRIEFING (CISD)** – A CISD refers to the "Mitchell model" (Mitchell and Everly, 1996), a 7- phase, structured group discussion, usually provided 1 to 10 days post-crisis. It is designed to mitigate acute symptoms, assess the need for follow-up, and if possible, provide a sense of post-crisis psychological closure for responders.

**CRITICAL INCIDENT STRESS MANAGEMENT (CISM)** – CISM is an integrated system of interventions designed to prevent and/or mitigate the adverse psychological reactions that often accompany emergency services, public safety, and disaster response functions.

**DEPARTMENT OPERATIONS CENTER (DOC)** – The location from which department management personnel can supervise and coordinate field emergency response.

**EMERGENCY OPERATIONS CENTER (EOC)** – An emergency operations center is the site from which civil government officials (municipal, County, State, and Federal) exercise direction and control in an emergency.

**EMERGENCY RESPONSE TEAM (ERT)** – The ERT is composed of Federal program and support personnel that FEMA activates and deploys into an area affected by a major disaster or emergency. The team is an interagency unit, consisting of the lead representative from each Federal department assigned along with members of the Federal coordinating officer's staff.

**EMERGENCY SUPPORT FUNCTION (ESF)** – An ESF is a specific area of response activity established to facilitate coordinated Federal delivery of assistance required to save lives, protect property and health, and maintain public safety. These functions represent the types of Federal assistance that the State likely will need most because of the overwhelming impact of a catastrophic event on local and State resources.

**FAMILY ASSISTANCE CENTER** – A Family Assistance Center (FAC) is an established collection point of family members of victims resulting from disaster or emergency. A FAC has a dual supportive role. First, the FAC seeks to provide a private place for families to grieve; protect families from the media and curiosity seekers; facilitate information exchange between key government agencies and families so that families are kept informed and information can be obtained that will assist in provide notifications to families of victims. Second, the FAC provides a venue and access to family and recovery needs in the area of emotional, spiritual, medical, logistical and financial. The term Family Assistance Center can be interchangeable with Local Assistance Center.

**INCIDENT ACTION PLAN (IAP)** – A planning tool used in major incident management to assist response agencies in mitigating a large-scale emergency. Can be referred to as an Event Action Plan for planned events.

**JOINT INFORMATION CENTER (JIC)** – Location from where local, State, and Federal PIOs gather to produce and release information regarding an incident to the media and the public. The purpose of the JIC is to send a consistent and clear message to the public in order to reduce fear and anxiety.

**LOCAL ASSISTANCE CENTER (LAC)** – Local Assistance Center (LAC) is a “one-stop shop” for information and resources to assist disaster victims. The mission of the LAC is to assist communities by providing a centralized location for an array of services, access to potential service providers, and resource referrals in the affected area. The LAC also serves to continue regular government services when normal systems have been disrupted. The term Local Assistance Center can be interchangeable with Family Assistance Center.

**MASS CASUALTY INCIDENT** – The Los Angeles County EMS Agency (Department of Health Services) defines an MCI as the combination of numbers of ill/injured patients and the type of injuries going beyond the capability of an entity’s normal first response.

**MASS CASUALTY INCIDENT** – The Los Angeles County EMS Agency (Department of Health Services) defines an MCI as the combination of numbers of ill/injured patients and the type of injuries going beyond the capability of an entity’s normal first response.

**MASS FATALITY INCIDENT** – A Mass Fatality Incident (MFI) is a surge of deaths above what is normally managed by normal medico legal systems.

**SPONTANEOUS VOLUNTEER** – A person who arrives at an incident site to provide services without being solicited for help or requested by an agency responding to the incident.

**UNIFIED COMMAND** – A shared command structure between all agencies heavily involved in an incident response.



# ACRONYMS

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ACRONYM	DEFINITION
AFN	Access and Functional Needs
CaDCA	California Department of Consumer Affairs
CEO	Chief Executive Office
DMAC	Disaster Management Area Coordinator
EMS	Emergency Medical Services
EOC	Emergency Operations Center
FAC	Family Assistance Center
GIS	Geographic Information System
HIPAA	Health Insurance Portability and Accountability Act
ICS	Incident Command System
IT	Information Technology
JIC	Joint Information Center
JIT	Just-in-Time
LAN	Local Area Network
LAC	Local Assistance Center
MAC	Medical Alert Center
MCI	Mass Casualty Incident
MFI	Mass Fatality Incident

MOA	Memorandum of Agreement
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NOK	Next of Kin
NTSB	National Transportation Safety Board
OARRS	Operational Area Response and Recovery System
PIO	Public Information Officer
SEMS	Standardized Emergency Management System

# APPENDIX A | STAFFING RECOMMENDATIONS

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## APPENDIX A STAFFING RECOMMENDATIONS

	<b>Scale of Incident</b>	<b>Small</b>	<b>Medium</b>	<b>Large</b>	<b>Catastrophic</b>
	Potential Victims	<50	51-300	301-1000	>1000
	Family & Friends	<400	401-2400	2401-8000	>8000
<b>Command</b>	Family Assistance Branch Manager	1	1	1	1
	Deputy Branch Director	1	1	2	2
	Liaison Officer	1	1	1	1
	Assistant Liaison Officer	TBD	TBD	TBD	TBD
	PIO	1	1	1	1
	Assistant PIO	TBD	TBD	TBD	TBD
	Security Unit Supervisor	1	1	2	2
	Site Safety Unit	1	1	1	1
	Site Security Unit	TBD	TBD	TBD	TBD
	Client Briefing Coordinator	1	1	1	1
<b>Family Assistance Branch</b>	<b>Reception/Registration Unit</b>				
	Reception/Registration Unit Supervisor	1	1	1	1
	Reception/Registration Unit	2	4	6	10
	Staff Check In	1	2	2	4
	Greeter	Activate as Necessary	Activate as Necessary	Activate as Necessary	Activate as Necessary
	Escorts/Runner	2	4	6	10
	<b>Family Host Unit</b>				
	Family Host Unit Supervisor	1	1	2	2
	Family Host Group Staff	2	2	4	6

## APPENDIX A STAFFING RECOMMENDATIONS

<b>Scale of Incident</b>		<b>Small</b>	<b>Medium</b>	<b>Large</b>	<b>Catastrophic</b>
Potential Victims		<50	51-300	301-1000	>1000
Family & Friends		<400	401-2400	2401-8000	>8000
<b>Family Assistance Branch</b>	<b>Reunification Division</b>				
	Reunification Division Supervisor	1	1	1	1
	Deputy Reunification Division Supervisor	0	0	2	2
	<b>Notification Unit</b>				
	Notification Unit Supervisor	1	2	3	5
	Notification Unit Staff	4	8	12	30
	<b>Hospital Admissions Unit</b>				
	Hospital Admissions Unit Supervisor	1	1	1	1
	Hospital Admissions Unit Staff	1	2	4	6
	<b>Decedent Status Unit</b>				
	Decedent Status Unit Supervisor	1	1	2	2
	Decedent Status Unit Staff	2	2	3	5
	<b>Missing Persons Unit</b>				
	Missing Persons Unit Supervisor	1	1	1	1
	Missing Persons Unit Staff	1	2	4	6
	<b>Investigative Services Unit</b>				
	Investigative Service Supervisor	1	1	2	2
	Investigative Services Staff	2	4	6	8

## APPENDIX A STAFFING RECOMMENDATIONS

	<b>Scale of Incident</b>	<b>Small</b>	<b>Medium</b>	<b>Large</b>	<b>Catastrophic</b>
	Potential Victims	<50	51-300	301-1000	>1000
	Family & Friends	<400	401-2400	2401-8000	>8000
	<b>Services Unit</b>				
	Services Unit Supervisor	1	1	1	1
	Deputy Service Unit Supervisor	0	1	2	2
	<b>Mental Health Services Unit</b>				
	Mental Health Services Unit Supervisor	1	1	1	1
	Mental Health Services Unit Staff	5	10	40	60
	Spiritual Care Unit Lead	1	1	2	3
	Spiritual Care Unit Staff	TBD	TBD	TBD	TBD
	<b>Social Services Unit</b>				
	Social Services Unit Supervisor	1	2	3	4
	Social Services Unit Staff	2	4	6	10
	<b>Victim Services Unit</b>				
	Victim Services Unit Supervisor	1	1	1	2
	Victim Services Unit Staff	2	4	8	10
	<b>Public Health Unit</b>				
	Public Health Services Unit Supervisor	0	0	2	4
	Public Health Services Unit Staff	1	2	4	10
	<b>Recovery Services Unit</b>				
	Recovery Services Unit Supervisor	1	1	2	2
	Recovery Services Unit Staff	TBD	TBD	TBD	TBD



# APPENDIX B | ROLES AND RESPONSIBILITIES

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		EOC Leadership	Facility Representative	FA Branch Leadership	Reception/Registration Unit	Family Host Unit	Reunification Division	Notification Unit	Hospital Admissions Unit	Decedent Status Unit	Missing Persons Unit	Investigative Support Unit	Service Unit	Mental Health Service Unit	Spiritual Care Unit	Social Services Unit	Victim Services Unit	Public Health Unit	Recovery Services Unit	Security Unit	Public Information	Virtual FAC	Planning Section	Operations Section	Logistics Section	Finance/Admin Section
<b>Local Governmental Entities</b>	Incorporated Areas	X		X	X	X	X	X			X	X	X							X	X	X	X	X	X	
	Monterey County Office of Education		X				X																			
	School Districts		X																							
	Monterey Salinas Transit																								X	
<b>Monterey Operational Area</b>	County Administrator's Office	X		X																						X
	Monterey County Office of Emergency Services	X		X		X																	X	X	X	X
	Monterey County Department of Social Services					X							X	X		X						X		X		
	Monterey County Health Department								X				X	X				X								
					Reception/Registration Unit	Family Host Unit	Reunification Division	Notification Unit	Hospital Admissions Unit	Decedent Status Unit	Missing Persons Unit	Investigative Support Unit	Service Unit	Mental Health Service Unit	Spiritual Care Unit	Social Services Unit	Victim Services Unit	Public Health Unit	Recovery Services Unit	Security Unit	Public Information	Virtual FAC	Planning Section	Operations Section	Logistics Section	Finance/Admin Section
	Monterey County Health Department - Behavioral Health					X	X	X					X	X								X				
	Monterey County Sheriff	X		X			X	X	X	X	X	X								X						
	Monterey County District Attorney Victim/Witness Unit				X	X	X	X					X				X					X				
	Monterey County Resource Management Agency																								X	
<b>NGO's, Non-Profits, CBO's</b>	Hospitals								X																	
	Red Cross					X							X	X		X			X			X				
	Salvation Army					X							X			X			X							





## APPENDIX 3 - AGENCY AND ENTITY ROLES AND RESPONSIBILITIES

(NOT DONE)

- **Cities and Districts**
  - **Incorporated Areas**
    - Local governments within the Monterey County Operational Area (OA) coordinate with the OA's Emergency Operations Center (EOC) for the management and functioning of Family Assistance Centers. Depending on the location and extent of the disaster or emergency, local governments provide support throughout the entire Family Assistance process, to include Leadership (at both the EOC and Family Assistance Center), Reception/Registration, Family Host, Reunification Unit, Services Unit, and Security Unit.
  - **Monterey County Office of Education**
    - The Monterey County Office of Education (MCOE) provides support to Family Assistance operations by coordinating with local school districts on training and facility use during Family Assistance Center operations. In addition, the MCOE maintains a fleet of busses that may be mobilized to supplement other mass transportation assets.
  - **School Districts**
    - Based on the nature, location, and extent of the disaster or emergency school districts may be involved in initial reunification based on plans each district is required to maintain and implement. Events taking place at or near a school site will require execution of those plans in coordination with the local public safety agencies and when necessary the Monterey County Office of Emergency Services.
    - School sites may be used as a location(s) for Family Assistance Center. In those instances, the school district will provide a facility liaison to ensure appropriate access and use. California Education Code, Section 32282 states "Establishing a procedure to allow a public agency, including the American Red Cross, to use school buildings, grounds, and equipment for mass care and welfare shelters during disasters or other emergencies affecting the public health and welfare. The school district or county office of education shall cooperate with the public agency in furnishing and maintaining the services as the school district or county office of education may deem necessary to meet the needs of the community.
  - **Monterey-Salinas Transit**
    - Monterey Salinas Transit provides logistical support in the form or transportation needed for clients and families to and from any disaster site and Family Assistance Center.

- **Monterey County Operational area (OA)**

- This section summarizes the roles and responsibilities of County agencies in their role as the Operational Area (OA) entity.

- **County Administrator's Office**

- The County Administrative Officer (CAO) serves as the County's Director of Emergency Services, with the Office of Emergency Services (OES) Emergency Manager reporting to the County Administrative Officer (CAO) through the Assistant CAO for Intergovernmental and Legislative Affairs. The County Administrative Officer (CAO) authorizes emergency proclamations outside of Board of Supervisors sessions and provides staff, equipment and supplies necessary to operate the Operational Area (OA) Emergency Operations Center (EOC).

- **Monterey County Office of Emergency Services**

- The Office of Emergency Services (OES) is tasked with opening the County Emergency Operations Center (EOC) and directing the operations of government staff, NGO representatives, and other personnel assigned to Emergency Operations Center (EOC) operations in support of the disaster or emergency.

- The Emergency Operations Center (EOC) Standard Operating Procedures document contains descriptions of Emergency Operations Center (EOC) staff positions and their assigned responsibilities. The Office of Emergency Services (OES) staff is trained to the Incident Command System (ICS) 400 level or greater.

- **Monterey County Department of Social Services**

- Monterey County Department of Social Services provides subject matter experts for key positions in the Emergency Operations Center (EOC), as well as registered Disaster Service Workers (DSWs) for staffing Family Assistance Centers. Staff members have received Incident Command System (ICS) training to ICS-100 level or greater.

- Monterey County Department of Social Services staff's the Family Host Unit as well as the Services Unit of the Family Assistance Center:

- Provides Family Host Unit Members
- In coordination with American Red Cross, sets up and operates shelters
- Coordinates the provision disaster mental health assistance, and spiritual care
- Coordinates with the SPCA for Monterey County on animal sheltering operations and assistance



- Monterey County Resource Management
  - The Monterey County Resource Management Agency conducts safety assessments for Family Assistance Centers
- Non-governmental, non-profit, Community -based organizations
  - Hospitals
    - Hospitals provide assistance to staff assigned to the Hospital Admissions Unit in determining the location and status of the missing after a disaster or emergency.
    - Hospitals will employ and update ReddiNet as identified in the Monterey County EMS System Policy, ReddiNet, Internet-Based EMC Communication System (Policy Number 370).
  - American Red Cross, Central Coast Chapter
    - The American Red Cross (ARC) is a key agency for Monterey County Family Assistance Center Operation and the leading disaster relief NGO agencies to ensure that long-term - not just immediate – needs are met for survivors, families of the deceased, and the general public.
      - In general, the American Red Cross:
        - Provides staff/volunteers as Family Hosts, staffing for the Mental Health Services Unit, Social Services Unit, Recovery Services Unit, virtual FAC, and logistics.
        - Provides specially trained Red Cross Disaster Mental Health, Disaster Spiritual Care, and Health Services volunteers
    - As described in the Monterey County Emergency Operations Plan (EOP), the American Red Cross:
      - Provides subject-matter expertise on planning, preparedness, and response activities, as well as American Red Cross-specific activities in these areas;
      - Provides information about current American Red Cross Mass Care and Shelter activities, as requested, before, during and after response operations;
      - Promotes cooperation and coordination among national-level, NGOs that provide Mass Care and Shelter services, and appropriate governmental entities engaged in planning for response to major disasters;
      - Facilitates and supports reunification programs during major disasters; and

- Promotes public information sharing through its website and social media platforms.
- American Red Cross staff's the American Red Cross Human Care and Shelter Unit of the Emergency Operations Center (EOC) Mass Care and Shelter Branch
  - Sets up and operates shelters; Provides food, emergency first aid, disaster mental health assistance, disaster health services, disaster spiritual care, disaster assessment for residences, disaster information dissemination, and bulk distribution of relief items;
  - Supports spontaneous shelters;
  - Coordinates with the SPCA for Monterey County on animal sheltering operations collocated with American Red Cross shelters;
  - Integrates community resources to enhance shelter and support services, and fill gaps in resource availability; and
  - Participates in joint planning, training, and exercise activities with Office of Emergency Services (OES) and other local and regional partners and stakeholders.
  - Provide Red Cross, Disaster Mental Health staff to participate in the Family Care Teams (DMH, Red Cross, Salvation Army) led by the Department of Mental Health.
  - If IC activates its Mass Casualty Patient Tracking Protocol:
    - Activate Patient Connection and the designated Patient Connection 800 number for members of the public to call seeking information about individuals who may have been injured.
  - Support care and monitoring of staff during all phases of response, provide education on coping tips, offer reminders and suggestion regarding self-care and opportunities to process critical moments.
  - Support the Office of the Monterey County Coroner) when death notifications are being made to families at the FAC.
  - Support family reunification both within the FAC and in the community.
  - As needed, collaborate with Red Cross Disaster Mental Health Staff across the country to support local needs, by supporting families in the event a death notification is required out of the area away from the FAC and the local community.
  - Collaborate with IC, logistics and planning groups, local government, and community partners to schedule and/or participate in any events



to facilitate the grieving process such as memorial services, meetings and benefits.

- As needed provide support with Post Deployment Interviews with staff who served at any stage of the response.
- Provide canteen and other support services as requested by the Unified Coordination group.
- Salvation Army
  - Provide disaster chaplains to be established as part of family care teams (DMH, Red Cross, Salvation Army) to provide Emotional and Spiritual Care (ESC) as needed and as appropriate. This would include staff designated to certain areas of each phase to support individuals with increased needs and/or stress/grief reactions.
  - Support Office of the Monterey County Coroner when death notifications are being made to families at the FAC.
  - Provide appropriate spiritual care when needed. This includes compassionate presence, spiritual care practices as requested, and networking with local known contacts when available. A referral system would also be in place between DMH, Salvation Army, and Red Cross staff when specific needs are identified that agencies have a specialization in.
  - Support staff shift change with personal debriefings, reminders for self-care, and identify any immediate strategies (if needed) for support.
  - Support care and monitoring of staff during response, including opportunities to process critical moments or event reactions.
  - Support Post Deployment Interviews (PDI) with staff/volunteers encouraging active self-care and triaging for longer term needs.
  - Collaborate with IC, logistics and planning groups, local government, and community partners to schedule and/or participate in any events to facilitate the grieving process such as memorial services, meetings and benefits.
  - Provide information to MEMA regarding additional resources available to impacted individuals and families through Salvation Army (ex. food, clothing, personal care products, vouchers, social services, etc.).
- SPCA for Monterey County
  - The SPCA for Monterey County is responsible for providing animal shelters for residents who chose to take their small animals with them. In addition, the SPCA is equipped to provide welfare checks, food, water, and limited

transportation for livestock and other large animals whose care is not feasible at an animal shelter.

- Roles and responsibilities of the SPCA for Monterey County are further described in the Animal Response Annex to the Operational Area (OA) Emergency Operations Plan (EOP).
- The United Way of Monterey County / 2-1-1
  - The United Way supports the Operational Area (OA)'s response by coordinating and operating the county's Volunteer Reception Center (VRC). Individuals and organizations interested in volunteering in relief efforts are directed to the VRC which coordinates volunteer just-in-time training and deployment of appropriately trained volunteers where needed
- Private Sector Organizations
  - Private-sector companies and associations have roles in supporting Mass Care and Shelter services. These organizations work closely with the Emergency Operations Center (EOC) to provide essential services such as food, water, power, communications, transportation, medical care, fuel and other life sustaining commodities
- Volunteer Organizations After a Disaster (VOAD)
  - Northern California VOAD is an association of organizations and their government partners that provide disaster-related services to residents throughout the 48 northernmost counties in the state. It also serves as a convening body for local VOADs in the region.
- Regional and State agencies
  - California Governor's Office of Emergency Services (CAL OES)
    - Cal OES is responsible for the coordination of overall state agency response to largescale disasters in support of local jurisdictions. The office is responsible for assuring the state's readiness to respond to and recover from all hazards – natural, manmade, war-caused emergencies and disasters – and for assisting local jurisdictions in their emergency preparedness, response, recovery, and hazard mitigation efforts. In cooperation with local government, the Cal OES Individual Assistance Branch (IA) Section will work with the local government to identify the appropriate number and location(s) of FACs to be established based on disaster-specific criteria.

- The Cal OES Liaison is appointed by the Cal OES IA Section and will work in partnership with the FAC Manager to help make the FAC successful. Duties may include:
  - Cal OES is responsible for coordinating the participation of state and federal agencies in a FAC. Cal OES may provide financial support for eligible costs associated with FAC operations through the California Disaster Assistance Act (CDAA). In order to implement CDAA, the Governor must have proclaimed a state of emergency that includes Monterey County.
  - Coordinating and making recommendations regarding the layout of the FAC and where State and Federal Agencies will be stationed.
  - Identifying and coordinating with the Family Assistance Branch or Logistics Section to ensure the appropriate number of outlets and/or extension cords, telephone/fax lines, copy machines, printers, internet access to accommodate program providers are set up.
  - Identifying and coordinating with the Family Assistance Branch or Logistics Section to ensure there are signs for State and Federal Agency participant's stations.
  - Coordinating and making recommendations to ensure adequate signage is placed outside the FAC to easily identify the center for disaster survivors.
  - Coordinates with the Family Assistance Branch and PIO to ensure adequate notifications and announcements have been made to the public announcing the FAC opening.
  - Coordinates with the Family Assistance Branch to obtain daily intake client counts. Pre-identifies with the Family Assistance Branch or Planning Section if they plan to prepare their counts by households or individuals.
  - Communicate state agency participation to Family Assistance Branch Manager.
  - Communicates state agency daily counts to Family Assistance Branch and Planning Section.
  - Coordinates with the Family Assistance Branch a briefing and debriefing for LAC participants.
  - Participates in After Action activities.
  - Communicates any needs to the Cal OES IA Section.

