



State of Ohio

Family Assistance Center

Field Operations Guide

Job Action Sheets

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Mass Fatality Incident (abbreviated MFI) is an emergency management term used to identify an **incident** involving more dead bodies and/or body parts than can be located, identified, and processed for final disposition by available response resources.

The **Family Assistance Center** (FAC) model is a framework for providing **family assistance** following a mass fatality incident (MFI). **Family assistance** is **defined** as the provision of services and information to the **family** members of those killed and to those injured or otherwise impacted by the incident.

The **Victim Identification Center** (VIC) is designed to collect antemortem data in order to facilitate the positive identification of each decedent; the data will be compared with postmortem data in order to allow a Coroner/Medical Examiner (C/ME) to determine cause, manner, and time of the decedent's death.

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Job Action Sheets

K-1 Family Assistance Center Director Position

Mission: The Family Assistance Center Director provides leadership and direction for all Family Assistance Center (FAC) operations and ensures coordination with the regional health and medical response, through Health and Medical Area Operations Chief (HMAC), and with local response agencies and partners.

Direct Supervisor

Health and Medical Area Operations Chief

Supervisory Responsibilities

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

Responsibilities

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

Activation Duties
Review the State of Ohio Family Assistance Center Plan
Review position Job Action Sheet
Determine scale and functions of the Family Assistance Center <ul style="list-style-type: none">● Determine the scale of the FAC● Determine the services that will be provided at the FAC● Determine the FAC organization chart for the facility● Determine the logistical needs of the FAC● Determine the staffing needs of the FAC● Determine the FAC location● Identify expectations, needs and challenges
Coordinate with Finance and Administration Section Chief to provide activation information to responding staff <ul style="list-style-type: none">Reporting timeTravel instructionsAny special instructions
Oversee and direct set-up of the FAC facility

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

Beginning of Shift Duties
Review previous operational period activities
Receive briefing from FAC Director from previous operational period
Develop objectives for current operational period. Ensure the preparation of the current Incident Action Plan
Conduct initial command staff meeting/briefing
Establish communications with current Health and Medical Incident Commander
Establish communications with current Morgue Operations Chief
Establish a briefing schedule for Command Briefings and General Staff Briefings

During Shift Duties
Exercise responsibility for overall FAC operations
Coordinate activity of all command staff and section chiefs <ul style="list-style-type: none"> ● Identify, review and communicate goals and objectives for FAC operation with command staff and section chiefs ● Provide direction to command staff and section chiefs as needed ● Ensure accurate and timely information is being released through the PIO ● Coordinate with key stakeholders through the Liaison Officer ● Ensure, with Safety Officer, the continued safety of the facility and staff ● Ensure sections are activated and staffed appropriately as needed
Maintain communications with Health and Medical Area Commander
Provide periodic updates to HMAAC
Review and approve all requests for additional resources or staff
Maintain a written log of all important actions and decisions

End of Shift Duties
Brief the incoming FAC Director and Command staff
Identify operational priorities and urgent missions currently underway or planned

Demobilization Duties
In coordination with HMAC, Morgue Operations, Scene Operations and partner organizations determine when to begin to demobilize the FAC
Create a demobilization plan <ul style="list-style-type: none"> Determine how outstanding case management needs will be handled Determine how outstanding behavioral health needs will be handled
Conduct a demobilization meeting with Command Staff
Communicate with all key stakeholders the date and time of demobilization
Communicate the date and time of demobilization to the public
Oversee the break-down of the FAC facility and the Missing Persons Call Center
Coordinate staff and volunteer debrief

K-1 Public Information Officer (PIO) Position

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

Direct Supervisor

Family Assistance Center Director

Supervisory Responsibilities

Deputy PIO Family Briefing

Responsibilities

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

Activation Duties

Provide a formal notification of the date, time, location, and services of the FAC to key stakeholders, families, the public, and the media

Conduct comprehensive outreach regarding the FAC activation announcement.

Provide messaging to healthcare facilities, call centers, community organizations, government agencies, foreign diplomats, etc. Messaging should include:

A brief synopsis of the incident

An overview of the services provided at the FAC

The date, time, location of the FAC

The type of information the families will be asked to provide

Develop a document to provide guidance to families on what to expect and how to handle media inquiries

Develop rules of engagement for media personnel

Develop standardized messaging and briefing templates

Beginning of Shift Duties

Receive briefing from previous PIO

Read the current operational objective and Incident Action Plan

Attend Command Staff briefings and General Staff Briefings

During Shift Duties

Coordinate the release of all information to key stakeholder, the public, and the media. Ensure all command staff and the Missing Persons Call Center have copies of the briefings.