- California Health and Human Services Agency (CHHS)
- California Department of Social Services (CDSS)
- California Department of Public Health (CDPH)
- California Department of Food and Agriculture
  
- Federal agencies
  - Federal Emergency Management Agency (FEMA)
  - National Transportation Safety Board (NTSB)
  - Federal Aviation Administration (FAA)
  - Federal Railroad Administration (FRA)
  - Federal Bureau of Investigations (FBI)
  
- Operational Area (OA) Emergency Operations Center (EOC)
  - Position roles and RESPONSIBILITIES
    - Operational Area (OA) Emergency Operations Center (EOC)
    - Law Enforcement Branch
    - Fire and Rescue Branch
    - Medical and Health Branch
    - Care and Shelter Branch
  - Public NOTIFICATION/Alerts
  - JPAWS
  - Alert Monterey County
  - 2-1-1 EOC Call Center
  - Social Media
    - e-mail address dedication for reunification
    - Reunification webpage (activation)
      - Missing person's biographical
      - Reporting person's name, contact, relationship to missing
      - Photograph submittal

# APPENDIX C | SITE DIAGRAMS

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## APPENDIX 5 - SITE CONSIDERATIONS AND DIAGRAMS

### Considerations

#### Location

- Proximity to disaster scene.
  - Located close enough to the site of the disaster to allow response and recovery personnel and others to travel easily among the site but far enough from the site that victim/families/clients are not continually exposed to the scene and will not impede response efforts.
- Adequate Road Capacity leading to site as well as accessible ingress and egress.
- Proximity to lodging and personal needs.
- Safe from disaster-prone areas.
- Location for media access area away from those seeking reunification/assistance
- Media area (room for media vehicles, etc.)
- Staging area and parking for FAC clients, staff, and media.
- Accessible by those with access and functional needs
- Parking lot layout that is amenable to law enforcement access restriction

#### Building Structure:

- Size to accommodate all
  - On average 3-6 family members for each potential victim seeking/needing reunification and/or assistance.
- Accommodation for necessary security measures to monitor access and activities.
- Ability to service food and space for overnight stays, if necessary
- Alternate backup power source
- Adequate number of parking spaces

#### Interior Needs

- Release points for those reunified
- Command Center

- Separate areas for staff check-in, client check-in, waiting rooms, briefing room, command meetings, work rooms, and other areas indicated on sample layout diagrams
- Restricted areas for Reunification and Security Units and for client notifications and interviews.
- Separate areas for spiritual care, mental health, public health, social services, recovery services.
- Family members access to private and quiet rooms for rest and reflection.
- Area for notifications and interviews (private areas)
- Bathrooms and sanitary facilities, including diaper change stations
- Break/rest area for workers that is out of sight and sound of family members
- Additional rooms for supply storage
- Appropriate space for a childcare area
- First Aid and Public Health Area
- Heat and/or air conditioning
- Access to a charging station for cell phones and computers; tables and enough chairs for all family
- High capacity telephone service; TTY capability
- Internet access, Wi-Fi
- Televisions
- Automated External Defibrillator (AED)

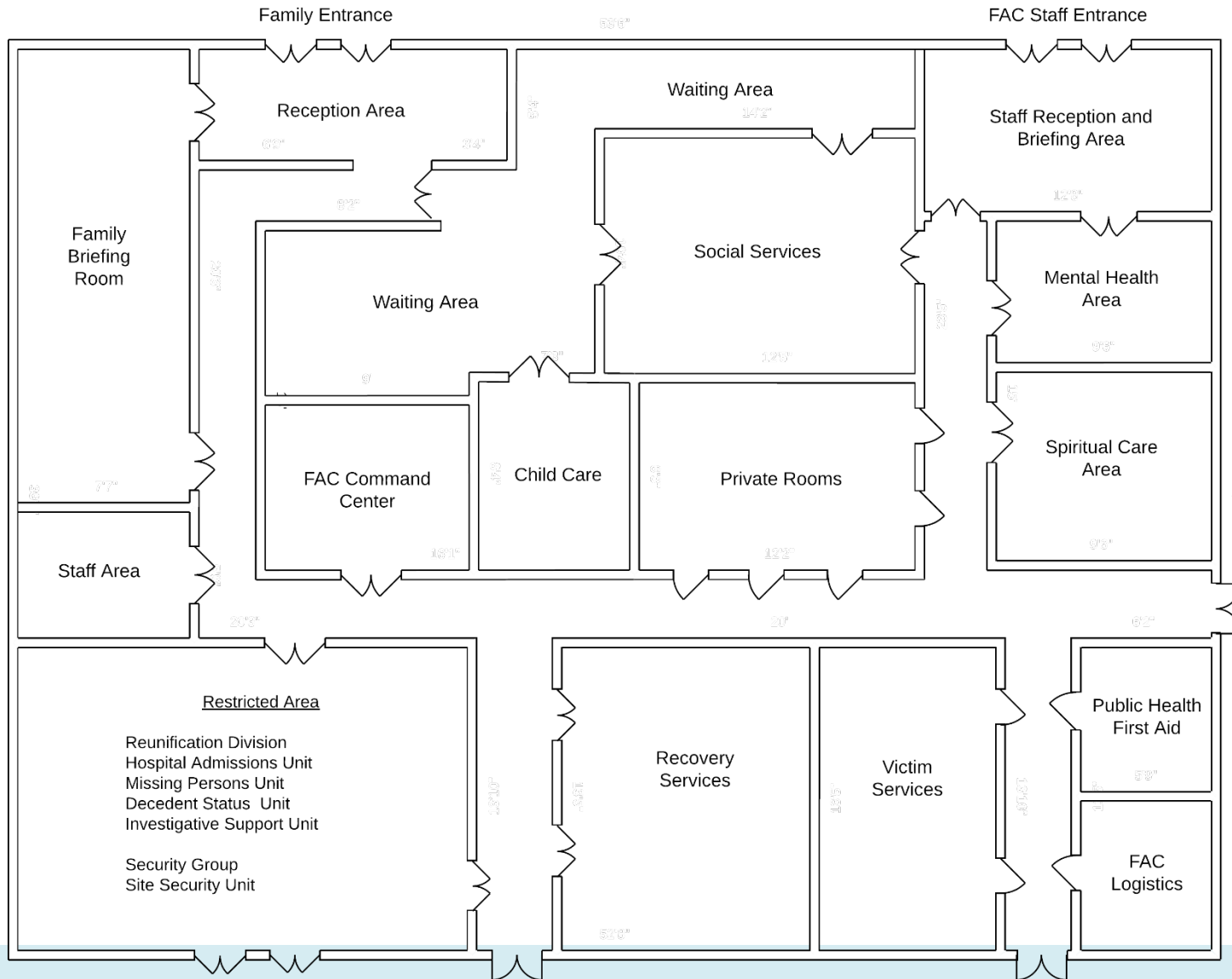
## Site Acceptability Checklist

- Client Reception/Check-in Area:** At the Family Assistance Center (FAC) facility entrance, the registration staff will obtain identification information from clients. At this time, registration staff will also assess client needs for specific needs accommodations or support services, to include mental health, spiritual care, public health services, social services, childcare and food services (if available).
- Client Badging Area (optional):** Authorized clients may receive an identification badge, FAC forms packet and waiting area assignment. Clients will be instructed to complete the FAC forms and return the forms to registration/Family Host staff. The client will be escorted to the waiting area or support services areas (e.g., counseling area, spiritual support area, etc.) as requested.
- Client Briefing Area:** Separate client briefing room will be established for clients to gather and hear briefings.
- Client Waiting Area:** While in the waiting area, clients will be given an opportunity to review and complete their forms.
- Client Services Unit Areas:** Individual rooms for mental health, spiritual care, public health, social services, victim services, and recovery services should be provided near the waiting area
- Client Feeding Area:** An area should be established for clients to gather and eat.
- Staff Reception/Check-in Area:** At a FAC facility entrance (separate from the client registration area), the registration staff will obtain identification information from staff and cross reference their name to a list of FAC staff.
- (Staff) Restricted Area:** The client form review and matching process will take place in the restricted area. As such, a work room should be provide where the Hospital Admission Team, Missing Persons Team and Decedent Status Team can compare agency records to client forms to determine the identity, status and/or the location of the victim. The restricted area should also provide for individual workrooms for each of the three involved team, as well as multiple private notification rooms.
- Investigative Support Area:** Private interview rooms may be required for investigative interviews of victims and witness by the investigative Support Team
- Command Staff Briefing Area:** A conference room should be provided where command staff can conduct briefings and share pertinent information regarding FAC operations. Command areas should be located in close proximity to the Family Briefing areas

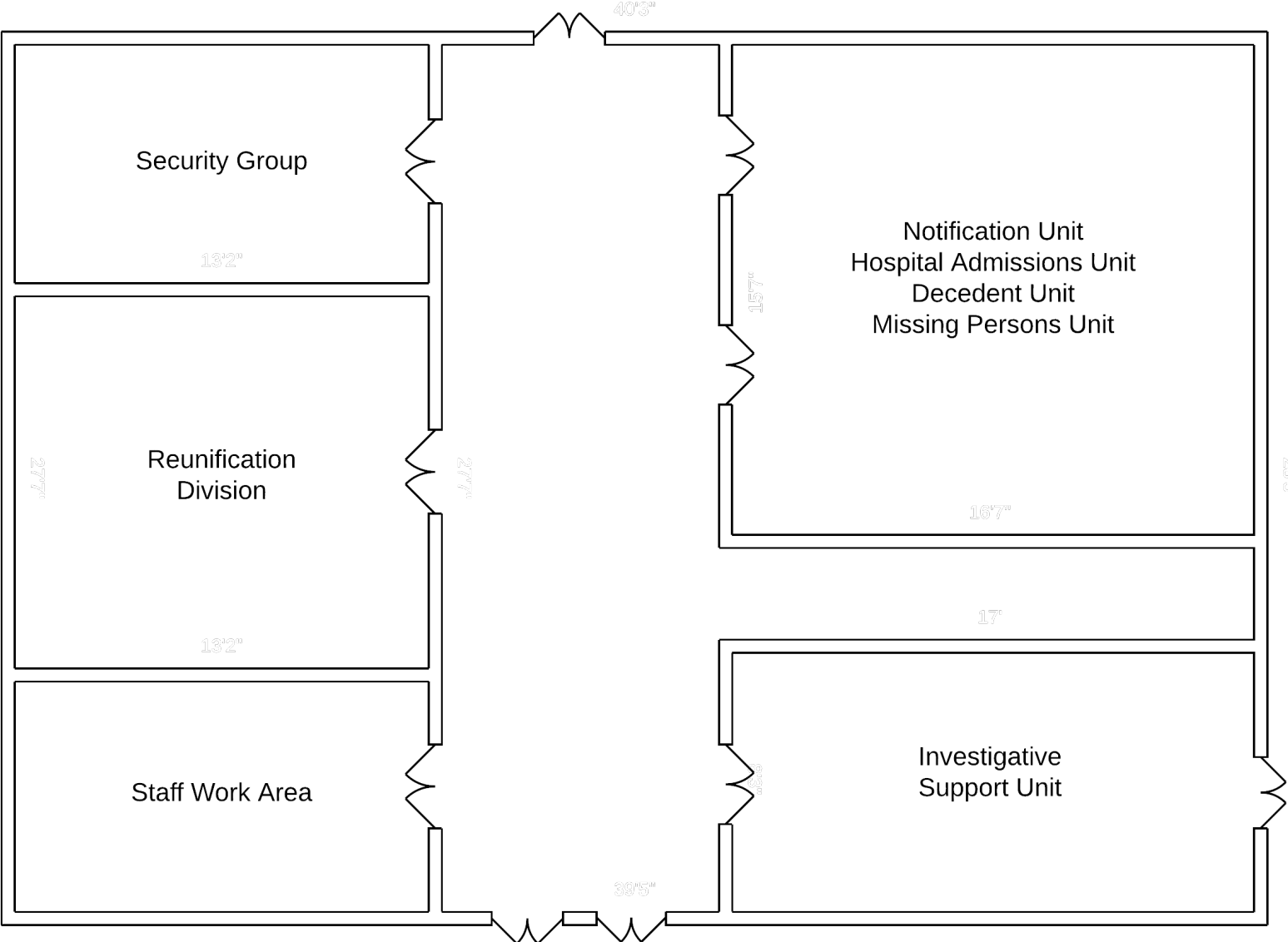


- Staff Work Area:** A common work area should be provided for FAC staff to conduct briefings and take care of administrative tasks.
- Staff Break Room:** There should be a separate feeding area/break room for staff.
- Logistics Area:** This is an area where logistics and IT personnel can manage communications and store logistical items.
- Private Rooms:** A private room where clients can go if they desire to be left alone and/or to appropriately express cultural/spiritual acts.

## Family Assistance Center Floor Plan Option



Family Assistance Center Restricted Area Floor Plan Option



# APPENDIX D | SITE SECURITY

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## **APPENDIX 6 – SITE SECURITY ARRANGEMENTS**

### **SECURITY OVERVIEW**

This section describes how security will be implemented and managed internally and externally of the Family Assistance Center (FAC). Law enforcement will coordinate FAC security, to include management and staffing of site security operations.

FAC security staff will principally consist of sworn law enforcement officers. FAC venue security guard services may be contracted for general security purposes and/or client vehicle parking direction, if appropriate. FAC security policy encompasses the overall responsibility of managing and staffing internal and external FAC security operations. This includes identification of FAC staff, support service personnel, clients, media (if applicable) and all other personnel authorized for FAC access. Also, maintaining a visible presence at high security or restricted areas such as the interview or childcare areas to make certain that only authorized persons with appropriate credentials are granted access. To ensure proper protection, maintaining site security for the duration that the FAC is operational is necessary. The provision of FAC site security will be enforced and tailored based on the nature and circumstances of the incident. FAC site security should evaluate and determine specific personnel requirements for the FRC and/or FAC.

### **SECURITY OUTSIDE OF FAC**

External requirements will include but, contingent on the variables of the specified FAC venue, may not be limited to the following:

- Alert local law enforcement to FAC activation and missing persons operations (if County/other law enforcement resources are utilized).
- Prescreen individuals as they approach the perimeter entrance of the FAC (e.g., driveway).
- Establish and enforce FAC perimeter security and request after hours patrol of FAC site.
- Request parking spaces around FAC.
- Ensure that only official vehicles assigned to personnel at the FAC, as well as autos operated by clients, are granted access to the FAC parking area.
- Expedite vehicular traffic outside restricted areas.
- Post appropriate “No Illegal Weapons Allowed on Site” signage per PC 12020(a)(1) and “All persons entering this facility are subject to search”.

### **SECURITY INSIDE FRC AND/OR FAC**

Similar to external requirements, internal security requirements will include but may not be limited to the following:

- Prevent unauthorized access to all FAC building ingress/egress points.

- All authorized persons seeking admittance into the FAC are subject to a cursory search for illegal weapons by law enforcement personnel.
- Oversee, coordinate and enforce identification of clients and staff.
- A portable metal or weapons detector provided by the responding law enforcement agency may be used in addition to or in lieu of the law enforcement personnel cursory search for illegal weapons.
- Law enforcement shall provide perimeter security to prevent access of unauthorized persons in the restricted area.
- Provide security presence to all client briefings.
- If media is present, ensure that press members are kept in appointed areas and are allowed to interview authorities or clients (if willing) only when appropriate.
- Immediately address any potential threats to FAC operations and the safety of those located therein to include:
  - Civil Disturbance
  - Emotionally Distraught Person
  - Explosive Device, Bomb Threats
  - Hostage Incident
  - Sniper Incident
  - Special Event
  - Suspicious Package

#### **POLICY FOR DISMISSING UNAUTHORIZED PERSONS**

Any individual found without authorization to access the general or restricted areas of the FAC is subject to being removed from the facility or being detained by a sworn law enforcement officer. Due to the sensitive nature of FAC operations any interrogation of potential trespassers should be done in a quiet and courteous manner. If an arresting officer feels that an individual poses a threat to him/herself, the officer or others present at the FAC, the officer should refer to departmental policy and standard operating procedure. It will be at the discretion of the officer whether the individual is removed from the FAC, escorted off-site or taken into custody. Any contract security guard service utilized for general security purposes should be instructed to not question anyone suspected of unauthorized access but to alert a sworn officer on the security team to intervene. In the event that the FAC is located at a privately-owned facility, the Site Security Team should obtain delegated authority from facility management to enforce applicable laws and regulations on the property, to include making arrests and removing people who are trespassing or causing disturbances.

For obvious reasons, during the aftermath disaster or emergency there is a high potential for anxiety and emotional outbursts at the FAC. All considerations should be extended to grieving clients who are authorized access to the FAC. Security should initially refer onsite mental health

professionals to any individual that is inconsolable to the extent of not following direction, and only as a last resort detain the individual and remove them to an isolated area within the FAC. This area should be pre-identified by the Security Unit during FAC set-up and communicated to all sworn law enforcement officers.

# **APPENDIX E | HIPAA EXEMPTIONS DURING DISASTER RESPONSE**

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## APPENDIX 7 – HIPAA EXEMPTIONS DURING INCIDENT RESPONSE

One of the key functions associated with Family Assistance Center (FAC) operations involves the provision of clients with information regarding the status of their loved one, to include whether or not the victim has been transported to a hospital. To ensure that FAC staff understand the application of HIPAA regarding the provision of victim transport information, and to clarify that HIPAA should not be seen as a barrier to the provision of medical services during disaster response, the following information is provided regarding HIPAA exemptions, especially as they pertain to FAC operations.

The following supporting language is provided by the California Department of Public Health:

- 45 CFR 164.510(b)(4) indicates that a covered entity may use or disclose protected health information to a public or private entity authorized by law or by its charter to assist in disaster relief efforts, for the purpose of coordinating with such entitled the uses or disclosures permitted by 45 CFR 164.510(b)(1)(ii). [These are the uses or disclosures permitted to notify or assist in the notification of a family member or personal representative.]

The following supporting language is provided by the U.S. Department of Health and Human Services:

- Providers and health plans covered by the HIPAA Privacy Rule can share patient information in all of the following ways:
  - TREATMENT: Health care providers can share patient information as necessary to provide treatment. Treatment includes: sharing information with other providers (including hospitals and clinics), referring patients for treatment (including linking patients with available providers in areas where the patients have relocated), and coordinating patient care with others (such as emergency relief workers or others that can help in finding patients appropriate health services). Providers can also share patient information to the extent necessary to seek payment for these health care services.
  - NOTIFICATION: Health care providers can share patient information as necessary to identify, locate, and notify family members, guardians, or anyone else responsible for the individual's care of the individual's location, general condition, or death. The health care provider should get verbal permission from individuals, when possible; but if the individual is incapacitated or not available, providers may share information for these purposes if, in their professional judgment, doing so is in the patient's best interest. Thus, when necessary, the hospital may notify the police, the press, or the public at large to the extent necessary to help locate, identify, or otherwise notify family members and others as to the location and general condition of their loved ones.

- FACILITY DIRECTORY: Health care facilities maintaining a directory of patients can tell people who call or ask about individuals whether the individual is at the facility, their location in the facility, and general condition.

The HIPAA Privacy Rule does not apply to disclosures if they are not made by entities covered by the Privacy Rule – health care providers, health plans, and health care clearing houses. In addition, when a health care provider is sharing information with disaster relief organizations that are authorized by law or by their charters to assist in disaster relief efforts, it is unnecessary to obtain a patient's permission to share the information if doing so would interfere with the organization's ability to respond to the emergency.

HIPAA does not apply to decedents, however no information can be released until the individual has been identified and the Next of Kin are notified.

The full HIPAA regulations, background, and technical assistance are available at <http://www.hhs.gov/ocr/hipaa>.

# **APPENDIX F | MONTEREY COUNTY DISTRICT ATTORNEY**

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## **Crisis Response Plan**

**Attached .PDF File**

# APPENDIX G | TRANSPORTATION RELATED DISASTERS

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## 7.4 NATIONAL TRANSPORTATION SAFETY BOARD

In the event of an aviation or rail disaster that involves the invocation of the Aviation Family Assistance Act or Rail Passenger Disaster Family Assistance Act, the NTSB will coordinate with the air carrier or rail carrier to support their efforts to establish a FAC. If the air or rail carrier activates a Family Assistance Center (FAC), this plan can be used to support their FAC Plan. If the Aviation Disaster Family Assistance Act or Rail Passenger Disaster Family Assistance Act is invoked but the affected carrier requests that a FAC be activated by (and under the management of) the Monterey County Operational Area/EOC, this FAC Plan will be used as the primary policy set.

If a disaster occurs that involves the Aviation Disaster Family Assistance Act or Rail Passenger Disaster Family Assistance Act and involves other fatalities/injured victims not on the aircraft or train (e.g., an airplane crashes into a suburban area and there are fatalities on the airplane and fatalities in the suburban area due to the impact), the affected jurisdiction and the Monterey County Operational Area/EOC will coordinate with air/rail carrier activated FAC operations.

## 7.5 AIRPORTS

Monterey Regional Airport has a FAC guidance document that will be used as the primary tool for FAC activation for incidents that occur on airport property or with flights bound for Monterey unless otherwise requested.

Other local airports will use air carrier FAC Plans for incidents that call for the invocation of the Aviation Disaster Family Assistance Act. If the Aviation Disaster Family Assistance Act is invoked but the affected carrier requests that a FAC be activated by (and under the management of) the affected jurisdiction, this FAC Plan will be used as the primary policy set.

## 7.6 PASSENGER RAIL

Amtrak is tasked with the development of a FAC Plan per the Rail Passenger Disaster Family Assistance Act. Amtrak is responsible for FAC activation for incidents that fall under the Rail Passenger Disaster Family Assistance Act unless otherwise requested. If the Rail Passenger Disaster Family Assistance Act is invoked but the affected passenger rail carrier requests that a FAC be activated by (and under the management of) the affected jurisdiction, this FAC Plan will be used as the primary policy set.

# **APPENDIX G | SCHOOL RELATED DISASTERS**

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# ATTACHMENT 1 | CODE OF CONDUCT

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# Monterey County Family Assistance Center

## CODE OF CONDUCT

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All Family Reunification Center and Family Assistance Center staff members, including those who are from the public and private sector, paid employees and volunteer staff, contractors, consultants, and others who may be temporarily assigned to perform work or services for the FAC must follow the below listed code. All staff shall abide by the code of conduct and behavior policies of their agency or organization. Failure to do so can result in removal from the FAC.

The purpose of the FAC is to provide a safe place for families to obtain services and information regarding victims who were injured or killed during a disaster. FAC staff should make every effort to conduct themselves in a discrete and helpful manner, with the traumatic nature of the event and the client's high level of emotional stress in mind.

- Protect the privacy of the victims and clients. Do not share any information or provide access to the media without specific permission from your supervisor and express consent from the clients. Follow principles outlined in Health Insurance Portability and Accountability Act (HIPAA) policies.
- Communicate openly, respectfully, and directly with clients and staff in order to optimize services and to promote mutual trust and understanding. Handle conflict promptly, appropriately and in the correct environment by asking for help and offering positive solutions to problems that are identified.
- Conduct FAC related business with integrity and in an ethical manner.
- Be sensitive to an environment where a number of clients will be grieving. Refrain from engaging in loud conversations, laughter, and other social conversations in client areas.
- Assist others in providing care and/or services promptly. Act as an ambassador of the FAC by maintaining positive communication regarding the FAC, both inside and outside the facility.
- Clearly identify yourself and your position to clients and staff and wear your nametag at eye level.
- Be understanding and sensitive to the difficult situation that clients face. Do not criticize decisions in the presence of clients.
- Protect the property and other assets entrusted to you by clients and others against loss, theft, or abuse.
- Take responsibility and be accountable for your entire job requirements as outlined in position checklists and organizational policies.

# ATTACHMENT 2 | JOB ACTION SHEETS

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- FAMILY REUNIFICATION CENTER/ASSISTANCE CENTER BRANCH DIRECTOR
- PUBLIC INFORMATION OFFICER
- LIAISON OFFICER
- FACILITY LIAISON
- CLIENT BRIEFING FACILITATOR
- RECEPTION AND REGISTRATION UNIT
- FAMILY HOST UNIT
- REUNIFICATION DIVISION
- NOTIFICATION UNIT
- HOSPITAL ADMISSION UNIT
- DECEDENT STATUS UNIT
- MISSING PERSONS UNIT
- SERVICES UNIT
- MENTAL HEALTH SERVICES UNIT
- SPIRITUAL CARE UNIT
- SOCIAL SERVICES UNIT
- VICTIM SERVICES UNIT
- PUBLIC HEALTH UNIT
- RECOVERY SERVICES UNIT
- SECURITY UNIT
- SITE SAFETY UNIT
- SITE SECURITY UNIT
- LOGISTICS SECTION CHIEF
- PLANNING SECTION CHIEF
- FINANCE/ADMIN SECTION CHIEF

## FAC BRANCH DIRECTOR

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*Mission: The mission of the FAC Branch Director is to provide overall direction to the activation, operation, and demobilization of the FAC. This includes development and implementation of strategic goals and objectives; approval and release of resources; and any functions not assigned or delegated.*

### PREPAREDNESS

- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Review the FAC base plan and familiarize yourself with the type of information available in the appendices.
- Conduct an initial briefing that may include the following:
  - Review of completed ICS 201 form
  - A brief synopsis of the incident
  - Priorities and objectives
  - Code of Conduct
  - Logistics and layout
  - A brief synopsis of the services provided at the FAC, to include disability services: emphasize the quality care of clients
  - Staffing organization and work tasks
  - The date, time and location that the FAC will be activated
- Once the date, time and location of FAC activation have been confirmed, formal notifications should be made to key stakeholders as prescribed by SEMS. A broad range of resources should be used to disseminate FAC service information to clients, and the general public (e.g., ALERTMontereyCounty, media and social media). Develop releases to disseminate to broadcast news media.
- Coordinate with the PIO and Liaison Officer to conduct comprehensive outreach regarding the FAC activation announcement. Provide information to telephone banks, community organizations, media, government agencies, foreign diplomatic corps representatives, etc. Consider establishing an information hotline for families of victims to call regarding FAC services. Ensure that information is accessible by people with disabilities. Information provided should include:
  - A brief synopsis of the incident
  - A brief synopsis of the services provided at the FAC
  - The date, time and location that the FAC will be activated
  - The type of information that clients will be asked to provide at the FAC (e.g., furnish government issued identification, description of the victim, including date of birth, etc.)

## ACTIVATION

- Review position checklist and any special instructions from the EOC (or other appropriate authority) including:
  - Determine the level and type of service needed based on the incident
  - Determine FAC Branch ICS organization charts
  - Determine staffing needs and initiate requests for staff
  - Identify and activate incident specific ICS structure
  - Determine the FAC location
  - Identify expectations, needs and challenges
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Select a staff member to act as the Client Briefing Facilitator. This individual should not be selected based on FAC position, but rather on the following qualifications: experience in public speaking and community interaction, and the ability to conduct the Client Briefings in a caring, comforting manner that is sensitive to clients' emotional conditions.
- Identify the Facility Liaison, if applicable. Select a staff member, such as the Liaison Officer, to coordinate with the Facility Liaison regarding the use of the facility for the FAC.
- Coordinate with ICS Command to provide activation information to responding staff:
  - Reporting time
  - Travel instructions
  - Any special communications instructions
- Ensure management organization (ICS structure) is established and communicated to all staff. Ensure that FAC Command Staff and Unit Chiefs have (at minimum) reviewed the Activation, Operation and Demobilization sections of the Monterey County Operational Area FAC Plan, are familiar with the resources provided in the appendices of the Monterey County Operational Area FAC Plan, and have participated in FAC training and exercise events.
- Review FAC site plan, if available. Oversee and direct set-up of FAC site. Direct the Operations Section Chief to initiate the set-up of staff registration.
- In coordination with the Incident Commander (or representative), establish communications procedures and protocols for the transmittal of information that affects, or may affect, the operations of the FAC.
  - Designate the persons (by position title, e.g., Liaison Officer) who have the authority to request or transmit information between the FAC and Incident Command.
    - Specify the means of communication to be employed (land line, cell, etc.) and record the applicable contact information.

- Specify a schedule for regular updates.
- If conference calls are scheduled, identify the persons by position that should participate and document contact information.
- Document the agreed-upon procedures in the initial and subsequent Incident Action Plans.
- Maintain a communications log noting the date, time, and name/title of the initiator and receiver and the subject of the communication.
- Document all communications using ICS Form 213 (hard copy or WebEOC).
- Establish contact and communications protocols with EOC. Regularly scheduled communications should include:
  - General information sharing concerning the incident.
  - Overall Incident Management.
  - Information concerning the operational status of the FAC.
- Establish contact and communications protocols with the Incident Commander at the incident site(s).
- Establish contact and communications protocols with the representative of the FAC site owner.
- Coordinate with the PIO to ensure that key stakeholders are notified of the FAC activation, to include political officials, the media, and the public. Ensure that communications mechanisms are exercised that address persons with disabilities.
- Consider the need and use of a Virtual FAC. If warranted, assign responsibility of implementing a virtual FAC
- Oversee Just-in-Time Training. Review position checklists for and become familiar with the mission of the positions that report to you (Command Staff and Unit Chiefs).
- Conduct initial Command Staff meeting/briefing. Ensure the preparation of the initial Incident Action Plan.
- At the conclusion of Just-in-Time Training review the objectives on the ICS 201 form and provide direction.

Upon recommendation from Unit Chiefs, Security Unit Supervisor, and Site Safety Unit that FAC is ready for operations, officially activate the FAC and notify the EOC and the Incident Commander that the FAC is activated.

## RESPONSE

- Exercise responsibility for overall operation of the FAC.
- Coordinate activity for all Command Staff and Unit Chiefs.
  - Identify, review and communicate goals and objectives for FAC operation with Command Staff and Unit Chiefs (see ICS 201 form)

- Provide direction to Command Staff and Unit Chiefs as needed
  - Ensure that accurate information, and equal access to information, is being released in a timely manner through the PIO
- Coordinate with key stakeholders and officials through the Liaison Officer
- Coordinate with Security Unit Supervisor to ensure continued safety of facilities and staff
- Establish a meeting schedule. Conduct ongoing meetings with Command Staff and Section Chiefs
- Ensure the coordination of Command/Unit Chief planning meetings on a regular basis to communicate information concerning FAC operations, status of the recovery effort, and other information of importance. At a minimum, the following staff meetings are recommended:
  - An “all FAC staff” meeting once per operational period
  - Two command staff meetings, one near the beginning and one near the end of each operational period
  - Unit and Unit meetings at the discretion of the Unit Chief/Unit leader
  - Demobilization meeting
- Ensure the coordination of Client Briefings.
- Maintain communications with the Incident Commander. Provide periodic status reports to the EOC.
- Approve requests for additional resources or for the release of resources from the Logistics Section Chief.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming FAC Director at shift change.

## DEMOBILIZATION

- Review demobilization section Monterey County Operational Area FAC Plan. In coordination with the Planning Section Chief and the EOC, determine that the FAC can be demobilized.
- Conduct demobilization meeting with Command Staff and Unit Chiefs. Advise the EOC and Incident Commander of the date/time of demobilization. Coordinate with the representative of the FAC site facility owner as necessary.
- Return equipment and unused supplies issued by the FAC to Logistics.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Ensure that your activity log (ICS Form 214) is given to the Documentation Unit.

- Sign out and turn in all documentation to include position checklists and evaluation forms.

## PUBLIC INFORMATION OFFICER

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*Mission: The PIO is responsible for developing and releasing information about the FAC to the news media, incident personnel, and other appropriate agencies and organizations. The PIO reports to the FAC Branch Director.*

### PREPAREDNESS

- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Review the FAC base plan and familiarize yourself with the type of information available in the appendices.
- Receive an initial briefing that may include the following:
  - Review of completed ICS 201 form
  - A brief synopsis of the incident
  - Priorities and objectives
  - Code of Conduct
  - Logistics and layout
  - A brief synopsis of the services provided at the FAC, to include disability services: emphasize the quality care of clients
  - Staffing organization and work tasks
  - The date, time and location that the FAC will be activated
  - Resources available for maintaining situational awareness.
- Once the date, time and location of FAC activation have been confirmed, formal notifications should be made to key stakeholders as prescribed by SEMS. A broad range of resources should be used to disseminate FAC service information to clients and the general public, (e.g., ALERTMontereyCounty, social media, etc.). Assist the PIO in developing releases to disseminate to broadcast news media.
- If directed by the FAC Branch Director begin the process if implementing a virtual FAC
- Coordinate with the Liaison Officer and FAC Director to conduct comprehensive outreach regarding the FAC activation announcement. Provide information to telephone banks, community organizations, media, government agencies, foreign diplomatic corps representatives, etc. Consider establishing an information hotline for families of victims to call regarding FAC services. Ensure that information is accessible by persons people with disabilities. Information provided should include:
  - A brief synopsis of the incident
  - A brief synopsis of the services provided at the FAC



- The date, time and location that the FAC will be activated
  - The type of information that clients will be asked to provide at the FAC (e.g., furnish government issued identification, description of the victim, including date of birth, etc.)
- Develop a one-page document that contains instruction and guidance for family members on what to expect and how to interface with the media.
  - Develop a set of rules of engagement for media personnel at the FAC. For example, one rule would include that media personnel are not permitted inside the FAC.
  - Develop standardized messages and briefing templates for utilization in media briefings and in informing political officials. Ensure that these “canned” messages are developed in coordination with Monterey County Office of Emergency Services and city stakeholders. Include the messages in the Monterey County Operational Area FAC Plan.

## ACTIVATION

- If available) Upon arrival at the FAC site, check in the Reception Unit. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and don appropriate (a) badge, if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review your position checklist to determine and prioritize duties.
- Establish contact with the PIO in the EOC.
- Develop and execute a strategy for management of public information, including communications with the political officials, the media and public. Ensure that political officials are provided with information regarding the FAC mission and objectives. Ensure that the public information strategy accommodates people with disabilities. Submit this strategy to the FAC Branch Director.
- Ensure the establishment of a media center near the FAC (e.g., on the opposite side of the parking lot). Establish and maintain a regular briefing schedule with the media. Share rules of engagement (referenced under Pre-activation) at the beginning of each briefing.
- Maintain a list of media at media center.
- Ensure the establishment of an information telephone line for families not at the FAC (e.g., 211 Monterey County, etc.).
- Request additional resources as needed.

## OPERATION

- Receive briefing from the FAC Director regarding the expectations, goals and objectives.
- Coordinate the release of all information to the public, the media, and to other outside agencies in a manner that is congruent with the guidance prescribed in the Activation and Operations sections of the Monterey County Operational Area FAC Plan. In coordination with the FAC Branch Director, schedule and organize media briefings. Issue press releases and/or advisories as appropriate. Ensure that Command Staff and Unit Chiefs have copies of media releases.
- Ensure that a one-page document that contains instruction and guidance for family members at the FAC on what to expect and how to interface with the media is disseminated to arriving clients. Ensure that families have an opportunity to ask questions regarding media management.
- Oversee operations for the information line for families not at the FAC (e.g., 211 Monterey County, etc.). Maintain communications with the incident site and EOC PIOs.
- Attend Command/Unit Chief planning meetings.
- Ensure that information regarding memorial services is communicated to key stakeholders.
- Instruct all FAC supervisory personnel (Unit Chiefs, Command Staff, unit/Unit leaders) to refer media requests to the PIO, and to not answer questions from the media.
- Establish yourself as contact person for any members of the media arriving at the FAC. Direct members of the media to the designated area. Respond to media requests for information. Refer media inquiries to the appropriate source of information.
- Monitor media reports to ensure reporting is accurate, and to respond to rumors and misinformation. Collect information from the media that may be useful to the FAC Director, Planning Section Chief, or other FAC units.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming FAC PIO at shift change.

## DEMOBILIZATION

- Communicate demobilization information with the political officials, the media and public. Ensure that information regarding follow-on services is clearly communicated to key stakeholders.
- Coordinate the demobilization of the media center and information telephone line. Ensure that an alternate point of contact is provided for inquiries made after the FAC is demobilized.
- Coordinate continuing support for the Virtual FAC (if implemented)
- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).

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

## LIAISON OFFICER

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*Mission: The mission of the Liaison Officer is to function as the point of contact for representatives of other governmental agencies, NGOs, and/or the private sector to provide input on their agency's policies, resources availability, and other incident related matters. The Liaison Officer reports to the FAC Branch Director.*

### PREPAREDNESS

- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Review the FAC base plan and familiarize yourself with the type of information available in the appendices.
- Receive an initial briefing that may include the following:
  - Review of completed ICS 201 form
  - A brief synopsis of the incident
  - Priorities and objectives
  - Code of Conduct
  - Logistics and layout
  - A brief synopsis of the services provided at the FAC, to include disability services: emphasize the quality care of clients
  - Staffing organization and work tasks
  - The date, time and location that the FAC will be activated
  - Resources available for maintaining situational awareness)
- Once the date, time and location of FAC activation have been confirmed, formal notifications should be made to key stakeholders as prescribed by SEMS. A broad range of resources should be used to disseminate FAC service information to clients and the general public, (e.g., ALERTMontereyCounty, social media, etc.). Assist the PIO in developing releases to disseminate to broadcast news media.
- Coordinate with the PIO and FAC Branch Director to conduct comprehensive outreach regarding the FAC activation announcement. Provide information to telephone banks, community organizations, media, government agencies, foreign diplomatic corps representatives, etc. Consider establishing an information hotline for families of victims to call regarding FAC services. Ensure that information is accessible by people with disabilities or AFN. Information provided should include:
  - A brief synopsis of the incident
  - A brief synopsis of the services provided at the FAC
  - The date, time and location that the FAC will be activated
  - The type of information that clients will be asked to provide at the FAC (e.g., furnish government issued identification, description of the victim, including date of birth, etc.)

- (If available) Upon arrival at the FAC site, check in with the reception Unit. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and don appropriate (a) badge provided by FAC staff (if available) and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training.
- Coordinate with external agency liaisons as necessary to ensure seamless response, to include:
  - Maintain a current roster of all external liaison personnel in the FAC
  - Establish a work area for liaison personnel
  - Determine and document the mission/role of each external agency represented in regards to the specific disaster
  - Develop a meeting schedule and conduct meetings of external liaison personnel as necessary
  - Facilitate exchange of information between external liaison personnel and FAC units as necessary
  - Ensure the FAC Director is kept apprised of which external agencies are represented in the FAC
- Establish contact with the Liaison Officer in the EOC.
- If designated by the FAC Branch Director, establish contact with the Facility Liaison to discuss the use of the facility for the FAC.
- Request additional resources as needed.
- Contact all supervisory personnel (Command Staff, Unit Chiefs, Unit/unit supervisors) at the FAC:
  - Identify yourself as the contact point for outside agencies.
  - Give out your cell telephone and landline numbers.
  - Report to the FAC Director when this is complete.

## **RESPONSE**

- Receive briefing from the FAC Director regarding the expectations, goals and objectives.
- Develop and execute a strategy for maintaining liaison with key stakeholders that is congruent with the guidance prescribed in the Operations section of the Monterey County Operational Area FAC Plan. Serve as point of contact for all outside agencies for all issues with the exception of security, safety and public information. Instruct all FAC supervisory personnel.

- Maintain a list of assisting and cooperating agencies/organizations, including all agencies/organizations represented in the FAC. Keep partner agencies/organizations briefed on FAC status.
- Provide this list to the FAC Branch Director. Develop a strategy (who should be informed, at what intervals, what information will be included, etc.) for keeping key agencies informed of FAC operations and progress. Provide this to the FAC Director.
- Relay requests, questions, and concerns from FAC staff to agency representatives and from agency representatives to FAC staff.
- Attend Command/Section Chief planning meetings.
- Attend Client Briefings.
- Notify the FAC Branch Director of significant events/occurrences related to your position.
- Coordinate and conduct briefings for visiting VIPs as directed by the FAC Branch Director.
- Monitor FAC operations to identify current or potential inter-agency organizational problems.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming FAC Liaison Officer at shift change.

## DEMOBILIZATION

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

# CLIENT BRIEFING FACILITATOR

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*Mission: The mission of the Client Briefing Facilitator is to deliver timely and accurate information to clients during each Client Briefing in a caring, comforting manner that is sensitive to clients' emotional conditions. The Client Briefing Facilitator reports to the FAC Branch Director.*

## PREPAREDNESS

- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Review the FAC base plan and familiarize yourself with the type of information available in the appendices.
- Receive an initial briefing that may include the following:
  - Review of completed ICS 201 form
  - A brief synopsis of the incident
  - Priorities and objectives
  - Code of Conduct
  - Logistics and layout
  - A brief synopsis of the services provided at the FAC, to include disability and AFN services: emphasize the quality care of clients
  - Staffing organization and work tasks
  - The date, time and location that the FAC will be activated
  - Resources available for maintaining situational awareness

## ACTIVATION

- (If available) Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. At the conclusion of Just-in-Time Training.
- Receive briefing from the FAC Branch Director regarding the expectations, goals and objectives.
- Develop and execute a strategy for the Client Briefings.
- Request additional resources as needed.
- Receive briefing from the FAC Director regarding the expectations, goals and objectives.

- As directed by the FAC Director, lead the coordination of Client Briefings. Work with the FAC Branch Director, PIO, Branch Directors, Section Chiefs, and other stakeholders as appropriate to determine the content and approach to Client Briefing conduct. Ensure that remote questions and issues of clients are addressed. Ensure that briefings start on time. A suggested agenda for client briefings includes:
  - Rescue and recovery efforts
  - Victim identification efforts
  - Investigation updates
  - Site visits, memorial services (if appropriate)
  - Disposition and return of remains
  - Return of personal effects
  - Description of services available at the FAC
  
- The process for scheduling and conducting client briefings is as follows:
  - The Client Briefing Facilitator, in coordination with the FAC Branch Director, schedules the time and location of client briefings.
  - Logistics prepares the briefing room with chairs, lecterns, conference call equipment, and other audio/visual equipment (as required).
  - The Client Briefing Facilitator, in coordination with the Mental Health Services Unit, supervises the notification of clients and FAC operational Units of the time and location.
  - At least one (1) sign language interpreter should be present at the FAC at activation. The Disabilities and AFN Unit arranges for language and sign interpreters and other disabilities and AFN services, as directed by the Disabilities and AFN Unit Leader.
  - The Mental Health Services Unit arranges for attendance of appropriate Spiritual Care Unit personnel.
  - The Public Health Services Unit arranges to have nurses present or on standby in close proximity to the briefing room.
  - The Site Security Unit provides security to ensure that only clients and appropriately badged staff are allowed access to the briefing room.
  
- Attend Command/Section Chief planning meetings.
- Facilitate Client Briefings in a caring, comforting manner that is sensitive to clients' emotional conditions.
- Ensure that all information stated at each Client Briefing is posted on the electronic communication boards.
- Monitor media reports to consider additional information to be included in Client Briefings. Collect information from the media that may be useful to the FAC Branch Director, Planning Section Chief, or other FAC units



- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Client Briefing Facilitator at shift change.

#### **DEMOBILIZATION**

- Review demobilization section of Monterey County Operational Area FAC Plan.
- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Documentation Unit.
- Sign out at the personnel check-out station.