Maintain a regular schedule for briefing key stakeholders

Maintain a regular schedule for briefing the media

Develop FAC messaging as appropriate

Develop messaging for the Missing Persons Call Center as appropriate

Instruct all staff to refer media inquiries to the PIO

Coordinate all messaging with the Public Health PIO

Monitor media reports to ensure the reporting of accurate information concerning the FAC

Maintain situational awareness on the status of FAC operations

Maintain a written log of all actions and decisions

End of Shift Duties

Brief the incoming PIO

Demobilization Duties

Communicate demobilization information to all key stakeholders

- Ensure information regarding follow-up services is clearly communicated to key stakeholders

Coordinate the demobilization of the media center (if necessary)

Participate in staff debriefing

Develop items for after action report

K-2 Deputy PIO Family Briefings Position

Mission: The Deputy PIO Family Briefings is responsible for coordinating all briefings to families at the FAC and overseeing all communication to families not at the FAC.

Direct Supervisor

Family Assistance Center PIO

Supervisory Responsibilities

N/A

Responsibilities

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

Activation Duties

Establish communications protocols with Morgue Operations, HMAC, On-Site Incident Command and any other key stakeholders

Establish a daily briefing schedule for families (once established, do not alter the schedule)

Beginning of Shift Duties

Receive briefing from previous Deputy PIO Family Briefings

Read the current operational objectives and the Incident Action Plan

Attend all Command and General Staff Briefings

During Shift Duties

Communicate dates, times, and locations of families briefings to families, FAC staff, and key stakeholders

Coordinate all family briefings

Answer all family questions concerning family briefings and current operations

Coordinate all messaging to families with the FAC PIO

Communicate any family concerns to the FAC PIO and the FAC Director

Ensure all families not present at the FAC are receiving timely information regarding updates

End of Shift Duties

Brief the incoming Deputy PIO Family Briefings.

Demobilization Duties

Establish communications protocols for communicating any on-going information to families

Participate in staff debriefing

Develop items for after action report

K-3 Safety Officer Position

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

Direct Supervisor

Family Assistance Center Director

Supervisory Responsibilities

N/A

Responsibilities

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

Activation Duties
Ensure the structural integrity of the FAC facility if necessary: <ul style="list-style-type: none">• Conduct a site inspection of the FAC facility• Consult with professionals concerning any safety concerns if necessary
Ensure the FAC facility is compliant with all regulations (Fire, OSHA, ADA, etc.)
Ensure all staff and volunteers are provided a safety training before beginning work
Ensure that there are no hazards in any of the work area or family areas
If there is not one already, prepare a facility evacuation plan

Beginning of Shift Duties
Receive a briefings from the outgoing Safety Officer
Read the current operational objectives and Incident Action Plan
Attend all Command and General Staff Briefings
Perform hazard/risk assessment and make recommendations

During Shift Duties

Continually monitor the conditions at the FAC facility
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Advise the FAC Director of any safety concerns
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Ensure all safety concerns are identified and remedied
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Conduct all safety briefings

Ensure arrangements are made for the proper disposal of biohazard waste

Serve as a resource for staff and volunteers regarding safety and health topics

Consult with KC Safety & Claims and KC Security Unit as appropriate for issues requiring industrial hygiene/ergonomics and physical security expertise respectively

End of Shift Duties

Brief incoming Safety Officer

Demobilization Duties

Review the Demobilization Plan for safety implications
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Monitor the demobilization process to ensure safe practices

Participate in staff debriefing

Develop items for after action report

K-4 Liaison Officer Position

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

Direct Supervisor

Family Assistance Center Director

Supervisory Responsibilities

N/A

Responsibilities

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

Activation Duties

In cooperation with the PIO, ensure all key stakeholders, partners, and response agencies are aware of the date, time, and location of the FAC activation

Contact Liaisons at partners agencies and establish communications and coordination protocols

Beginning of Shift Duties

Receive a briefings from the outgoing Liaison Officer

Read the current operational objectives and Incident Action Plan

Attend all Command and General Staff Briefings

Establish and maintain communications with key stakeholders, partners and response agencies

During Shift Duties

Serve as a support agency for all outside stakeholders, partners, and response agencies

Relay requests, questions, and concerns to FAC staff as appropriate

Monitor FAC operations to identify potential inter-agency operational issues

Maintain a log of contacts, agreements, and issues
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Organize briefings with stakeholders, partners, and response agencies as necessary
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End of Shift Duties

Brief incoming Liaison Officer

Demobilization Duties

Participate in staff debriefing

Develop items for after action report

Communicate demobilization information to relevant stakeholders, partners and response agencies

Ensure that information concerning follow up services is clearly communicated to stakeholders, partners, and response agencies
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K-5 Operations Section Chief Position

Mission: The Operations Section Chief manages on-site FAC operations and objectives established by the FAC Director.