## RECEPTION/REGISTRATION UNIT DIRECTOR

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*Mission: The Reception/Registration Unit is responsible for coordinating client and staff reception and registration operations. The Reception/Registration Unit provides intake services for arriving clients and maintains a database of all clients and staff who arrive at the FAC. The Reception/Registration Unit Director reports to the FAC Branch Director.*

### ACTIVATION

NOTE: The Reception/Registration Unit is responsible for registration of all FAC staff and clients and must be among the first to arrive.

- (If available) Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of the FAC Units and Units.
- Ensure that staff are familiar with the location of key resources, to include the FAC forms (in client check-in area), registration spreadsheets (loaded on computers in staff and client check-in areas), layouts (in check-in area), etc.
- Monitor and provide direction as needed. Coordinate with Units and Unit to review the registration and flow strategy based on the layout of the facility and the objectives of the FAC. Coordinate with the Family Host Unit Supervisor to develop a strategy to maintain a comfortable environment for clients.
- Request additional resources as needed.

### RESPONSE

- Communicate with, organize, and prepare assignments for Reception/Registration Unit personnel. Develop and maintain a strategy to replenish and provide breaks for Reception/Registration Unit personnel. Make changes as necessary to organization, personnel assignments, and method of operation.
- Ensure that staff understands the plan to accommodate clients with disabilities.
- Ensure that Unit Supervisors have coordinated with JIT Trainer for JIT training for late arriving staff.
- Receive completed FAC forms from the Reception/Registration Unit. Ensure that completed forms are submitted.

- Inform FAC Branch Director of activities.
- Maintain Unit/Activity Log (ICS Form 214) or WebEOC as appropriate.
- Attend Client Briefings.
- Brief incoming Reception/Registration Unit Director if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed

## **DEMOBILIZATION**

- Direct Unit and Unit supervisors to collect all documentation from their subordinates and submit it to you. Turn this documentation in.

## RECEPTION/REGISTRATION UNIT SUPERVISOR

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*Mission: The Reception/Registration Unit is responsible for the reception of clients and ensuring registration of clients and FAC staff. This includes verifying client identification and ensuring that clients requesting accommodations receive appropriate access to services, waiting area assignments, and FAC forms. The Reception/Registration Unit coordinates badging of clients and staff.*

*The Registration Unit Supervisor reports to the Reception Unit Director*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your unit and the tasks for those who report to you:
  - Check-in Staffers
  - Greeters
- Ensure that staff are familiar with the location of key resources, to include the FAC forms (in client check-in area), registration spreadsheets (loaded on computers in staff and client check-in areas), layouts (in check-in area), WebEOC access, etc.
- Ensure that any training instructions to your staff are also provided in written context in order to enhance your staff's understanding.
- Ensure that badging staff are present at check-in to support the provisioning and enforcement of badging.
- Coordinate with the Family Host Unit Supervisor to develop a strategy to maintain a comfortable environment for clients.
- Brief subordinate staff and make task/job assignments.
- Ensure that a minimum of one Check-in Specialist is assigned to the staff check-in area and a minimum of one Check-in Specialist is assigned to the client check-in area at all times. Adjust staffing based on need.
- Ensure that Check-in Specialists are familiar with staff members who may peruse the client lines (Mental Health Services Unit, Spiritual Care Unit, Greeters, and Disability staff). Ensure that a strategy is implemented for staff to advise clients of the services available at the FAC and refer those who request support services or disability assistance.
- Ensure that Greeters know where to refer clients who request support. Greeters should not provide support services (e.g., counseling); rather refer clients to the applicable

provider.

- Ensure that Registration Unit staff understand FAC forms, and understand that completed forms should be submitted to the Reception Unit Supervisor. Advise that FAC forms that contain sensitive information may not be left unattended.
- If needed, assign one of your staff members to monitor the check-in line to prevent congestion.
- Ensure late arriving staff are directed to the JIT Trainer following registration.
- Monitor and provide direction as needed.
- Request additional resources as needed through your supervisor

## RESPONSE

- Communicate with, organize, and prepare assignments for subordinate personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Develop strategy to ensure that Reception/Registration Unit personnel activities are coordinated. Ensure that Check-in Specialists, Greeters, Family Hosts, and those members of FAC staff who peruse the line are familiar with one another and are working in a coordinated fashion.
- Coordinate with JIT Trainer and ensure that late arriving staff are directed to appropriate location for JIT training.
- Inspect and organize reception and registration area. Ensure proper placement of chairs, tables, signage, etc. Ensure the provision of signage that displays the universal symbol for sign language interpreter icon. Ensure that signage indicates that persons seeking support in other languages are also accommodated. Check supplies. Ensure adequate quantity of sign-in sheets, arriving/departing personnel databases and FAC forms.
- Ensure that Check-in Specialists register arriving clients per their Position Checklist. Special Instructions for client registration area:
- Request resources to ensure that any requests from people with disabilities are met. This may include:
  - Acquisition of special equipment for persons with physical disabilities, visual impairment, hard of hearing, mental disabilities, intellectual disabilities, and/or learning disabilities.
  - Acquisition of personnel with special skills not included in the current staffing complement.
  - Acquisition or set-aside of dedicated space, e.g., child care center or play area.
  - Ensure that a blanket announcement is made at regular intervals to all people in line that disability related support services will be made available upon request.
- Triage incoming clients to assess disability accommodations that may be requested (mobility impaired, service animals, minor children, visual or hearing impaired, limited English, etc.)

Notify supervisor of assistance requests in meeting identified disabilities of clients and staff.

- Ensure that staff ask clients whether they witnessed anything at the incident site. If the client responds that he/she had witnessed something of value, the assigned Family Host should refer him/her to Investigation Support Unit.
- Ensure that Check-in Specialists provide FAC forms to clients per their Position Checklist. Assign staff to review FAC forms at regular intervals after they have been submitted. If FAC forms are incomplete, assign staff to review forms with clients to ensure completeness and accuracy, and to resolve any discrepancies. Ensure that completed FAC forms are submitted to the Reception Unit Director for review and quality assurance.
- Maintain current roster of clients present in the FAC to include name, contact information, etc.; make available to each FAC section.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend Client Briefings.
- Inform Reception Branch Director of activities.
- Brief incoming Registration Unit Supervisor if a subsequent Operational Period is scheduled.

NOTE: For incidents that call for coordination with Amtrak, FBI Investigators, or other investigatory agencies/organizations (e.g., missing children investigators), direct arriving personnel to the Investigation Support Unit.

## DEMOBILIZATION

- Collect all documentation from staff. Turn this documentation into the Reception Unit Director.

# CHECK-IN SPECIALIST

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*Mission: The Check-in Specialist is responsible for conducting FAC staff check-in and client check-in.*

*The Check-in Specialist reports to the Reception/Registration Unit Supervisor.*

## ACTIVATION

NOTE: The Reception Unit, to include its associated staff (e.g., Check-in Specialist) is responsible for the registration of all FAC staff and clients and must be among the first to arrive.

- (If available) Upon arrival at the FAC site, check in at the Registration Unit check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- If not provided, report to the Resources Unit to obtain computers or other electronic equipment; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff.
- Report to your assigned workstation. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Request additional resources as needed

## RESPONSE

- Take direction from the Registration Unit Supervisor and conduct FAC registration.

## STAFF CHECK-IN INSTRUCTIONS

- Ensure the following steps are taken to check-in staff:
  - Welcome arriving staff to the FAC.
  - Ask arriving staff for his/her first and last name. Ask staff to present government identification and agency/organization identification. In the event that the staff member does not have an assigned role or is otherwise not on the registration list, the Check-in Specialist should send them to the Personnel Unit Supervisor for role assignment.
  - Cross-reference his/her name to the staff registration list. On the list, mark that the staff member is present by noting their arrival date/time and the number of his/her badge. Advise that his/her FAC and agency/organization badges must be visible on the outer layer of clothing at all times. All personnel, to include uniformed responders, are required to furnish government and agency identification, and, if provided, wear a FAC badge.
  - Provide the staff member with FAC floor plan, ICS Form 207 (Organizational Chart), and

any other materials.

- Provide Unit Leaders with ICS Form 203 (Organizational Assignment List), and ICS Form 214 (Unit Log).
- Attend Just-in-Time Training. Staff members who arrive after the Just-in-Time Training has concluded should be sent to the Just-in-Time Trainer to receive JIT briefing.
- Direct media personnel to media site.

NOTE: For incidents that call for coordination with Amtrak, FBI Investigators, or other investigatory agencies/organizations (e.g., missing children investigators), direct arriving personnel to the Investigation Support Unit.

#### STAFF CHECK-OUT INSTRUCTIONS

- Ensure the following steps are taken to check-out staff:
  - Thank the staff member for his/her service.
  - Collect the FAC staff badge (if one was provided).
  - Note the exit date/time of the staff member.

#### CLIENT CHECK-IN INSTRUCTIONS

- Ensure the following steps are taken to check-in clients:
  - Welcome arriving clients to the FAC.
  - Ask the arriving client for his/her name and to present government identification (e.g., driver's license). Ask for the name of the family member or friend that he/she believes was involved in the disaster. In the event that the client does not have government identification, ask them whether other family or friends are present in the FAC. If they are, send a runner to get the family member/friend to confirm that this person is with their Unit. If the family member or friend confirms them, they may be admitted. If the family member or friend advises that this person is not part of their Unit, they may not be admitted. If no family or friends are present in the FAC, the person may be granted entry.
  - Document the client's name, the name of the victim, the number of his/her badge (if provided), and his/her arrival date/time on the registration list.
  - Provide the client with the layout and badge. Advise the client that the badge (if provided) must be visible on the outer layer of clothing at all times.
  - Ask the client whether he/she has family or friends present at the FAC. If the answer is no, provide the FAC Forms and indicate that the forms should be completed in the waiting area. Advise that they may submit completed forms to staff in the waiting area. Advise them that staff members will be floating in the waiting area should they have questions regarding the forms. (If the client responds that family or friends are present, it is not



necessary to provide forms.)

- Advise that several services are available for the client. Motion in the direction of the various services (E.g., Mental health counselors, spiritual care providers and a first aid area are this way, social services, recovery services is this way.) Advise that if the client needs other accommodations, he/she may let any staff member know.
  - Advise what time(s) the briefings regarding the incident will be held in the waiting area.
  - Ask the client whether he/she witnessed anything at the incident site. If the client responds that he/she had witnessed something of value, the assigned Family Host should refer him/her to the Investigation Support Unit.
  - If the client did not witness anything of value, direct the client to go inside.
- Ensure that at least one staff member is present to support client check-in at all times.
- Direct media personnel to media site.

#### CLIENTS CHECK-OUT INSTRUCTIONS

- Ensure the following steps are taken to check-out clients:
- Thank the client for coming.
  - Collect the client badge, if one was provided.
  - Note the exit date/time of the client.

Special Instructions for client registration area:

- Request translation services as needed.
- Request resources as needed to ensure that any disabilities for clients are met. This may include:
- Acquisition of special equipment for persons with physical disabilities, visual impairment, hard of hearing, etc.
  - Acquisition of personnel with special skills not included in the current staffing complement.
  - Acquisition or set-aside of dedicated space, e.g., childcare center or play area.
  - Ensure that a blanket announcement is made at regular intervals to all people in line that disability and AFN related support services will be made available upon request.

## DEMOBILIZATION

- Collect, organize and file check-in related documentation. Submit all documentation to your supervisor.



## RECEPTION/REGISTRATION UNIT RUNNER

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*Mission: The Reception/Registration Unit is responsible for processes and deliverables related to reception and registration of clients and FAC staff. The Reception/Registration Unit runner reports to the Reception/Registration Unit Supervisor.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- Check in with your supervisor in order to review your position checklist, familiarize you with the layout of your area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Stand in the vicinity of the check-in area and respond to requests from staff.

### RESPONSE

- Respond to requests for support from staff. This may include going to and from the Client Waiting area to obtain family members who can identify their relatives attempting to enter the FAC without identification; obtaining requested personnel or support (e.g., mental health providers, spiritual care providers, etc.); obtaining additional FAC forms, layouts and other materials that clients may need.
- Escort late arriving staff to JIT training area as directed.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend Client Briefings.

### DEMOBILIZATION

- Submit all documentation to your supervisor.

## FAMILY HOST UNIT SUPERVISOR

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*Mission: The Family Host Unit provides a compassionate host for clients, ensures that clients are aware of the available services at the FAC, and that requests are tracked and addressed. Family Hosts provides assistance with form completion and ensure that clients have access to needed logistical resources (e.g., a place to sit, refreshments, etc.). Ideally 1 Host per family. The Family Host Unit Supervisor reports to the Reception/Registration Unit Director.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, Review your unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan, client forms, support service areas, Notification Unit area, Form 1D: Family Host Client List (a tool provided to ensure that the support and notification requests of clients are met), and Form 1A: Family Host Unit Form Tracker (a tool provided to ensure that all client forms are included).
- Monitor and provide direction as needed. Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Brief subordinate staff and make task/job assignments.
- Request additional resources as needed through your supervisor.

### RESPONSE

- Communicate with, organize, and prepare assignments for subordinate personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Monitor Form 1D: Family Host Client List, to ensure that notification and support services requests are being met. Direct subordinate staff to partner with a Mental Health Unit staff member to follow up with staff and clients as needed to ensure that requests are met. Ensure that Family Hosts and their respective family assignment(s) are clearly documented and accurate.

- If a client reports that he/she witnessed something of value related to the incident, ensure that the client's assigned Family Host informs the Investigations Support Unit.
- Coordinate activities of Family Host Unit personnel. Ensure that a strategy is developed to "hand-off" clients during a FAC staff shift change. As possible, a Unit of two people should be assigned to each family so as to rotate break and off-shift periods.
- Inform Reception/Registration Unit Director of activities.
- Inspect and organize client areas (e.g., waiting room, mental health area, spiritual care area, etc.). Ensure proper placement of chairs, tables, tissues, etc.
- Ensure adequate supplies of resources for clients (e.g., tissues, chairs, etc.). Determine the type of additional resources that are needed. Communicate resource requests to supervisor.
- Ensure that family members are aware of the resources available at the FAC. Announce briefing times, available support services, etc. at regular intervals. Use the PowerPoint slide deck preloaded onto the computer in the Client Waiting Area to display key messages as needed.
- Receive and store resources for clients as needed.
- Maintain Unit/Activity Log (ICS Form 214 or WebEOC).
- Attend Client Briefings.
- Brief incoming Family Host Unit Supervisor if a subsequent Operational Period is scheduled.

## **DEMOBILIZATION**

- Collect all documentation from staff. Turn this documentation into the Reunification Division Supervisor.

## NOTIFICATION UNIT SUPERVISOR

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*Mission: The Notification Unit performs notifications to clients regarding the status or location of their loved one. The Notification Unit is responsible for tracking the status of completed client forms. The Notification Unit Supervisor reports to the Reunification Division Supervisor.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review your Unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. You may refer to the Unit and Unit Specific Just-in-Time Training document for talking points.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan and the FAC client forms. Ensure that staff set up a tracker to monitor client forms, such as **Form 1E: Notification Unit Tracking Form**.
- You or your designee should contact the lead law enforcement agency to establish parameters for the release of patient names and locations to the FAC. This may include the use of a code or phrase to be used when contacting law enforcement or hospital partners to obtain information.
- Monitor and provide direction as needed. Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Brief subordinate staff and make task/job assignments.
- Request additional resources as needed through your supervisor.

### RESPONSE

- Receive direction from the Reunification Division Supervisor as to who will be involved in notification for victims that (a) have been transported to hospitals (b) are deceased, or are (c) still missing.
- Receive completed forms from Family Hosts. Log the receipt of forms using **Form 1E: Notification Unit Tracking Form**. Review forms and provide completed forms to the

#### Hospital Admission Unit.

- Coordinate the identification and location of the client(s) to receive notification and escort them to the restricted Notification area.
- Every two (2) hours or as needed, direct staff to follow up with the Hospital Admissions Unit, Decedent Status Unit, and Missing Persons Unit regarding the status of each victim listed on the Notification Unit Tracking Form.
- Provide status update reports to the Reunification Division Supervisor.
- Make notifications to clients as appropriate.
- Review and enforce policies as directed in **Appendix IX: Client Notification Procedures.67**
- Ensure that ALL notifications are conducted in a private setting.
- After each notification, ask the client if they would like additional support services provided at the FAC. Ensure that clients are accommodated as requested.
- As directed by the Reunification Division Supervisor, coordinate with the Social Services Unit to support the arrangement of site visits and memorial services if/when requested to do so.
- Contact appropriate Consulate if victims include non-US citizens.
- Monitor and track the number of notifications made. Report this information to the Reunification Division Supervisor at regular intervals.
- Communicate with, organize and prepare assignments for Unit personnel. Develop and maintain a strategy to replenish and provide breaks for personnel.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief the incoming Notification Unit Supervisor if a subsequent Operational Period is scheduled.

#### DEMOBILIZATION

- Collect all documentation from staff. Turn this documentation into the Reunification Division Supervisor.

## NOTIFICATION UNIT STAFF

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*Mission: The Notification Unit performs notifications to clients regarding the status or location or their loved one. The Notification Unit is responsible for tracking the status of completed client forms.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review your position checklist with you, familiarize you with the layout of your area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Familiarize yourself with the location of key resources, to include the FAC Plan and the FAC client forms. Set up a tracker to monitor client forms, such as Form 1E: Notification Unit Tracking Form.
- At the instruction of the Notification Unit Supervisor, contact the lead law enforcement agency to establish parameters for the release of patient names and locations to the FAC. This may include the use of a code or phrase to be used when contacting law enforcement or hospital partners to obtain information.
- Request additional resources as needed through your supervisor

### RESPONSE

- As directed by your supervisor, support the identification and location of the client(s) to receive notification and escort them to the restricted Notification area.
- Make notifications to clients as appropriate.
- Ensure that ALL notifications are conducted in a private setting.
- After each notification, ask the client if they would like additional support services provided at the FAC. Ensure that clients are accommodated as requested.
- As directed by your supervisor, coordinate with the Social Services Unit to support the arrangement of site visits and memorial services.



- Contact appropriate Consulate if victims include non-US citizens.
- Monitor and track the number of notifications made. Report this information to your supervisor at regular intervals.
- Maintain Unit/Activity Log (ICS Form 214).

## **DEMOBILIZATION**

- Submit all documentation to your supervisor.

## HOSPITAL ADMISSION UNIT SUPERVISOR

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*Mission: The Hospital Admission Unit coordinates information regarding injured victims. The Hospital Admission Unit maintains and disseminates the identification, status and location of injured victims who were transported to hospitals. The Hospital Admission Unit facilitates communications between FAC management and hospital-based family information centers (if opened).*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review your Unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan and the FAC client forms. Ensure that staff set up a tracker to monitor client forms, such as **Form 1F: Tracking Form**.
- Monitor and provide direction as needed. Ensure that staffing is adequate per **Appendix V: Staffing Guidelines**.
- Brief subordinate staff and make task/job assignments.
- Request additional resources as needed through your supervisor

### OPERATION

- Receive completed FAC forms from the Notification Unit. Direct staff from the Hospital Admission Unit to review the forms to determine whether the victim is at the hospital. Utilize ReddiNet to determine whether victims have been transported to hospitals in Monterey County.
- If the victim has not been identified as being at a hospital, direct staff to give the forms to the Decedent Status Unit.
- Review FAC forms and provide information on the number, location, and identification of injured persons transported to hospitals, and report to the Reception/Reunification Division Supervisor.

- Assist with the development of missing person messages to be sent to all hospitals via ReddiNet. This should include information regarding the location and operating times of the FAC. Hospitals should be advised (via ReddiNet) to direct families to the FAC for more information and support if their loved one is not at the hospital.
- Release a message via ReddiNet advising hospitals to notify the FAC if their hospital Family Information Center is activated.
- Keep hospital Family Information Centers informed of pertinent information regarding victims. Respond to requests for information from Family Information Centers.
- Serve as liaison to Family Information Centers at hospitals, if activated. Communicate with hospitals regarding patients who were transported from the disaster (e.g., patients from one hospital may be able to identify a family/friend that was transported to another hospital).
- If the victim has been transported to a hospital, advise the Notification Unit to advise clients accordingly. If additional information is needed from the client, coordinate with the Notification Unit to obtain the needed information.
- Notify hospitals if the family is enroute to the hospital from the FAC. Include the number of family members enroute and any services that they may need.
- Identify one representative from your Unit to be prepared to provide a brief, 3-minute report out on your Unit's key findings at the Client Briefings. This spokesperson should be prepared to take questions from clients as part of the briefing.
- Communicate with, organize and prepare assignments for Unit personnel. Develop and maintain a strategy to replenish and provide breaks for personnel.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief the incoming Hospital Admission Unit Supervisor if a subsequent Operational Period is scheduled.

#### **DEMOBILIZATION**

- Obtain demobilization instructions from Reunification Division Supervisor.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Notify hospitals where victims have been transported that the FAC is being demobilized via the ReddiNet.

## HOSPITAL ADMISSION UNIT STAFF

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*Mission: The Hospital Admission Unit coordinates information regarding injured victims. The Hospital Admission Unit maintains and disseminates the identification, status and location of injured victims who were transported to hospitals in Monterey County. The Hospital Admission Unit facilitates communications between FAC management and hospital-based Family Information Centers (if opened).*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review the position checklist(s), familiarize you with the layout of your area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Familiarize yourself with the location of key resources, to include the FAC Plan and the FAC client forms. Set up a tracker to monitor client forms, such as Form 1F: Tracking Form.
- Request additional resources as needed through your supervisor.

### OPERATION

- Receive completed FAC forms from your supervisor. As directed, identify the status of victims. Utilize ReddiNet to determine whether victims have been transported to hospitals in Monterey County.
- If the victim has not been identified as being at a hospital, give the forms to the Decedent Status Unit.
- Review FAC forms and provide information on the number, location, and identification of injured persons transported to hospitals, and report to your Unit supervisor.
- Assist with the development of missing person messages to be sent to all hospitals via ReddiNet. This should include information regarding the location and operating times of the FAC. Hospitals should be advised (via ReddiNet) to direct families to the FAC for more information and support if their loved one is not at the hospital. Release a message via ReddiNet advising hospitals to notify the FAC if their hospital family information center is activated.

- Serve as liaison to Family Information Centers at hospitals, if activated. Communicate with hospitals regarding patients who were transported from the disaster (e.g., patients from one hospital may be able to identify a family/friend that was transported to another hospital).
- Coordinate with the Notification Unit to ensure that family members are notified if their loved one has been hospitalized per Appendix IX: Client Notification Procedures.
- Notify hospitals if the family is enroute to the hospital from the FAC. Include the number of family members enroute and any services that they may need.
- Maintain Unit/Activity Log (ICS Form 214).

#### **DEMOBILIZATION**

- Work with the MAC to notify hospitals where victims have been transported and that the FAC is being demobilized via ReddiNet.
- Submit all documentation to your supervisor.

## DECEDENT STATUS UNIT SUPERVISOR

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*Mission: The Decedent Status Unit reviews FAC forms and coordinates with the Coroner to identify decedents, and maintains/tracks the number of fatalities associated with the incident*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review your Unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. You may refer to the Unit and Unit Specific Just-in-Time Training document for talking points.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan and the FAC client forms. Ensure that staff set up a tracker to monitor client forms, such as Form 1F: Tracking Form.
- Monitor and provide direction as needed. Ensure that staffing is adequate per **Appendix V: Staffing Guidelines**.
- Brief subordinate staff and make task/job assignments.
- Request additional resources as needed through your supervisor'

### OPERATION

- Receive completed FAC forms from the Hospital Admissions Unit. Direct staff to review the forms to determine if the victim is a decedent. Coordinate closely with other Monterey County Sheriff/Coroner representatives at the incident site to compare information provided on FAC forms to information staff have at the incident site.
- If the victim has not been identified as a decedent, direct staff to give the forms to the Missing Persons Unit.
- Monitor and track the number of decedents at the incident site. Report this information to the Reunification Division Supervisor at regular intervals.
- If the victim is a confirmed decedent, advise the Notification Unit. Ensure that Monterey

County Coroner staff are present for notifications.

- Provide information to clients regarding next steps of the victim remains. This should include the provision of information regarding mortuary services
- Identify one representative from your Unit to be prepared to provide a brief, 3-minute report out on your Unit's key findings at the client briefings. This spokesperson should be prepared to take questions from clients as part of the briefing.
- Communicate with, organize and prepare assignments for Unit personnel. Develop and maintain a strategy to replenish and provide breaks for personnel.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief the incoming Decedent Status Unit Supervisor if a subsequent Operational Period is scheduled.

#### **DEMOBILIZATION**

- Collect all documentation from staff. Turn this documentation into the Reunification Division Supervisor.

## DECEDENT STATUS UNIT STAFF

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*Mission: The Decedent Status Unit reviews FAC forms to identify decedents, and maintains/tracks the number of fatalities associated with the incident.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review position checklist(s), familiarize you with the layout of your area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Familiarize yourself with the location of key resources, to include the FAC Plan and the FAC client forms. Set up a tracker to monitor client forms, such as Form 1F: Tracking Form.
- Request additional resources as needed through your supervisor

### OPERATION

- Receive completed FAC forms from your Unit supervisor.
- Review FAC forms to identify the status of victims. This may involve coordination with Coroner staff at the incident site, the Hospital Admission Unit, and the Missing Persons Unit. Conduct interviews with clients to obtain additional information as needed to make an identification.
- Monitor and track the number of decedents at the incident site.
- As directed by your Unit supervisor, coordinate with the Notification Unit to notify family members if their loved one has been identified as a decedent per Appendix IX: Client Notification Procedures.
- Provide information to clients regarding next steps of the victim remains. This should include the provision of information regarding mortuary services.
- Maintain Unit/Activity Log (ICS Form 214).



## **DEMOBILIZATION**

- Submit all documentation to your supervisor.

## MISSING PERSONS UNIT SUPERVISOR

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*Mission: The Missing Persons Unit oversees missing persons operations and maintains/tracks the number of missing persons. The Missing Persons Unit coordinates with Hospital Admission Unit and Decedent Status Unit to obtain, share, and disseminate information regarding missing persons. The Missing Persons Unit reviews FAC forms with clients for additional information as necessary.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review your Unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. You may refer to the Unit and Unit Specific Just-in-Time Training document for talking points.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan and the FAC client forms. Ensure that staff set up a tracker to monitor client forms, such as **Form 1F: Tracking Form**.
- Determine through contact with on-site law enforcement if a temporary holding area has been established for uninjured victims. Establish procedures to coordinate with on-site law enforcement related to the identity of persons in the temporary holding area.
- Monitor and provide direction as needed.
- Brief subordinate staff and make task/job assignments.
- Request additional resources as needed through your supervisor.

### OPERATION

- Receive completed FAC forms from the Decedent Status Unit.
- Direct staff to determine the location of persons reported to be victims but not known to be transported to a treatment facility or determined to be deceased. This may involve the search of missing persons databases, and collaboration with law enforcement in other parts of the affected city or in other jurisdictions.

- Monitor and track the number of missing persons reported/identified. Report this information to the Reunification Division Supervisor at regular intervals.
- Coordinate with the Hospital Admission Unit to send out missing person messages to all hospitals regarding missing persons.
- Notify other law enforcement to FAC operations and missing person operations, as appropriate.
- Request the Liaison Officer to coordinate with on-site Incident Command to determine if a holding area has been established at the incident site for involved persons who are uninjured or suffering from minor injuries.
- For every death, whether the decedent is identified or not, ensure that a death report is completed by field personnel.
- Coordinate with the Notification Unit to notify family members if their loved one is still missing.
- Identify one representative from your Unit to be prepared to provide a brief, 3-minute report out on your Unit's key findings at the Client Briefings. This spokesperson should be prepared to take questions from clients as part of the briefing.<sup>73</sup>
- Communicate with, organize and prepare assignments for Unit personnel. Develop and maintain a strategy to replenish and provide breaks for personnel.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief the incoming Missing Persons Unit Supervisor if a subsequent Operational Period is scheduled

#### **DEMOBILIZATION**

- Collect all documentation from staff. Turn this documentation into the Reunification Division Supervisor.

## MISSING PERSONS UNIT STAFF

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*Mission: The Missing Persons Unit oversees missing persons operations and maintains/tracks the number of missing persons. The Missing Persons Unit coordinates with Hospital Admission Unit and Decedent Status Unit to obtain, share, and disseminate information regarding missing persons. The Missing Persons Unit reviews FAC forms with clients for additional information as necessary.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review position checklist(s), familiarize you with the layout of your area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Familiarize yourself with the location of key resources, to include the FAC Plan and the FAC client forms. Set up a tracker to monitor client forms, such as **Form 1F: Tracking Form**.
- Request additional resources as needed through your supervisor.

### OPERATION

- Receive completed FAC forms from your Unit supervisor.
- Determine the location of persons reported to be victims but not known to be transported to a treatment facility or determined to be deceased. This may involve the search of missing persons databases, and collaboration with law enforcement in other parts of the affected city or in other jurisdictions.
- Coordinate with the Hospital Admission Unit to send out missing person messages to all hospitals regarding missing persons.
- Notify other law enforcement to FAC operations and missing person operations, as appropriate.
- Monitor and track the number of missing persons reported/identified. This may involve
- For every death, whether the decedent is identified or not, ensure that a death report is completed by field personnel.

- As directed by your Unit supervisor, coordinate with the Notification Unit to notify family members if their loved one is still missing per Appendix IX: Client Notification Procedures.
- Maintain Unit/Activity Log (ICS Form 214)

#### **DEMOBILIZATION**

- Submit all documentation to your supervisor.

## INVESTIGATION SUPPORT UNIT

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*Mission: The Investigation Support Unit serves as a liaison to law enforcement personnel regarding criminal investigation at the incident scene. This Unit may assist with the identification of witnesses or suspects at the FAC. The Investigation Support Unit Supervisor reports to the Reunification Division Lead.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review your Unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan.
- Obtain computers or other electronic equipment to be supplied by the FAC; workstation telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, obtain briefing on connection procedures, passwords and other technology-related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Work with the Security Branch Director to develop an Investigative Plan to liaison to offsite criminal investigations.
- Request additional resources as needed through your supervisor.

### OPERATION

- Serve as a liaison to investigation efforts (e.g., responding law enforcement agencies, FBI, Amtrak, missing children investigation agencies/organizations, etc.) that are occurring at the incident site or at the law enforcement facility.
- Attend Client Briefings.
- Provide information obtained from missing persons reports to offsite investigations.

- If the Reception/Registration Unit (or other source) reports a witness to you, determine the value of the information, and either store the witness' information and gather a Unit to question that person at an alternate location, or if investigators are on the way, hold that person in a private area.
- Assign staff to monitor witnesses to ensure that they do not discuss the incident with others at the FAC, as needed.
- During a criminal incident, be prepared to support the overall criminal investigation based on the statements of clients during interviews to include:
  - Identifying Potential Witnesses
  - Identifying Potential Suspects
- If necessary, assist the Security Branch Director in the transfer of investigational responsibility to appropriate Federal Investigative resources.

#### **DEMOBILIZATION**

- Notify all sworn and non-sworn staff within the Investigative Support Unit that the FAC is being demobilized.
- Demobilize Investigative Support Unit work areas and arrange for on-going investigations as needed.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms.

## SERVICES UNIT DIRECTOR

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*Mission: The Services Unit is responsible for the provision of mental health, social services, spiritual care, public health, recovery, and victim services. The Services Unit is comprised of five Units: Mental Health Services Unit, Social Service Unit, Public Health Unit, Victim Service Unit, and Recovery Unit, as well as the Spiritual Care Unit. The Services Unit Director reports to the Family Assistance Branch Director.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of the Units that report to you:
  - Mental Health Services Unit
  - Public Health Services Unit
  - Social Services Unit
  - Victim Services Unit
  - Recovery Services Unit
- At the conclusion of Just-in-Time Training review with the Unit leads the Unit's position checklists, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. You may advise them to refer to the Unit and Unit Specific Just-in-Time Training document for talking points.
- Report to your assigned workstation. Obtain briefing and job/task assignment from Operations Section Chief. Review FAC Incident Action Plan for the Operational Period.
- Ensure the deployment of computers or other electronic equipment to be supplied by the FAC; workstation telephone numbers; and briefings on web access, communications systems, passwords, and other technology-related procedures takes place.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per **Appendix V: Staffing Guidelines**.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan, FAC forms, etc.
- Review position checklists for subordinate positions. Brief subordinate staff and make



task/job assignments by initiating the following:

- Appoint a Mental Health Services Unit Supervisor.
  - Appoint a Public Health Services Unit Supervisor.
  - Appoint a Social Services Unit Supervisor.
  - Coordinate with each Unit supervisor to develop a strategy for delivery of services based on the layout of the facility and the objectives of the FAC.
  - Coordinate with the Victim Services Unit supervisor who is assigned by their home agency
  - Review the various Recovery Services Unit agency and entity make-up
- Monitor and provide direction as needed.
- Request additional resources as needed through your supervisor

#### **OPERATION**

- Communicate with, organize and prepare assignments for Services Unit personnel. Develop and maintain a strategy to replenish and provide breaks for Services Unit personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Ensure that mental health, public health, victim services, and social services are readily accessible to clients. Follow-up to ensure that requests for support are met.
- Inform Family Assistance Branch Director of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend Client Briefings.
- Brief incoming Services Unit Director if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

#### **DEMOBILIZATION**

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.

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

## MENTAL HEALTH SERVICES UNIT SUPERVISOR

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*Mission: The Mental Health Services Unit ensures that services are provided for the emotional, mental, and spiritual needs of clients and FAC staff. The Mental Health Services Unit oversees and manages spiritual care personnel. The Mental Health Unit Supervisor reports to the Services Branch Director.*

### ACTIVATION

NOTE: The Monterey County Health Department through Behavioral Health will be the coordinating body for all mental health services at the FAC.

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit and assigned staff, to include the Spiritual Care Unit.
- At the conclusion of the plenary Just-in-Time Training, review your Unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. Additional actions are noted below:
  - Review any key resources, processes, or documentation (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Mental Health Unit.
  - Ensure that Mental Health Unit staff are prepared to speak to the resources made available through the Services Unit at the FAC (e.g., social services, victim services, public health, and spiritual care), in addition to those provided in the Mental Health Unit, so that those may be effectively communicated to clients when appropriate.
- Obtain computers or other electronic equipment to be supplied by the FAC; workstation telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per **Appendix V: Staffing Guidelines**.
- Contact the Victim Services Unit or other support services Units to provide resource support as appropriate.
- Brief subordinate staff and make task/job assignments.
- Monitor and provide direction as needed.
- Request additional resources as needed through your supervisor

## OPERATION

- Coordinate client and staff counseling services, to include management and staffing of emotional, mental and spiritual services as directed by Monterey County Health Department. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Identify staff members who are bilingual, child specialists and/or clinicians experienced in working in a crisis and assign them appropriately.
- Encourage staff to float to client areas (e.g., waiting area, lines) and provide assistance as needed/requested. Ensure one staff member is present in main area at all times to provide support for those taken to designated area.
- Contact potential mental health care provider referrals regarding whether they accept victim compensation from the California Victim Compensation Program.
- Refer clients to acute care services as needed.
- Coordinate with the Reception/Registration Unit to discuss strategies for providing mental health support to clients before, during and after registration. Assist registration staff and other FAC staff as necessary in identifying any mental health needs requirements of clients.
  - Observe clients when arriving and while waiting in the reception area to determine by visual observation if individual clients have mental health support needs.
  - Provide assistance as requested.
- Ensure staff develop a plan for follow up support to all clients requiring services.
- Coordinate with the Notification Unit to discuss strategies for providing mental health support to clients as requested.
- Conduct mental health, spiritual, and psychological first aid.
- Oversee the Spiritual Care Unit.
- Conduct Just-in-Time sensitivity training for FAC staff that come into contact with clients.
- Support coordination efforts for site visits and memorial services (if appropriate).
- Maintain Unit/Activity Log (ICS Form 214).
- Attend Client Briefings.
- Ensure that FAC staff are provided with an opportunity to be debriefed and/or to receive counseling individually or in a Unit setting at the end of their shift and as requested.
- Brief incoming Mental Health Unit Supervisor if a subsequent Operational Period is scheduled.

## DEMOBILIZATION

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

## MENTAL HEALTH SERVICES UNIT STAFF

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*Mission: The Mental Health Services Unit ensures that services are provided for the emotional, mental, and spiritual needs of clients and FAC staff. The Mental Health Services Unit oversees and manages spiritual care personnel.*

### ACTIVATION

NOTE: The Monterey County Health Department through Behavioral Health will be the coordinating body for all mental health services at the FAC.

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training.
- Report to your assigned workstation. Obtain briefing and job/task assignment from Services Branch Director. Review FAC Incident Action Plan for the Operational Period.
- Obtain computers or other electronic equipment to be supplied by the FAC; workstation telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the obtain briefing on connection procedures, passwords and other technology-related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per **Appendix V: Staffing Guidelines**.
- Contact the Federal Bureau of Investigation Office of Victims Assistance or other support services Units to provide resource support as appropriate.
- Brief subordinate staff and make task/job assignments.
- Request additional resources as needed through your supervisor

### OPERATION

- Coordinate client and staff counseling services, to include management and staffing of emotional, mental and spiritual services as directed by Monterey County Health Department. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- As directed, float to client areas (e.g., waiting area, lines) and provide assistance as

needed/requested. Ensure one staff member is present in main area at all times to provide support for those taken to designated area.

- Coordinate with the Reception/Registration Unit to discuss strategies for providing mental health support to clients before, during and after registration. Assist registration staff and other FAC staff as necessary in identifying any mental health needs requirements of clients.
  - Observe clients when arriving and while waiting in the reception area to determine by visual observation if individual clients have mental health support needs.
  - Provide assistance as requested.
- Develop a plan for follow up support to all clients requiring services.
- Coordinate with the Notification Unit to discuss strategies for providing mental health support to clients as requested.
- Conduct mental health, spiritual, and psychological first aid.
- Oversee the Spiritual Care Unit.
- Conduct Just-in-Time sensitivity training for FAC staff that come into contact with clients.
- Support coordination efforts for site visits and memorial services (if appropriate).
- Maintain Unit/Activity Log (ICS Form 214).
- Attend Client Briefings.
- As directed by the Mental Health Unit Supervisor, ensure that FAC staff are provided with an opportunity to be debriefed and/or to receive counseling individually or in a Unit setting at the end of their shift and as requested.
- Brief incoming Mental Health Unit Supervisor if a subsequent Operational Period is scheduled.

#### **DEMOBILIZATION**

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

## SPIRITUAL CARE UNIT LEADER

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*Mission: The Spiritual Care Unit ensures the provision of spiritual care service and support to FAC clients. The Spiritual Care Unit ensures that spiritual care provided meets the needs/religious preferences of all clients of the FAC. The Spiritual Care Unit Leader reports to the Mental Health Unit Supervisor.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training.
- Report to your assigned workstation. Obtain briefing and job/task assignment from Mental Health Services Unit. Review FAC Incident Action Plan for the Operational Period.
- Obtain computers or other electronic equipment to be supplied by the FAC; workstation telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures.
- Ensure that set-up and logistics are complete for spiritual care area.
- Request additional resources as needed through your supervisor.

### OPERATION

- Develop and execute a strategy for the provision of spiritual care at the FAC.
- Coordinate with the Reception/Registration Unit to discuss strategies for providing spiritual care support to clients before and after registration. Develop a plan for follow up support to all clients requiring services.
- Encourage staff to float to client areas (e.g., waiting area, lines) and provide assistance as needed/requested. Ensure one staff member is present in main area at all times to provide support for those taken to designated area.
- Coordinate with the Notification Unit to discuss strategies for providing spiritual care support to clients as requested.
- Support coordination efforts for site visits and memorial services (if appropriate).
- Maintain Unit/Activity Log (ICS Form 214).



- Attend Client Briefings.
- Brief incoming Spiritual Care Unit Leader if a subsequent Operational Period is scheduled.

#### **DEMOBILIZATION**

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

## SPIRITUAL CARE UNIT STAFF

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*Mission: The Spiritual Care Unit ensures the provision of spiritual care service and support to FAC clients. The Spiritual Care Unit ensures that spiritual care provided meets the needs/religious preferences of all clients of the FAC. The Spiritual Care Unit Staff report to the Spiritual Care Unit Leader.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training.
- Report to your assigned workstation. Obtain briefing and job/task assignment from Mental Health Services Unit. Review FAC Incident Action Plan for the Operational Period.
- Obtain computers or other electronic equipment to be supplied by the FAC; workstation telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, obtain briefing on connection procedures, passwords and other technology-related procedures.
- Ensure that set-up and logistics are complete for spiritual care area.
- Request additional resources as needed through your supervisor.

### OPERATION

- Develop and execute a strategy for the provision of spiritual care at the FAC.
- Coordinate with the Reception/Registration Unit to discuss strategies for providing spiritual care support to clients before and after registration. Develop a plan for follow up support to all clients requiring services.
- Encourage staff to float to client areas (e.g., waiting area, lines) and provide assistance as needed/requested. Ensure one staff member is present in main area at all times to provide support for those taken to designated area.
- Coordinate with the Notification Unit to discuss strategies for providing spiritual care support to clients as requested.

- Support coordination efforts for site visits and memorial services<sup>60</sup> (if appropriate).
- Maintain Unit/Activity Log (ICS Form 214).
- Attend Client Briefings.
- Brief incoming Spiritual Care Unit Leader if a subsequent Operational Period is scheduled

#### **DEMOBILIZATION**

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

## SOCIAL SERVICES UNIT SUPERVISOR

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*Mission: The Social Services Unit ensures that social service needs of clients are met. The Social Services Unit facilitates response activities of private sector participants in the FAC and coordinates with other support agencies/organizations. The Social Services Unit coordinates the provision of longer-term social services. The Social Services Unit Supervisor reports to the Services Unit Director.*

### Activation

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit and assigned staff, to include Child Care Providers and Animal Care Providers.
- At the conclusion of the Just-in-Time Training, review your Unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. Additional actions are noted below:
  - Review any key resources, processes, or documentation (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Social Services Unit.
  - Ensure that Social Services Unit staff are prepared to speak to the resources made available through the Services Branch at the FAC (e.g., mental health, victim services, public health, and spiritual care), in addition to those provided in the Social Services Unit, so that those may be effectively communicated to clients when appropriate.
- Obtain computers or other electronic equipment to be supplied by the FAC; workstation telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology-related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per **Appendix V: Staffing Guidelines**. Consider additional staffing positions to include Child Care Provider and Animal Care Provider.
- Brief subordinate staff and make task/job assignments.
- Monitor and provide direction as needed.
- Request additional resources as needed through your supervisor.

- Make referrals to appropriate external resources. If services are to be provided off site:
  - Assist in scheduling appointments between clients and service providers.
  - Arrange for transportation for clients or provide driving/transit directions.
  - Coordinate with the Finance Section if costs are to be incurred; document costs with instructions from Finance.
- Encourage staff to float to client areas (e.g., waiting area, lines) to inform clients about the Safe and Well program and to provide assistance as needed/requested. Ensure one staff member is present in main area at all times to provide support for those taken to designated area.
- Develop a plan for follow up support to all clients requiring services.
- Establish and oversee on-site child care/play area and arrange for staffing.
- Ensure the coordination of transportation for families to the incident site once it is deemed appropriate by responders.
- Review the Monterey County Animal Emergency Response Annex and plan for clients who may bring their pets/service animals to the FAC. Coordinate the provision of animal care shelters at the exterior of the FAC, as needed.
- If required, contact the appropriate agency/organization and arrange for animal care. Animal care may also be provided by a qualified NGO.
- Ensure that a coordinator is appointed to address the provision of memorial services- Consider the following:
  - Collaboration with mental health, law enforcement, coroner and spiritual care representatives to support memorial service planning efforts
  - Collaboration with political officials regarding memorial service conduct
  - Coordination with the PIO to ensure that information regarding the memorial service is provided to the public (if open to the public)
  - Support efforts to coordinate transportation to the memorial services
  - Support efforts to provide spiritual care providers at the memorial service who represent the same faith and language of the affected families
- Arrange for translation/interpretation services as required.
- Attend Client Briefings.
- Maintain Unit/Activity Log (ICS Form 214).
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Brief incoming Social Services Unit Supervisor if a subsequent Operational Period is scheduled.