Direct Supervisor

Family Assistance Center Director

Supervisory Responsibilities

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

Responsibilities

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

Activation Duties

Review Job Action Sheets of subordinate positions.

Assign and brief subordinate staff.

Coordinate with each subordinate Group to develop a strategy to carry out the mission of their Group.

Coordinate and conduct Just-in-Time training for section staff.

Beginning of Shift Duties

Receive a briefing from the outgoing Operations Section Chief, including information on the state of the incident and the FAC operations.

Read the current Operational Objectives and Incident Action Plan.

Ensure a staffing schedule for the Operations Section is established for at least the next 3 days.

Ensure there is sufficient support and resources to carry out operations for the section.
Attend all Command and General Staff Briefings.

During Shift Duties
Oversee and make decisions regarding operations at the FAC.
Carry out operational objectives for the FAC.
Provide supervision and support to subordinate positions.
Participate in Command and General Staff briefings.
Make changes as necessary to the Operations Section staff, structure, and procedures.
Maintain incident awareness throughout operations.
Coordinate with Logistics regarding short and long term objectives for the FAC.
Initiate and maintain communication with partners, response agencies and outside operations.
Communicate important operational information to subordinate staff.
Provide recommendations and assist the Incident Commander on Operations issues.

End of Shift Duties
Brief incoming Operations Section Chief.
Identify operational priorities and urgent missions currently underway.
Ensure outgoing Group Supervisors briefing their incoming counterparts.

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

K-6 Shelter Unit Lead Position

Mission: The Shelter Unit Lead coordinates with shelters for information concerning missing persons and shelter residents. Communicates all probable matches certified by the Missing Persons Group to the shelters.

Direct Supervisor

Missing Persons Group Supervisor

Supervisory Responsibilities

Shelter Unit Staff

Responsibilities

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

Activation Duties

Conduct Just-in-Time training of Shelter Unit staff.

Establish communications and protocols with the shelters.

Verify communications and protocols with the Missing Persons Group.

Beginning of Shift Duties

Receive briefing from outgoing Shelter Unit Lead.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

Establish a schedule for conducting unit briefings.

During Shift Duties

Coordinate with the shelters to receive information on missing persons and shelter residents.

Provide a list of sheltered individuals to the Missing Persons Group Supervisor.

Communicate to the shelters all possible matches made by the Missing Persons Group.

Inform shelters when families are on their way to the facility.

If possible, receive written authorization from shelter residents to provide information to their family that is looking for them.

Provide recommendations and assistance to the Missing Persons Group Supervisor concerning shelter unit operations.

Ensure the privacy, confidentiality, and security of all private information.

Maintain records of all shelter residents.

Serve as a liaison for information sharing with shelters.

Conduct unit briefings.

End of Shift Duties

Brief incoming Patient Tracking Unit Lead.

Identify operational priorities and urgent missions currently underway.

Demobilization Duties

Participate in staff debriefing.

Develop items for after action report.

Debrief Shelter Unit staff and collect after action items.

Ensure ongoing Shelter operations are transferred to the appropriate authorities.

K-7 Web Search Unit Lead Position

Mission: The Web Search Unit Lead will search all available web databases to provide information about missing persons to the Missing Persons Group.

Direct Supervisor

Missing Persons Group Supervisor

Supervisory Responsibilities

Web Search Unit Staff

Responsibilities

- Search databases, social networking sites, disaster assistance sites, and any other web sites that may provide information about a missing person.
- Assist the Missing Persons Group in investigation.

Activation Duties

Conduct Just-in-Time training of Shelter Unit staff.

Establish communications and protocols with any relevant partner agencies.

Develop a list of web resources useful in gathering information on missing persons.

Beginning of Shift Duties

Receive briefing from outgoing Web Search Unit Lead.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

Establish a schedule for conducting unit briefings.

During Shift Duties

Search databases, social networking sites, disaster assistance sites, and any other web sites that may provide information about a missing person.

Assist the Missing Persons Group in investigation.

Communicate with partner agencies as necessary.