## DEMOBILIZATION

- Demobilize the child care center or play area, if established.
- Demobilize animal care services, if established.
- Notify all social service providers who have been providing services for clients that the FAC is being demobilized.
- Arrange for ongoing service provision for clients who require continuing support.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms.

## SOCIAL SERVICES GROUP STAFF

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*Mission: The Social Services Unit ensures that social service needs of clients are met. The Social Services Unit facilitates response activities of private sector participants in the FAC and coordinates with other support agencies/organizations. The Social Services Unit coordinates the provision of longer-term social services. The Social Services Unit Staff report to the Social Services Unit Supervisor.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit and assigned staff, to include Child Care Providers and Animal Care Providers.
- At the conclusion of Just-in-Time Training, review position checklist(s), familiarize yourself with the layout of your area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Brief subordinate staff and make task/job assignments.
- Request additional resources as needed through your supervisor.

### OPERATION

- Provide social services information and make referrals to appropriate external resources. If services are to be provided off site:
  - Assist in scheduling appointments between clients and service providers.
  - Arrange for transportation for clients or provide driving/transit directions.
  - Coordinate with the Finance Section if costs are to be incurred; document costs with instructions from Finance.
- Float the client areas (e.g., waiting area, lines) and provide assistance as needed/requested, to include information about the Safe and Well program. Ensure one staff member is present in main area at all times to provide support for those taken to designated area.
- Develop a plan for follow up support to all clients requiring services.
- Establish and oversee on-site child care/play area and arrange for staffing.

- Ensure the coordination of transportation for families to the incident site once it is deemed appropriate by responders.
- Review the Monterey County Animal Emergency Response Annex and plan for clients who may bring their pets/service animals to the FAC. Coordinate the provision of animal care shelters at the exterior of the FAC, as needed.
- If required, contact appropriate agency/organization and arrange for animal care. Animal care may also be provided by a qualified NGO.
- Ensure that a coordinator is appointed to address the provision of memorial services. Consider the following:
  - Collaboration with mental health, law enforcement, coroner and spiritual care representatives to support memorial service planning efforts
  - Collaboration with political officials regarding memorial service conduct
  - Coordination with the PIO to ensure that information regarding the memorial service is provided to the public (if open to the public)
  - Support efforts to coordinate transportation to the memorial services
  - Support efforts to provide spiritual care providers at the memorial service who represent the same faith and language of the affected families
- Arrange for translation/interpretation services as required.
- Attend Client Briefings.
- Maintain Unit/Activity Log (ICS Form 214).
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Brief incoming Social Services Unit Supervisor if a subsequent Operational Period is scheduled.

#### **DEMOBILIZATION**

- Demobilize the child care center or play area, if established.
- Demobilize animal care services, if established.
- Notify all social service providers who have been providing services for clients that the FAC is being demobilized.
- Arrange for ongoing service provision for clients who require continuing support.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).



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

## VICTIM SERVICES UNIT LEADER

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*Mission: The Victim Services Unit connects identified potential victims and their family members with victim support programs and information regarding their rights. The Victim Services unit also provides direct emotional support as qualified to provide and as needed. The Victim Services Unit Leader reports to the Service Unit Director.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your unit and assigned staff.
- Confirm the strategy for managing and sharing lists of client and victim information (e.g., lists are maintained by the Reunification Division Supervisor and may be obtained through a request from your supervisor).
- At the conclusion of the plenary Just-in-Time Training, review your Unit's position checklist(s) with your staff and familiarize staff with the layout of their area. You may refer to the Unit and Unit Specific Just-in-Time Training document for talking points. Additional actions are noted below:
  - Review any key resources, processes, or documentation (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Victim Services Unit.
  - Ensure that Victim Services Unit staff are prepared to speak to the resources made available through the Services Branch at the FAC (e.g., mental health, social services, public health, and spiritual care), in addition to those provided in the Victim Services Unit, so that those may be effectively communicated to clients when appropriate.
- Brief subordinate staff and make task/job assignments.
- Request additional staff and resources as needed through your supervisor

### OPERATION

- Ascertain the needs of potential victims and their families in coordination with the Social Services Unit. Ensure that all clients have equal access to victim services and information about their rights if a criminal investigation is involved.

Inform family members of the services available to them and connect them with available assistance resources. This may include the provision of information and assistance to victims,

including crisis intervention, special funding to provide possible emergency assistance, crime victim compensation, counseling and referrals to additional resources. The Crime Victim Compensation Program can help pay expenses that result from violent crimes. It may help pay for expenses such as medical/dental treatment, mental health services, income loss and certain funeral/burial costs. It can help victims and/or certain family members of violent crime who have been injured or have been threatened with injury. It is the payor of last resort, and there are limits on how much can be paid for each loss.

- Encourage staff to float to client areas (e.g., waiting area, lines) and provide assistance as needed/requested. Ensure that one staff member is present in main area at all times to provide support for those taken to designated area.
- Develop a plan for follow up support to all clients requiring services.
- Attend Client Briefings.
- Maintain Unit/Activity Log (ICS Form 214).
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Brief the incoming Victim Services Unit Leader if a subsequent Operational Period is scheduled

#### **DEMOBILIZATION**

- Arrange for ongoing service provision for clients who require continuing support.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Ensure that information regarding ongoing victim services programs is posted/announced in coordination with the demobilization of the FAC.
- Notify all victim services staff who have been providing services for clients that the FAC is being demobilized.
- Participate in the staff demobilization briefing.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms.

## VICTIM SERVICES UNIT STAFF

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*Mission: The Victim Services Unit serves as a mechanism to connect identified potential victims and their family members with applicable victim support programs and information regarding their rights.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your unit.
- Confirm the strategy for managing and sharing lists of client and victim information (e.g., lists are maintained by the Reunification Division Supervisor and may be obtained through a request from your supervisor).
- At the conclusion of Just-in-Time Training, review your position checklist(s), familiarize yourself with the layout of your area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Brief subordinate staff and make task/job assignments.
- Request additional staff and resources as needed through your supervisor.

### OPERATION

- Ascertain the needs of potential victims and their families in coordination with the Social Services Unit. Ensure that all clients have equal access to victim services.
- Inform family members of the services available to them and connect them with available assistance resources. This may include the provision of information and assistance to victims, including crisis intervention, special funding to provide possible emergency assistance, crime victim compensation, counseling and referrals to additional resources. The Crime Victim Compensation Program can help pay expenses that result from violent crimes. It may help pay for expenses such as medical/dental treatment, mental health services, income loss and certain funeral/burial costs. It can help victims and/or certain family members of violent crime who have been injured or have been threatened with injury. It is the payor of last resort, and there are limits on how much can be paid for each loss.
- Float to client areas (e.g., waiting area, lines) and provide assistance as needed/ requested.
- Develop a plan for follow up support to all clients requiring services.

- Attend Client Briefings.
- Maintain Unit/Activity Log (ICS Form 214).'

#### **DEMOBILIZATION**

- Arrange for ongoing service provision for clients who require continuing support.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Turn in all activity logs (ICS Form 214) to your supervisor.
- Ensure that information regarding ongoing victim services programs is posted/announced in coordination with the demobilization of the FAC.
- Participate in the staff demobilization briefing.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms.

## PUBLIC HEALTH SERVICES UNIT SUPERVISOR

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*Mission: The Public Health Services Unit oversees the provision of public health services for persons at the FAC.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training.
- At the conclusion of Just-in-Time Training, review your Unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. You may refer to the Unit and Unit Specific Just-in-Time Training document for talking points.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan, FAC forms, etc.
- Obtain computers or other electronic equipment to be supplied by the FAC; workstation telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, obtain briefing on connection procedures, passwords and other technology-related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines. Consider additional staffing positions for Infection Control Specialists, as needed.
- Brief subordinate staff and make task/job assignments.
- Monitor and provide direction as needed.
- Request additional resources as needed through your supervisor

### OPERATION

- The Public Health Services Unit oversees the provision of public health services for persons at

the FAC as follows:

- Ensure that the FAC facility is a healthy environment for staff and clients, free from unhealthy conditions or procedures
- Inspect food preparation and serving facilities, as necessary  
Provide basic health services and information to staff and clients (e.g., communicable disease control/rapid health assessment, assessment of medical/chronic conditions to ensure treatment, etc.)
- Basic first aid (may be provided by other agency/organization)

- If food is to be prepared in the facility, arrange for an inspection by Monterey County Health Department..
- Maintain nurses on standby in, or near the registration area in the event that clients or staff require non-emergency medical attention. Provide basic medical care as needed.
- Telephone 911 for medical transport as needed.
- Arrange for replacement of emergency medication for disaster health needs.
- Assign nurses to attend Client Briefings.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend Client Briefings.
- Brief incoming Public Health Unit Supervisor if a subsequent Operational Period is scheduled.

#### **DEMOBILIZATION**

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

## SITE SECURITY UNIT SUPERVISOR

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*Mission: The Site Security Unit addresses security both internal and external to the FAC and includes crowd control and site access. The Site Security Unit Supervisor reports to the Security Unit Lead.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review your Unit's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. You may refer to the Unit and Branch Specific Just-in-Time Training document for talking points.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan.
- Monitor and provide direction as needed. Ensure that staffing is adequate per **Appendix V: Staffing Guidelines**.
- Brief subordinate staff and make task/job assignments.
- Collaborate with Security Unit Director and Badging Unit Supervisor (if applicable) to develop Security Plan for both the interior and exterior of the FAC site.
  - Appoint FAC Interior Security Personnel to include:
    - Fixed Security Posts
    - Roving Patrols
    - Dismissing Unauthorized Persons as Necessary
  - Appoint FAC Exterior Security Personnel to include:
    - Perimeter Security
    - Traffic Control
    - Initial Screening Security
    - Roving Patrols
- Request additional resources as needed through your supervisor.



## OPERATION

- Incident Actions – Security Inside of the FAC:
  - Prevent unauthorized access to all FAC building ingress/egress points.
  - All authorized persons seeking admittance into the FAC are subject to a cursory illegal weapons search by law enforcement personnel.
  - A portable metal or weapons detector may be used in addition to or in lieu of the law enforcement personnel cursory illegal weapons search. All sworn law enforcement officers are exempt from the no illegal weapons policy of the FAC.
  - Ensure that only authorized persons are allowed admittance to the restricted area – law enforcement, Information Branch personnel, and escorted clients. Law enforcement shall provide perimeter security to prevent access of unauthorized persons.
  - Ensure that individuals picking-up children from care facility are the legal guardians or authorized client representative.
  - Provide security presence to all Client Briefings.
  - If media is present, ensure that press members are kept in appointed areas and are allowed to interview authorities or clients (if willing) only when appropriate.
  - Escort non-badged personnel who are authorized to temporarily be on-site at the FAC (i.e. vendor, maintenance or delivery personnel).
  - Immediately address any potential threats to FAC operations and the safety of those located therein to include:
    - Civil Disturbance
    - Emotionally Distraught Person
    - Explosive Device, Bomb Threat
    - Hostage Incident
    - Sniper Incident
    - Special Event
    - Suspicious Package
  
- Initially refer onsite mental health professionals to any individual who is inconsolable to the extent of not following direction, and only as a last resort detain the individual and remove them to an isolated area within the FAC.
  
- Incident Actions – Security Outside of the FAC:
  - Alert local law enforcement to FAC activation and missing persons operations (if County/other law enforcement resources are utilized).
  - Prescreen individuals as they approach the perimeter entrance of the FAC (e.g., driveway). Media personnel will be directed to the media center.
  - Establish and enforce FAC perimeter security.
  - Request parking spaces around FAC.

- Ensure that only official vehicles assigned to personnel at the FAC, as well as autos operated by clients are granted access to the restricted area.
- Expedite vehicular traffic outside restricted areas.
- Request after hours patrol of FAC site.
- Post appropriate “No Illegal Weapons Allowed on Site” signage per PC 12020(a)(1) and “All persons entering this facility are subject to search”.
- Immediately address any potential threats to FAC operations and the safety of those located therein to include:
  - Civil Disturbance
  - Emotionally Distraught Person
  - Explosive Device, Bomb Threat
  - Hostage Incident
- Sniper Incident
- Special Event
- Suspicious Package

- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel

#### **DEMOBILIZATION**

- Collect all documentation from staff. Turn this documentation into the Security Branch Director.
- Turn in FAC issued radio.

## SITE SECURITY UNIT STAFF

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*Mission: The Site Security Unit addresses security both internal and external to the FAC, to crowd control and media concerns.*

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Unit.
- At the conclusion of Just-in-Time Training, review position checklist(s), familiarize yourself with the layout of your area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Familiarize yourself with the location of key resources, to include the FAC Plan.
- As directed by your supervisor, collaborate with Security Unit Director and Badging Unit Supervisor (if applicable) to develop Security Plan for both the interior and exterior of the FAC site. This should include:
  - Interior Security:
    - Fixed Security Posts
    - Roving Patrols
    - Dismissing Unauthorized Persons as Necessary
  - Exterior Security:
    - Perimeter Security
    - Traffic Control
    - Initial Screening Security
    - Roving Patrols
- Request additional resources as needed through your supervisor.

### OPERATION

- Incident Actions – Security Inside of the FAC:

- Prevent unauthorized access to all FAC building ingress/egress points.
- All authorized persons seeking admittance into the FAC are subject to a cursory illegal weapons search by law enforcement personnel.
- A portable metal or weapons detector may be used in addition to or in lieu of the law enforcement personnel cursory illegal weapons search. All sworn law enforcement officers are exempt from the no illegal weapons policy of the FAC.

Ensure that only authorized persons are allowed admittance to the restricted area – law enforcement, Information Branch personnel, and escorted clients. Law enforcement shall provide perimeter security to prevent access of unauthorized persons.

- Ensure that individuals picking-up children from care facility are the legal guardians or authorized client representative.
- Provide security presence to all Client Briefings.
- If media is present, ensure that press members are kept in appointed areas and are allowed to interview authorities or clients (if willing) only when appropriate.
- Escort non-badged personnel who are authorized to temporarily be on-site at the FAC (i.e. vendor, maintenance or delivery personnel).
- Immediately address any potential threats to FAC operations and the safety of those located therein to include:
  - Civil Disturbance
  - Emotionally Distraught Person
  - Explosive Device, Bomb Threat
  - Hostage Incident
  - Sniper Incident
  - Special Event
  - Suspicious Package

Initially refer onsite mental health professionals to any individual that is inconsolable to the extent of not following direction, and only as a last resort detain the individual and remove them to an isolated area within the FAC.

Incident Actions – Security Outside of the FAC:

- Alert local law enforcement to FAC activation and missing persons operations (if County/other law enforcement resources are utilized).
- Prescreen individuals as they approach the perimeter entrance of the FAC (e.g., driveway). Media personnel will be directed to the media center.
- Establish and enforce FAC perimeter security.
- Request parking spaces around FAC.
- Ensure that only official vehicles assigned to personnel at the FAC, as well as autos operated by clients are granted access to the restricted area.

- Expedite vehicular traffic outside restricted areas.
  - Request after hours patrol of FAC site.
  - Post appropriate “No Weapons Allowed on Site” signage per PC 12020(a)(1) and “All persons entering this facility are subject to search”.
  - Immediately address any potential threats to FAC operations and the safety of those located therein to include:
    - Civil Disturbance
    - Emotionally Distraught Person
    - Explosive Device, Bomb Threat
    - Hostage Incident
    - Sniper Incident
    - Special Event
    - Suspicious Package
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel

#### **DEMOBILIZATION**

- Submit all documentation to your supervisor.

## SITE SAFETY OFFICER

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*Mission: The mission of the Site Safety Officer is to ensure the safety of the facility, staff and clients in the FAC. The Site Safety Officer reports to the Security Unit Chief.*

### PRE-ACTIVATION

- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Review the FAC base plan and familiarize yourself with the type of information available in the appendices.
- Receive an initial briefing that may include the following:
  - Review of completed ICS 201 form
  - A brief synopsis of the incident
  - Priorities and objectives
  - Code of Conduct
  - Logistics and layout
  - A brief synopsis of the services provided at the FAC, to include disability services: emphasize the quality care of clients
  - Staffing organization and work tasks
  - The date, time and location that the FAC will be activated
  - Resources available for maintaining situational awareness.
- If the site is being activated in response to an earthquake, ensure that a qualified structural engineer inspects the FAC facility prior to FAC activation.
- Coordinate with the Just-in-Time Trainer to ensure that appropriate safety information is provided.

### ACTIVATION

- (If available) Upon arrival at the FAC site, check in with the Reception Unit. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and don appropriate (a) badge, if provided by FAC staff, and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review your position checklist to determine and prioritize duties.
- Receive briefing from the FAC Branch Director as well as Security Unit Chief regarding the

expectations, goals and objectives.

- Conduct site inspection:
  - Inspect all cabling, wiring, and installed electrical devices.
  - Inspect all workstations and common areas for danger from falling objects in the event of an earthquake.
  - Inspect for the presence of dangerous/hazardous chemicals or other materials.
  - Ensure that fire detection/suppression/warning systems are operable.
  - Inspect for trip-and-fall hazards.
- Prepare FAC evacuation plan. Identify evacuation routes and ensure that evacuation routes are clearly marked. Identify an assembly site in a safe location. Coordinate with the Disabilities and AFN Unit to establish procedures for evacuation of persons with disabilities.
- Identify a first aid area for injuries. Identify fire/EMS entrance/exit routes in coordination with law enforcement and Site Security Unit.
- In conjunction with Logistics and the Public Health Unit, prepare a Medical Plan for the FAC (ICS Form 206).
- In coordination with the appropriate building and safety authority, inspect all installed power and cabling infrastructure. Test all systems and equipment to ensure they are fully operational.
- Ensure that any unsafe conditions identified are remediated.
- Advise FAC Branch Director when FAC is safe for occupancy/operation.
- Request additional resources as needed.

#### **OPERATION**

- Review the Incident Action Plan for safety implications.
- Continuously monitor conditions in the FAC to ensure a safe environment.
- Conduct periodic “walk-through” inspections of public areas and workstations to ensure a continued safe environment.
- Immediately advise the FAC Branch Director and Security Unit Chief of any unsafe or potentially unsafe conditions that arise. Coordinate the remediation of any unsafe or potentially unsafe conditions.
- Attend Command/Section Chief planning meetings.
- Attend Client Briefings.
- Monitor FAC activities to ensure that all activities are conducted in a safe manner and that appropriate practices and procedures are adhered to.

- Ensure that staff wear the appropriate protective equipment.
- Serve as point of contact for law enforcement and fire/EMS regarding safety and security issues.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming FAC Safety Officer at shift change and jointly conduct facility walk through safety inspection

#### **DEMOBILIZATION**

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



## LOGISTICS SECTION CHIEF

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*The mission of the FAC Logistics Section Chief is to meet all service and logistical needs for the FAC, including ordering resources through appropriate procurement authorities; and manage information technology resources*

### PRE-ACTIVATION

- Working with FAC Command Staff, determine the number of staff anticipated to be assigned to the FAC for the first Operational Period. Ensure the set-up of the FAC based on the guidance prescribed in the Monterey County Operational Area FAC Plan.
- Coordinate with staff and the facility liaison to ensure that the FAC facility is in compliance with ADA regulations.
- Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Resources Branch Director, Ordering Branch Director as necessary
  - Coordinate with each branch director to support the development of a strategy to carry out the mission of their branch/unit.
- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Review the FAC base plan and familiarize yourself with the type of information available in the appendices.
- Conduct an initial briefing with staff that may include the following:
  - Review of completed ICS 201 form
  - A brief synopsis of the incident
  - Priorities and objectives
  - Code of Conduct
  - Logistics and layout
  - A brief synopsis of the services provided at the FAC, to include disability and AFN services: emphasize the quality care of clients
  - Staffing organization and work tasks
  - The date, time and location that the FAC will be activated
  - Resources available for maintaining situational awareness (
- Ensure that staffing is adequate per **Appendix V: Staffing Guidelines**.
- Establish contact with a representative of the host facility to coordinate FAC activation/operation, obtain keys, arrange for utilities as required, bathroom & cleaning supplies, etc.

- Working with the FAC Command Staff and/Logistics Section personnel, develop the physical layout of the FAC and prepare a facility diagram showing location of all FAC units and workstations.
- Estimate the resource types and quantities required for initial FAC activation.
- From own resources or through vendors, arrange for the procurement, delivery and installation of resources required for initial FAC activation, and for the initial Operational Period.
- If required, arrange for augmentation of the host facility infrastructure.
- Oversee FAC set-up. Test all equipment and systems in ensure operability.
- Advise FAC Branch Director when FAC is ready for activation

#### **ACTIVATION**

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of the branches that report to you:
  - Resources Branch
  - Ordering Branch
- At the conclusion of Just-in-Time Training, review your position checklist to determine and prioritize duties.
- Ensure that the Resources Branch (if applicable) is prepared to provide computers or other electronic equipment; workstation telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff. Obtain equipment and supplies as necessary.
- Contact the EOC Logistics Section Chief.
- Submit resource requests to Family Assistance Branch Director for approval. Facilitate the completion of approved resource requests.
- Monitor and provide direction as needed. Coordinate with branch directors to ensure that they understand their mission and have the resources to accomplish it.
- Request additional resources as needed.

## OPERATION

- Ensure that sufficient resources are available to support on-going operations.
- Provide direction and supervision to subordinate staff. Develop and communicate a meeting schedule for Logistics Section staff. Conduct meetings as outlined in the schedule
- Attend Command/Section Chief planning meetings.
- Attend Client Briefings.
- Working with Command Staff and Section Chiefs, participate in the development and revision of the Incident Action Plan.
- Monitor activities within the following branches and report current status and unusual events on a timely basis to Command Staff:
  - Resources Branch
  - Ordering Branch
- Make changes as necessary to Logistics Section organizational structure, staffing assignments, and procedures.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Logistics Section Chief at shift change.

## DEMobilIZATION

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

## PLANNING SECTION CHIEF

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*Mission: The mission of the Planning Section Chief is to collect, evaluate, and disseminate information about the FAC operations and the status of resources, including information needed to (1) understand the current situation; (2) predict probably course of events; and (3) prepare alternative strategies for the FAC. The Planning Section Chief reports to the Family Assistance Branch Director.*

### PRE-ACTIVATION

- Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Demobilization Unit Leader, Documentation Unit Leader and Situation Status Unit Leader.
  - Coordinate with each Unit Leader to support the development of a strategy to carry out the mission of their unit.
- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Review the FAC base plan and familiarize yourself with the type of information available in the appendices.
- Conduct an initial briefing with staff that may include the following:
  - Review of completed ICS 201 form
  - A brief synopsis of the incident
  - Priorities and objectives
  - Code of Conduct
  - Logistics and layout
  - A brief synopsis of the services provided at the FAC, to include disability and AFN services: emphasize the quality care of clients
  - Staffing organization and work tasks
  - The date, time and location that the FAC will be activated
  - Resources available for maintaining situational awareness.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.

- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of the units that report to you:
  - Demobilization Unit
  - Documentation Unit
  - Situation Status Unit
- At the conclusion of Just-in-Time Training, review your position checklist to determine and prioritize duties.
- Monitor and provide direction as needed. Coordinate with units to ensure that they understand their mission and have the resources to accomplish it.
- Establish contact and communications protocols with EOC. Regularly scheduled communications should include:
  - General information sharing concerning the incident.
  - Overall Incident Management.
  - Information concerning the operational status of the FAC.Refer to pages 42-43 of the FAC Plan for specific guidance.
- Request additional resources as needed.
- Working with Command Staff and Section Chiefs, prepare an Incident Action Plan.

#### **OPERATION**

- Ensure that staffing is adequate per **Appendix V: Staffing Guidelines**.
- Ensure that sufficient resources are available to support on-going planning operations.
- Prepare for and facilitate Command/Section Chief planning meetings on a regular basis to communicate information concerning FAC operations, status of the recovery effort, and other information of importance. At a minimum, the following staff meetings are recommended:
  - An “all FAC staff” meeting once per operational period
  - Two command staff meetings, one near the beginning and one near the end of each operational period
  - Section and unit meetings at the discretion of the Section Chief/unit leader
  - Demobilization meeting
- Support the PIO with obtaining and preparing necessary information for the Client Briefings.
- Conduct plans and operations briefings to ensure that they are well organized, brief and to the point. Revise strategies and Incident Action Plan regularly.

- Prepare Incident Status Summary (ICS Form 209) as requested by the FAC Branch Director.
- Monitor activities within the following units and report current status and unusual events on a timely basis to Command Staff:
  - Documentations Unit
  - Demobilization Unit
  - Situation Status Unit
- Make changes as necessary to Planning Section organizational structure, staffing assignments, and procedures.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Planning Section Chief at shift change.

### **DEMOBILIZATION**

- Oversee the preparation of Demobilization Plan (ICS Form 221).
- Ensure the collection of activity logs (ICS Form 214) from all units.
- Conduct demobilization meeting with Command Staff and Section Chiefs.
- Ensure that all external stakeholders are notified of the date and time of planned deactivation.
- If applicable, notify the Facility Liaison of the date and time of deactivation, as well as the date and time that the FAC facility will no longer be needed. NOTE: Include time required for the removal of supplies and equipment and to return the facility into its original condition.
- Ensure that ongoing case management, counseling and/or a hotline number have been established if needed.
- Collect contact information from all FAC agencies that provided services.
- Provide updates regarding FAC demobilization to the telephone bank, information and referral organizations, and utilized forms of outreach and media.
- Ensure that information regarding demobilization is provided to people with disabilities or AFN.
- Conduct a final transition meeting with the FAC staff, city, County, State and Federal agencies. Inform all staff and participating agencies that counseling services are available to them upon request.
- Ensure that all deployed equipment is returned and coordinate equipment issues with the Logistics Section Chief.

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

## FINANCE ADMINISTRATION SECTION CHIEF

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*Mission: The Finance/Administration Section Chief is responsible for all administrative and financial considerations surrounding the FAC.*

### PRE-ACTIVATION

- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Review the FAC base plan and familiarize yourself with the type of information available in the appendices.
- Conduct an initial briefing with staff that may include the following:
  - Review of completed ICS 201 form
  - A brief synopsis of the incident
  - Priorities and objectives
  - Code of Conduct
  - Logistics and layout
  - A brief synopsis of the services provided at the FAC, to include disability and AFN services: emphasize the quality care of clients
  - Staffing organization and work tasks
  - The date, time and location that the FAC will be activated
  - Resources available for maintaining situational awareness

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and don appropriate (a) badge if provided by FAC staff and (b) agency identification.
- Obtain Activity Log Form 214 and begin to document activity or employ WebEOC as applicable.
- Attend Just-in-Time Training. Review position checklists for and become familiar with the mission of your Section.
- Report to your assigned workstation. Obtain briefing and job/task assignment.
- Ensure that staff are familiar with the location of key resources, to include the FAC Plan, FAC forms, etc.



- Ensure that staffing is adequate per Appendix V: Staffing Guidelines. Consider additional staffing positions such as Time Keeper.
- Report to Resources Branch to obtain computers or other electronic equipment, workstation telephone numbers, and a briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff.

#### **OPERATION**

- Brief activating entity administrative personnel on all FAC-related business management issues needing attention and follow up. Meet with assisting and cooperating agency representatives, as required.
- Attend Command/Section Chief planning meetings.
- Attend Client Briefings.
- Attend planning sessions on financial and cost analysis matters.
- Coordinate the establishment of financial (cash accounts, invoices, billings, contracts, etc.) and administrative (filing, stationary supplies, etc.) systems.
- Coordinate accounting for food, equipment, wages, accommodations, and travel for response Unit and auxiliary personnel as needed.
- Prepare financial and administrative status reports.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Finance Section Chief at shift change.

#### **DEMOBILIZATION**

- Collect, organize and file finance related documentation.
- Coordinate with the Facility Liaison as necessary to arrange for billing and invoicing, if applicable.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms.

# ATTACHMENT 3 | FAMILY ASSISTANCE CENTER FORMS

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- ICS Form 201 Incident Briefing Form
- ICS Form 213 General Message Form
- ICS Form 214 Chronology of Events Log
- ICS Form 221 Demobilization Check-Out Form
- California Department of Justice Missing Person Form (CJIS 8568)
- Form 1A Victim Information Form
- Form 1B Notification Team Form Tracker
- Form 1C Staff Registration Sheet
- Form 1D Family Host Client List
- Form 1E Reception/Registration Unit Client Registration Sheet
- Form 1F Notification Team Tracking Form
- Form 1G Tracking Form

# INCIDENT BRIEFING (ICS 201)

<b>1. Incident Name:</b>	<b>2. Incident Number:</b>	<b>3. Date/Time Initiated:</b> Date: _____ Time: _____
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**4. Map/Sketch** (include sketch, showing the total area of operations, the incident site/area, impacted and threatened areas, overflight results, trajectories, impacted shorelines, or other graphics depicting situational status and resource assignment):

**5. Situation Summary and Health and Safety Briefing** (for briefings or transfer of command): Recognize potential incident Health and Safety Hazards and develop necessary measures (remove hazard, provide personal protective equipment, warn people of the hazard) to protect responders from those hazards.

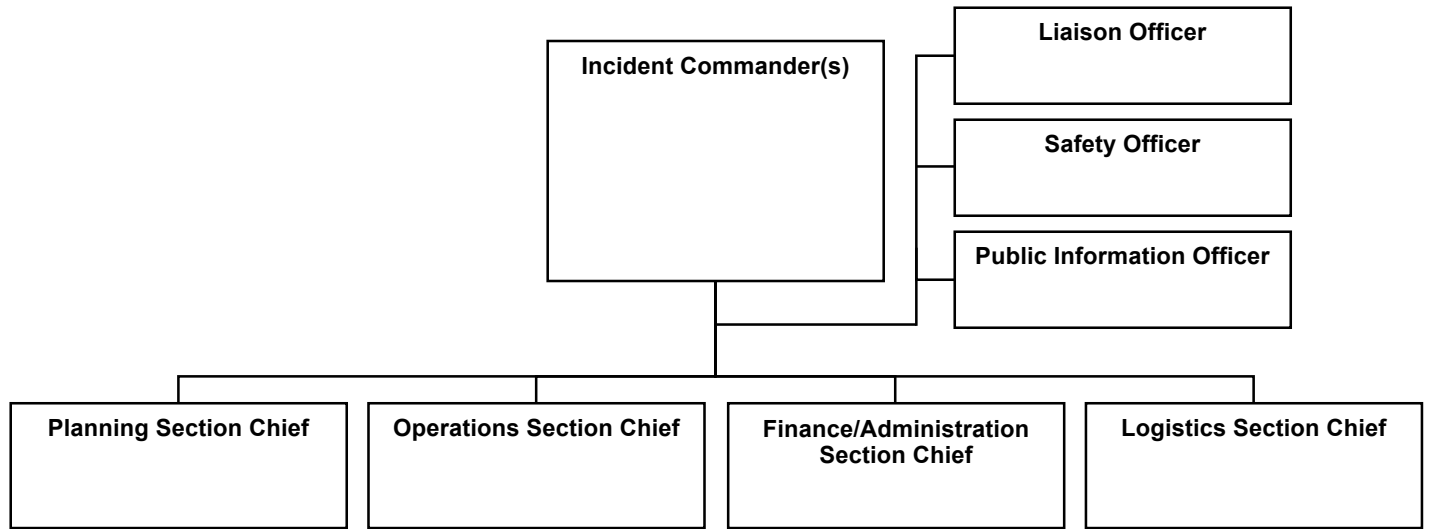
**6. Prepared by:** Name: \_\_\_\_\_ Position/Title: \_\_\_\_\_ Signature: \_\_\_\_\_



# INCIDENT BRIEFING (ICS 201)

<b>1. Incident Name:</b>	<b>2. Incident Number:</b>	<b>3. Date/Time Initiated:</b> Date: _____ Time: _____
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**9. Current Organization** (fill in additional organization as appropriate):



<b>6. Prepared by:</b> Name: _____ Position/Title: _____ Signature: _____	
ICS 201, Page 3	Date/Time: _____



## ICS 201 Incident Briefing

**Purpose.** The Incident Briefing (ICS 201) provides the Incident Commander (and the Command and General Staffs) with basic information regarding the incident situation and the resources allocated to the incident. In addition to a briefing document, the ICS 201 also serves as an initial action worksheet. It serves as a permanent record of the initial response to the incident.

**Preparation.** The briefing form is prepared by the Incident Commander for presentation to the incoming Incident Commander along with a more detailed oral briefing.

**Distribution.** Ideally, the ICS 201 is duplicated and distributed before the initial briefing of the Command and General Staffs or other responders as appropriate. The “Map/Sketch” and “Current and Planned Actions, Strategies, and Tactics” sections (pages 1–2) of the briefing form are given to the Situation Unit, while the “Current Organization” and “Resource Summary” sections (pages 3–4) are given to the Resources Unit.

### Notes:

- The ICS 201 can serve as part of the initial Incident Action Plan (IAP).
- If additional pages are needed for any form page, use a blank ICS 201 and repaginate as needed.

Block Number	Block Title	Instructions
1	<b>Incident Name</b>	Enter the name assigned to the incident.
2	<b>Incident Number</b>	Enter the number assigned to the incident.
3	<b>Date/Time Initiated</b> <ul style="list-style-type: none"> <li>• Date, Time</li> </ul>	Enter date initiated (month/day/year) and time initiated (using the 24-hour clock).
4	<b>Map/Sketch</b> (include sketch, showing the total area of operations, the incident site/area, impacted and threatened areas, overflight results, trajectories, impacted shorelines, or other graphics depicting situational status and resource assignment)	Show perimeter and other graphics depicting situational status, resource assignments, incident facilities, and other special information on a map/sketch or with attached maps. Utilize commonly accepted ICS map symbology.  If specific geospatial reference points are needed about the incident’s location or area outside the ICS organization at the incident, that information should be submitted on the Incident Status Summary (ICS 209).  North should be at the top of page unless noted otherwise.
5	<b>Situation Summary and Health and Safety Briefing</b> (for briefings or transfer of command): Recognize potential incident Health and Safety Hazards and develop necessary measures (remove hazard, provide personal protective equipment, warn people of the hazard) to protect responders from those hazards.	Self-explanatory.
6	<b>Prepared by</b> <ul style="list-style-type: none"> <li>• Name</li> <li>• Position/Title</li> <li>• Signature</li> <li>• Date/Time</li> </ul>	Enter the name, ICS position/title, and signature of the person preparing the form. Enter date (month/day/year) and time prepared (24-hour clock).
7	<b>Current and Planned Objectives</b>	Enter the objectives used on the incident and note any specific problem areas.

Block Number	Block Title	Instructions
8	<b>Current and Planned Actions, Strategies, and Tactics</b> <ul style="list-style-type: none"> <li>• Time</li> <li>• Actions</li> </ul>	Enter the current and planned actions, strategies, and tactics and time they may or did occur to attain the objectives. If additional pages are needed, use a blank sheet or another ICS 201 (Page 2), and adjust page numbers accordingly.
9	<b>Current Organization</b> (fill in additional organization as appropriate) <ul style="list-style-type: none"> <li>• Incident Commander(s)</li> <li>• Liaison Officer</li> <li>• Safety Officer</li> <li>• Public Information Officer</li> <li>• Planning Section Chief</li> <li>• Operations Section Chief</li> <li>• Finance/Administration Section Chief</li> <li>• Logistics Section Chief</li> </ul>	<ul style="list-style-type: none"> <li>• Enter on the organization chart the names of the individuals assigned to each position.</li> <li>• Modify the chart as necessary, and add any lines/spaces needed for Command Staff Assistants, Agency Representatives, and the organization of each of the General Staff Sections.</li> <li>• If Unified Command is being used, split the Incident Commander box.</li> <li>• Indicate agency for each of the Incident Commanders listed if Unified Command is being used.</li> </ul>
10	<b>Resource Summary</b>	Enter the following information about the resources allocated to the incident. If additional pages are needed, use a blank sheet or another ICS 201 (Page 4), and adjust page numbers accordingly.
	<ul style="list-style-type: none"> <li>• Resource</li> </ul>	Enter the number and appropriate category, kind, or type of resource ordered.
	<ul style="list-style-type: none"> <li>• Resource Identifier</li> </ul>	Enter the relevant agency designator and/or resource designator (if any).
	<ul style="list-style-type: none"> <li>• Date/Time Ordered</li> </ul>	Enter the date (month/day/year) and time (24-hour clock) the resource was ordered.
	<ul style="list-style-type: none"> <li>• ETA</li> </ul>	Enter the estimated time of arrival (ETA) to the incident (use 24-hour clock).
	<ul style="list-style-type: none"> <li>• Arrived</li> </ul>	Enter an "X" or a checkmark upon arrival to the incident.
	<ul style="list-style-type: none"> <li>• Notes (location/assignment/status)</li> </ul>	Enter notes such as the assigned location of the resource and/or the actual assignment and status.





## ICS 213 General Message

**Purpose.** The General Message (ICS 213) is used by the incident dispatchers to record incoming messages that cannot be orally transmitted to the intended recipients. The ICS 213 is also used by the Incident Command Post and other incident personnel to transmit messages (e.g., resource order, incident name change, other ICS coordination issues, etc.) to the Incident Communications Center for transmission via radio or telephone to the addressee. This form is used to send any message or notification to incident personnel that requires hard-copy delivery.

**Preparation.** The ICS 213 may be initiated by incident dispatchers and any other personnel on an incident.

**Distribution.** Upon completion, the ICS 213 may be delivered to the addressee and/or delivered to the Incident Communication Center for transmission.

### Notes:

- The ICS 213 is a three-part form, typically using carbon paper. The sender will complete Part 1 of the form and send Parts 2 and 3 to the recipient. The recipient will complete Part 2 and return Part 3 to the sender.
- A copy of the ICS 213 should be sent to and maintained within the Documentation Unit.
- Contact information for the sender and receiver can be added for communications purposes to confirm resource orders. Refer to 213RR example (Appendix B)

Block Number	Block Title	Instructions
1	<b>Incident Name</b> (Optional)	Enter the name assigned to the incident. This block is optional.
2	<b>To</b> (Name and Position)	Enter the name and position the General Message is intended for. For all individuals, use at least the first initial and last name. For Unified Command, include agency names.
3	<b>From</b> (Name and Position)	Enter the name and position of the individual sending the General Message. For all individuals, use at least the first initial and last name. For Unified Command, include agency names.
4	<b>Subject</b>	Enter the subject of the message.
5	<b>Date</b>	Enter the date (month/day/year) of the message.
6	<b>Time</b>	Enter the time (using the 24-hour clock) of the message.
7	<b>Message</b>	Enter the content of the message. Try to be as concise as possible.
8	<b>Approved by</b> <ul style="list-style-type: none"> <li>• Name</li> <li>• Signature</li> <li>• Position/Title</li> </ul>	Enter the name, signature, and ICS position/title of the person approving the message.
9	<b>Reply</b>	The intended recipient will enter a reply to the message and return it to the originator.
10	<b>Replied by</b> <ul style="list-style-type: none"> <li>• Name</li> <li>• Position/Title</li> <li>• Signature</li> <li>• Date/Time</li> </ul>	Enter the name, ICS position/title, and signature of the person replying to the message. Enter date (month/day/year) and time prepared (24-hour clock).

<b>1. Incident Name</b>			<b>2. Period (Date/Time)</b>		<b>Chronology of Events Log ICS 214A-CG</b>
			From:	To:	
<b>3. Activity Log</b>					
TIME	Briefing	Display	209/ SITREP	EVENTS	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
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	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	U/R				
<b>4. Prepared by:</b>			<b>Date/Time</b>		

## CHRONOLOGY OF EVENTS LOG (ICS FORM 214A-CG)

**Purpose** The Chronology of Events Log records details of unit activity, including strike team activity or individual activity that has been deemed relevant to the incident. Ensure all events are logged including when the data is received **and** when it is distributed, displayed, or briefed.

**Preparation** A Chronology of Events Log is initiated and maintained by the Situation Unit Leader but may also be used by Command Staff members, Division/Group Supervisors, Air Operations Groups, Strike Team/Task Force Leaders, and Unit Leaders. Completed logs are submitted to supervisors who forward them to the Documentation Unit. Use additional ICS 214A forms as necessary during an operational period.

**Distribution** The Documentation Unit maintains a file of all Unit Logs. All completed original forms **MUST** be given to the Documentation Unit.

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1.	Incident Name	Enter the name assigned to the incident.
2.	Period	Enter the time interval for which the form applies. Record the start and end date and time.
3.	Activity Log	<b>Time.</b> Enter the time the event is logged.  <b>Briefing U / R</b> – Check block if the information needs to be briefed? Circle whether it is Urgent or Routine. Urgent means immediate briefing (e.g. meets the Critical Information Reporting Criteria) and Routine means at the next briefing in the Operational Cycle or informally passed along to appropriate unit leader.  <b>Display</b> – Check block if the information needs to be displayed visually.  <b>209/SITREP</b> – Check block if the information needs to be distributed in a written format.  <b>Events</b> –Enter the event that you are logging. If the data is relevant to the incident then it needs to be logged on the form. In addition enter any methods for confirming the validity of the data and when/how the data is confirmed. Log the actions taken with the information as well.
4.	Prepared By	Print Name and enter date (month, day, year) and time prepared (24-hour clock).

# DEMOBILIZATION CHECK-OUT (ICS 221)

<b>1. Incident Name:</b>		<b>2. Incident Number:</b>																																																																																											
<b>3. Planned Release Date/Time:</b> Date: _____ Time: _____	<b>4. Resource or Personnel Released:</b>	<b>5. Order Request Number:</b>																																																																																											
<p><b>6. Resource or Personnel:</b>          You and your resources are in the process of being released. Resources are not released until the checked boxes below have been signed off by the appropriate overhead and the Demobilization Unit Leader (or Planning Section representative).</p> <p><b>LOGISTICS SECTION</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 25%;">Unit/Manager</th> <th style="width: 30%;">Remarks</th> <th style="width: 20%;">Name</th> <th style="width: 20%;">Signature</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Supply Unit</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Communications Unit</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Facilities Unit</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Ground Support Unit</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Security Manager</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><b>FINANCE/ADMINISTRATION SECTION</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 25%;">Unit/Leader</th> <th style="width: 30%;">Remarks</th> <th style="width: 20%;">Name</th> <th style="width: 20%;">Signature</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Time Unit</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><b>OTHER SECTION/STAFF</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 25%;">Unit/Other</th> <th style="width: 30%;">Remarks</th> <th style="width: 20%;">Name</th> <th style="width: 20%;">Signature</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><b>PLANNING SECTION</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 25%;">Unit/Leader</th> <th style="width: 30%;">Remarks</th> <th style="width: 20%;">Name</th> <th style="width: 20%;">Signature</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Documentation Leader</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Demobilization Leader</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Unit/Manager	Remarks	Name	Signature	<input type="checkbox"/>	Supply Unit				<input type="checkbox"/>	Communications Unit				<input type="checkbox"/>	Facilities Unit				<input type="checkbox"/>	Ground Support Unit				<input type="checkbox"/>	Security Manager				<input type="checkbox"/>						Unit/Leader	Remarks	Name	Signature	<input type="checkbox"/>	Time Unit				<input type="checkbox"/>					<input type="checkbox"/>						Unit/Other	Remarks	Name	Signature	<input type="checkbox"/>					<input type="checkbox"/>						Unit/Leader	Remarks	Name	Signature	<input type="checkbox"/>					<input type="checkbox"/>	Documentation Leader				<input type="checkbox"/>	Demobilization Leader			
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<b>10. Prepared by:</b> Name: _____ Position/Title: _____ Signature: _____																																																																																													
ICS 221		Date/Time: _____																																																																																											

# ICS 221

## Demobilization Check-Out

**Purpose.** The Demobilization Check-Out (ICS 221) ensures that resources checking out of the incident have completed all appropriate incident business, and provides the Planning Section information on resources released from the incident. Demobilization is a planned process and this form assists with that planning.

**Preparation.** The ICS 221 is initiated by the Planning Section, or a Demobilization Unit Leader if designated. The Demobilization Unit Leader completes the top portion of the form and checks the appropriate boxes in Block 6 that may need attention after the Resources Unit Leader has given written notification that the resource is no longer needed. The individual resource will have the appropriate overhead personnel sign off on any checked box(es) in Block 6 prior to release from the incident.

**Distribution.** After completion, the ICS 221 is returned to the Demobilization Unit Leader or the Planning Section. All completed original forms must be given to the Documentation Unit. Personnel may request to retain a copy of the ICS 221.

**Notes:**

- Members are not released until form is complete when all of the items checked in Block 6 have been signed off.
- If additional pages are needed for any form page, use a blank ICS 221 and repaginate as needed.

Block Number	Block Title	Instructions
1	<b>Incident Name</b>	Enter the name assigned to the incident.
2	<b>Incident Number</b>	Enter the number assigned to the incident.
3	<b>Planned Release Date/Time</b>	Enter the date (month/day/year) and time (using the 24-hour clock) of the planned release from the incident.
4	<b>Resource or Personnel Released</b>	Enter name of the individual or resource being released.
5	<b>Order Request Number</b>	Enter order request number (or agency demobilization number) of the individual or resource being released.
6	<b>Resource or Personnel</b> You and your resources are in the process of being released. Resources are not released until the checked boxes below have been signed off by the appropriate overhead and the Demobilization Unit Leader (or Planning Section representative). <ul style="list-style-type: none"> <li>• Unit/Leader/Manager/Other</li> <li>• Remarks</li> <li>• Name</li> <li>• Signature</li> </ul>	Resources are not released until the checked boxes below have been signed off by the appropriate overhead. Blank boxes are provided for any additional unit requirements as needed (e.g., Safety Officer, Agency Representative, etc.).
	<b>Logistics Section</b> <input type="checkbox"/> Supply Unit <input type="checkbox"/> Communications Unit <input type="checkbox"/> Facilities Unit <input type="checkbox"/> Ground Support Unit <input type="checkbox"/> Security Manager	The Demobilization Unit Leader will enter an "X" in the box to the left of those Units requiring the resource to check out.  Identified Unit Leaders or other overhead are to sign the appropriate line to indicate release.

Block Number	Block Title	Instructions
<b>6</b> (continued)	<b>Finance/Administration Section</b> <input type="checkbox"/> Time Unit	The Demobilization Unit Leader will enter an "X" in the box to the left of those Units requiring the resource to check out. Identified Unit Leaders or other overhead are to sign the appropriate line to indicate release.
	<b>Other Section/Staff</b> <input type="checkbox"/>	The Demobilization Unit Leader will enter an "X" in the box to the left of those Units requiring the resource to check out. Identified Unit Leaders or other overhead are to sign the appropriate line to indicate release.
	<b>Planning Section</b> <input type="checkbox"/> Documentation Leader <input type="checkbox"/> Demobilization Leader	The Demobilization Unit Leader will enter an "X" in the box to the left of those Units requiring the resource to check out. Identified Unit Leaders or other overhead are to sign the appropriate line to indicate release.
<b>7</b>	<b>Remarks</b>	Enter any additional information pertaining to demobilization or release (e.g., transportation needed, destination, etc.). This section may also be used to indicate if a performance rating has been completed as required by the discipline or jurisdiction.
<b>8</b>	<b>Travel Information</b>	Enter the following travel information:
	Room Overnight	Use this section to enter whether or not the resource or personnel will be staying in a hotel overnight prior to returning home base and/or unit.
	Estimated Time of Departure	Use this section to enter the resource's or personnel's estimated time of departure (using the 24-hour clock).
	Actual Release Date/Time	Use this section to enter the resource's or personnel's actual release date (month/day/year) and time (using the 24-hour clock).
	Destination	Use this section to enter the resource's or personnel's destination.
	Estimated Time of Arrival	Use this section to enter the resource's or personnel's estimated time of arrival (using the 24-hour clock) at the destination.
	Travel Method	Use this section to enter the resource's or personnel's travel method (e.g., POV, air, etc.).
	Contact Information While Traveling	Use this section to enter the resource's or personnel's contact information while traveling (e.g., cell phone, radio frequency, etc.).
	Manifest <input type="checkbox"/> Yes <input type="checkbox"/> No Number	Use this section to enter whether or not the resource or personnel has a manifest. If they do, indicate the manifest number.
Area/Agency/Region Notified	Use this section to enter the area, agency, and/or region that was notified of the resource's travel. List the name (first initial and last name) of the individual notified and the date (month/day/year) he or she was notified.	
<b>9</b>	<b>Reassignment Information</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Enter whether or not the resource or personnel was reassigned to another incident. If the resource or personnel was reassigned, complete the section below.
	Incident Name	Use this section to enter the name of the new incident to which the resource was reassigned.
	Incident Number	Use this section to enter the number of the new incident to which the resource was reassigned.
	Location	Use this section to enter the location (city and State) of the new incident to which the resource was reassigned.
	Order Request Number	Use this section to enter the new order request number assigned to the resource or personnel.

Block Number	Block Title	Instructions
10	<b>Prepared by</b> <ul style="list-style-type: none"><li>• Name</li><li>• Position/Title</li><li>• Signature</li><li>• Date/Time</li></ul>	Enter the name, ICS position, and signature of the person preparing the form. Enter date (month/day/year) and time prepared (using the 24-hour clock).



## MISSING PERSON REPORT

### Pursuant to Penal Code §13519.07(d)

<input type="checkbox"/> Adult	<input type="checkbox"/> Child	Date and Time of Report:	Date and Time of Last Contact:	Report Number:	
Report Type: <input type="checkbox"/> Runaway <input type="checkbox"/> Voluntary Missing Adult <input type="checkbox"/> Parental/Family Abduction <input type="checkbox"/> Dependent Adult <input type="checkbox"/> Unknown Circumstances <input type="checkbox"/> Stranger Abduction <input type="checkbox"/> Suspicious Circumstances <input type="checkbox"/> Catastrophe <input type="checkbox"/> Lost					
Category: <input type="checkbox"/> Prior Missing <input type="checkbox"/> Sexual Exploitation <input type="checkbox"/> Urgent Case <input type="checkbox"/> Silver Alert <input type="checkbox"/> Abducted During a Crime <input type="checkbox"/> Amber Alert <input type="checkbox"/> At Risk <input type="checkbox"/> Endangered Missing Advisory					
Name (Last, First, Middle):		Sex: <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> UNK		Race:	
Alias/Moniker/Nickname:		DOB/Age:	Height:	Weight:	
Eye Color:	Facial Hair:	Corrective Lenses: <input type="checkbox"/> Glasses <input type="checkbox"/> Contacts	Hair Color/Style:		
Scars/Marks/Tattoos:		Cell Phone Number:			
Residence Address, City, State, Zip Code:		Residence Phone Number:			
Business Address, City, State, Zip Code:		Business Phone Number:			
FBI Number:	Local Reference Number:	CII Number:	Social Security Number:	Driver's License/ID Number:	
				State:	
Email Address:		Probation/Parole/Social Worker Name & Phone:			
Clothing:		Social Networking Site(s) and Screen Name(s):			
Alcohol, Drug, Mental Health, or Medical Condition(s):		Jewelry:			
Last Known Location/Activity (Description or Address, City, State, Zip Code):		Possible Destination (Description or Address, City, State, Zip Code):			
Known Associates and Lifestyle:					
X-rays Available: Dental: <input type="checkbox"/> Y <input type="checkbox"/> N Skeletal: <input type="checkbox"/> Y <input type="checkbox"/> N	Visible Dental Work: <input type="checkbox"/> Y <input type="checkbox"/> N If yes, describe:	Dentures: <input type="checkbox"/> Upper <input type="checkbox"/> Full <input type="checkbox"/> Lower <input type="checkbox"/> Partial	Braces: <input type="checkbox"/> Upper <input type="checkbox"/> Lower	Dentist Name, Address, Phone Number:	
Photo Available: <input type="checkbox"/> Y <input type="checkbox"/> N	Age in Photo:	Fingerprints: <input type="checkbox"/> Y <input type="checkbox"/> N	Broken Bones / Missing Organs: If Yes, Describe: <input type="checkbox"/> Y <input type="checkbox"/> N	Medical Provider Name, Address, Phone Number:	
Registered Owner: <input type="checkbox"/> Missing Person <input type="checkbox"/> Suspect		Color(s):	Make:	Model:	
Describe:	Body Style:	Veh. Year:	VIN:		
License Number:	State/Province/Country:	Reg. Year:	Operator: <input type="checkbox"/> Missing Person <input type="checkbox"/> Suspect <input type="checkbox"/> Other	Damage to Vehicle:	
Describe:					
Operator: <input type="checkbox"/> Missing Person <input type="checkbox"/> Suspect <input type="checkbox"/> Other		Registered Owner: <input type="checkbox"/> Missing Person <input type="checkbox"/> Suspect <input type="checkbox"/> Other	Damage to Boat:		
Describe:					
Boat Year:	Make:	Model:	Body Style:	Color(s):	
Hull Number:	State/Province/Country:	Reg. Expiration:			
Name (Last, First, Middle):		Relationship to Missing:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> UNK	Race:	
DOB/Age:		Address, City, State, Zip Code:	Phone Number:	E-Mail Address:	
Scars/Marks/Tattoos:		Clothing:			
Name (Last, First, Middle):		Relationship to Missing:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> UNK	Race:	
DOB/Age:		Address, City, State, Zip Code:	Phone Number:	E-Mail Address:	
FCN Number:					
NIC Number <b>M</b>					

## MISSING PERSON REPORT

### Pursuant to Penal Code §13519.07(d)

Missing Person's Name (Last, First, Middle):	DOB/Age:	Report Number:
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Narrative:

Reporting Officer:	ID/Badge #:	Date:	Investigating Agency Address and Phone Number:	Forward Copy of Report to: (per PC §14211(g)):
Approving Officer:	ID/Badge #:	Date:		Internally Route to:

Authorization to release photo, dental treatment notes, and skeletal x-rays per PC §14212:

I am a family member, next-of-kin, or law enforcement official investigating the disappearance of the missing person, and I hereby authorize the release of all dental or skeletal x-rays and treatment notes, photographs, physical description, and circumstances surrounding the disappearance to assist law enforcement agencies in locating the above named missing person. This information may be used by the Department of Justice for inclusion in bulletins and posters, which will be distributed throughout California and on the Internet, including the Attorney General's Web Site at <http://oag.ca.gov/> and the FBI's National Dental Image Repository, to assist law enforcement agencies in locating the missing person.

Yes    No   Initial \_\_\_\_\_

Authorization to release information to the National Missing and Unidentified Person System per PC §14209:

I am a family member, next-of-kin, or law enforcement official investigating the disappearance of the missing person and I hereby authorize the release of all dental or skeletal x-rays, photographs, physical description, and circumstances surrounding the disappearance to the National Missing and Unidentified Person System (NamUs) at <http://namus.gov/>.

Yes    No   Initial \_\_\_\_\_

Authorization to refer missing juveniles who are the victims of sexual exploitation/human trafficking to victim advocacy groups and resources:

I am the parent or legal guardian of a missing juvenile believed to be the victim of sexual exploitation/human trafficking. I hereby authorize the law enforcement official investigating the disappearance, the power/right to refer the above named missing juvenile to the victim advocacy group(s) and/or resource of their choice.

Yes    No   Initial \_\_\_\_\_

Name:	Signature:	Date:
Relationship to Missing Person:	Address:	City:
		State:
		Zip Code:
		Phone Number:

Per Penal Code §14212, submit photographs, dental/skeletal x-rays, dental treatment notes, and fingerprints for entry into the Missing Person System at:  
**Department of Justice Missing & Unidentified Persons Section, P.O. Box 903387, Sacramento, CA 94203-3870, or via email at:**  
[Missing.Persons@doj.ca.gov](mailto:Missing.Persons@doj.ca.gov). For questions, please call the MUPS at (916) 210-3119.

Release of Information

## MISSING PERSON REPORT Pursuant to Penal Code §13519.07(d)

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### Privacy Notice

As Required by Civil Code § 1798.17

**Collection and Use of Personal Information.** The California Justice Information Services (CJIS) Division in the Department of Justice (DOJ) collects the information requested on this form as authorized by Penal Code sections 13519.07(d) and 14206. The CJIS Division uses this information to collect physical and medical reports on missing persons in order to assist law enforcement agencies (LEAs) in locating the missing person. In addition, any personal information collected by state agencies is subject to the limitations in the Information Practices Act and state policy. The DOJ's general privacy policy is available at <http://oag.ca.gov/privacy-policy>.

**Providing Personal Information.** Providing any personal information is voluntary.

**Access to Your Information.** You may review the records maintained by the CJIS Division in the DOJ that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

**Possible Disclosure of Personal Information.** In order to assist LEAs in locating the missing person, we may need to share the information you give us with the Federal Bureau of Investigation's National Dental Image Repository and the public for inclusion in bulletins and posters to be distributed throughout California, nationally, the Internet, and the Attorney General's Web Site at <http://oag.ca.gov>.

The information you provide may also be disclosed in the following circumstances:

- With other persons or agencies where necessary to perform their legal duties, and their use of your information is compatible and complies with state law, such as for investigations or for licensing, certification, or regulatory purposes;
- To another government agency as required by state or federal law.

**Contact Information.** For questions about this notice or access to your records, you may contact the program manager in the DOJ's Missing Persons Section by phone at (916) 210-3119, by email at [missing.persons@doj.ca.gov](mailto:missing.persons@doj.ca.gov), or by mail at:

California Department of Justice  
Missing Persons Section  
P.O. Box 903387  
Sacramento, CA 94203

**MONTEREY COUNTY OPERATIONAL AREA**

Family Family Assistance Plan

**Form 1A**

\* Do not provide this for to clients. To be completed by Family Hosts

For FRC/FAC use Only FRC/FAC #	Monterey County Operational Area <b>VICTIM INFORMATION FORM</b>	For FRC/FAC Personnel Only Triage #
Completed By:	Event:	Date

Initial Information: <input type="checkbox"/>		Update Information: <input type="checkbox"/>		<b>STATUS</b>	
Victim Name:				Deceased: <input type="checkbox"/> Physical Injury: <input type="checkbox"/>	
Gender:	DOB:	Minor: <input type="checkbox"/>		Present/Not Physically Injured: <input type="checkbox"/>	
E-Mail				Outreach Only (unknown Status): <input type="checkbox"/>	
Cell Phone:				Services Requested Only: <input type="checkbox"/>	
Alternate Phone:				<b>LOCATION OF VICTIM</b>	
Address:				During Event:	
City:				Current:	
State/ZIP/Country:				Permission to release info to elected officials: <input type="checkbox"/> Yes <input type="checkbox"/> No	

**NEXT OF KIN**

Primary Legal NOK Name:		Secondary Legal NOK Name:	
Gender	DOB:	Gender:	DOB:
Relationship to Victim:		Relationship to Victim:	
Email		Email	
Cell Phone:		Cell Phone:	
Alternate Phone:		Alternate Phone:	
Address:		Address:	
Current Location:		Current Location:	

**NEEDS ASSESSMENT / RESOURCE REFERRAL**

Date Svc Provided	Date Svc Provided	Date Svc Provided
<input type="checkbox"/> Financial	<input type="checkbox"/> Misc. Benefit Information	<input type="checkbox"/> Safety/Security Referral
<input type="checkbox"/> Lodging	<input type="checkbox"/> Funeral Services	<input type="checkbox"/> Senior Citizens Referral
<input type="checkbox"/> Air Travel	<input type="checkbox"/> Ground Transportation	<input type="checkbox"/> Translation / Interpretation Services
<input type="checkbox"/> Repatriation	<input type="checkbox"/> Spiritual Care Referral	<input type="checkbox"/> Health Insurance Advocacy
<input type="checkbox"/> Child Care	<input type="checkbox"/> Counseling Referral	<input type="checkbox"/> Workers Compensation
<input type="checkbox"/> Consular Services	<input type="checkbox"/> Legal Assistance Referral	<input type="checkbox"/> Medical Care Asst. / Medical Transport
<input type="checkbox"/> Case Updates	<input type="checkbox"/> Personal Affects	<input type="checkbox"/> Other (Describe) :
<input type="checkbox"/> Crime Victim's Compensation	<input type="checkbox"/> Identification Documents	<input type="checkbox"/> Other (Describe):
<input type="checkbox"/> Other (Describe) :	<input type="checkbox"/> Other (Describe) :	<input type="checkbox"/> Other (Describe) :
<input type="checkbox"/> Other (Describe) :	<input type="checkbox"/> Other (Describe) :	<input type="checkbox"/> Other (Describe) :

**MONTEREY COUNTY OPERATIONAL AREA**

Family Assistance Plan

**Form 1B**

\* Do not provide this for to clients. To be completed by Family Hosts

For FRC/FAC use Only  FRC/FAC #	Monterey County Operational Area  <b>Family Assistance Forms Notification Team Form Tracker</b>		For FRC/FAC Personnel Only  Triage # <hr/> NCIC #
Victim Last Name	Victim First Name	Victim Middle Name	Host Name

Name of family member completing forms:

1A	Family Host Group Forms Tracker	<input type="checkbox"/> Yes <input type="checkbox"/> No	Comment
2A	Missing Peron Personal Information	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3A	Medical History	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4A	Physical Characteristics	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5A	Clothing	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6A	Jewelry	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Additional Comments:

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Date Received from Notification Team:

Time Received from Notification Team:

Received by (Name):

Name of Notification Team Interviewer, if applicable:

Checked by Hospital Admission Team	Time:	Date:
Checked by Decedent Status Team	Time:	Date:
Checked by Missing Person Team	Time:	Date:

**Form 1C**

**Staff Registration Form**

#	Staff Last Name	Staff First Name	Agency / Organization	Agency / Organization Role	Role at FRC/FAC	Fields completed by Registration Staff			Fields Completed by Logistics Staff		Accommodation Required (if so, list)
						Arrival Time	Badge & Wristband #	Departure Time	Radio #	Returned Radio (y/n)	
0	<i>Sample</i>	<i>John</i>	<i>Monterey Sample Agency</i>	<i>Commander</i>	<i>Notification Team</i>	<i>09:15 hrs</i>	<i>12</i>	<i>03:45 hrs</i>	<i>SPD0945</i>	<i>Y</i>	<i>No</i>
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

Name of person completing form: \_\_\_\_\_ FRC/FAC Position: \_\_\_\_\_

*Note: Any requests for disability support services should be logged and relayed to the appropriate team.*

**Form 1D**

**Family Host Client List**

#	Primary Family Contact (Last, First)	List the Primary Family Contact's Telephone Number	Other Family Members Present (Last, First)	Victim Name (Last, First)	Accommodation Required	Services Requested
1		Tel #1: Tel #2:				Type of service: Date/Time Requested Date/Time Provided:
2		Tel #1: Tel #2:				Type of service: Date/Time Requested Date/Time Provided:
3		Tel #1: Tel #2:				Type of service: Date/Time Requested Date/Time Provided:
4		Tel #1: Tel #2:				Type of service: Date/Time Requested Date/Time Provided:
5		Tel #1: Tel #2:				Type of service: Date/Time Requested Date/Time Provided:
6		Tel #1: Tel #2:				Type of service: Date/Time Requested Date/Time Provided:

The Client List should be completed by the Family Host

**Form 1E**

**Reception/Registration Unit Client Registration Sheet**

#	Client Last Name	Client First Name	Gvt. ID	Missing Person Last Name	Missing Person First Name	Arrival Time	Departure Time	Family Already in FRC/FAC	Does anyone in your family Require Accommodations?	Did you Witness the Incident or Do You Have Information?	Assigned Family Host
0	<i>Sample</i>	<i>Jyl</i>	<i>CA DL N7804334</i>	<i>Green</i>	<i>Sonia</i>	<i>09:15 hrs</i>	<i>14:40 hrs</i>	<i>Yes</i>	<i>Wheelchair</i>	<i>No</i>	<i>Bill Smith</i>
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

Name of person completing form: \_\_\_\_\_ FRC/FAC Position: \_\_\_\_\_

*Any requests for support services (e.g., social services, mental health, spiritual care, public health victim services, or recovery services) should be logged and relayed to Family Host Staff for resolution.  
Any requests for disability support services should be logged and relayed to the appropriate team.*



**Form 1F**

**Notification Team Tracking Form**

#	Date	Victim Name (Last, First)	Name of Family Contact at FRC/FAC	Family Host	Victim Medical Information	Victim Status
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

The Notification Team Tracking Form should be completed by the Notification Team Supervisor or designee

Form 1G

Tracking Form

#	Date	Victim Name (Last, First)	Name of Family Contact at FRC/FAC	Family Host	Victim Medical Information	Victim Status
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

The Tracking Form is for optional use by teams that desire to track victims/assistance provided on their own.