Provide recommendations and assistance to the Missing Persons Group Supervisor on Web Search operations.

End of Shift Duties

Brief incoming Patient Tracking Unit Lead.

Identify operational priorities and urgent missions currently underway.

Demobilization Duties

Participate in staff debriefing.

Develop items for after action report.

Debrief Web Search Unit staff and collect after action items.

Ensure ongoing Web Search operations are transferred to the appropriate authorities.

K-8 Support Services Branch Director Position

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

Direct Supervisor

Operations Section Chief

Supervisory Responsibilities

Child Care Group Supervisor

Social Services Group Supervisor

Interpretation/Translation Services Group Supervisor

Responsibilities

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

Activation Duties

Assess the operational needs required by the incident in terms of victim information services.

Activate the Support Service Groups, as necessary.

Assess the logistic and staffing needs of the Support Service Branch and communicate them to the Logistics Section and Finance/Administration Section.

Coordinate and conduct Just-in-Time training for branch staff.

Beginning of Shift Duties

Receive briefing from outgoing Support Services Branch Director.

Read the current Operational Objectives and Incident Action Plan.

Brief subordinate staff concerning any information relating to support services.

Ensure there is sufficient support and resources to carry out operations for the Support Services branch.

Attend all General Staff Briefings.

During Shift Duties
Coordinate and oversee all Support Services operations.
Continually assess the needs, support, and staffing of the Support Services operations.
Continually assess the Support Service needs of families at the FAC and activate/demobilize groups as necessary.
Provide supervision and support to subordinate positions.
Provide recommendations and assistance to the Operations Section Chief concerning Support Services.
Maintain communications with on and off-site operations concerning victim information services and any operational issues.
Ensure families' Support Services needs are being properly met.

End of Shift Duties
Brief incoming Support Services Branch Director.
Identify operational priorities and urgent missions currently underway.
Ensure outgoing Group Supervisors briefing their incoming counterparts.

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

K-9 Child Care Group Supervisor Position

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

Direct Supervisor

Support Services Branch Director

Supervisory Responsibilities

Child Care Group Staff

Responsibilities

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

Activation Duties

Conduct Just-in-Time training of Child Care staff.

Assess the potential child care needs of the families at the FAC and coordinate staffing and resources, as necessary.

Verify child care protocols and train staff on check-in/out procedures.

Beginning of Shift Duties

Receive briefing from outgoing Child Care Group Supervisor.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

During Shift Duties

Oversee the provision of child care at the FAC.

Review names, qualifications and criminal background checks of all Child Care Providers on shift.

Continually assess the child care needs of families at the FAC.
Ensure all check-in/out protocols are being followed.
Provide recommendations and assistance to the Support Services Branch Director concerning Child Care operations.
Ensure the safety of children under the care of child care providers at the FAC.
Ensure only authorized individuals are allowed in the child care areas.
Provide age appropriate care and activities for children as applicable.

End of Shift Duties
Brief incoming Child Care Group Supervisor.
Identify operational priorities and urgent missions currently underway.

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

K-10 Social Services Group Supervisor Position

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

Direct Supervisor
Support Services Branch Director

Supervisory Responsibilities
Social Services Group Staff

Responsibilities

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

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

Beginning of Shift Duties
Receive briefing from outgoing Social Services Group Supervisor.
Read the current Operational Objectives and Incident Action Plan.
Attend all General Staff Briefings.
Brief subordinate staff of all important information.

During Shift Duties
Provide social services information and make referrals to appropriate external resources.

Maintain communications with a disaster assistance center if established. If services are provided off site or at another disaster assistance center coordinate the following: Scheduling appointments between family members and services providers; Arrange transportation for family members or provide driving/transit
Coordinate the provision of animal care if family members bring pets or services animals
Continually assess the social services needs of the families at the FAC.
Provide referrals to outside services, if necessary.
Provide recommendations and assistance to the Support Services Branch Director on Social Service operations.

End of Shift Duties
Brief incoming Social Services Group Supervisor.
Identify operational priorities and urgent missions currently underway.

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

K-11 Interpretation/Translation Services Group Supervisor Position

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

Direct Supervisor

Support Services Branch Director

Supervisory Responsibilities

Interpreters and Translators

Responsibilities

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

Activation Duties

Conduct Just-in-Time training of Interpretation/Translation staff.

Assess the potential interpretation/translation needs of the families that are coming to the FAC and coordinate staffing and resources as necessary.

Establish contact with outside organizations as appropriate, concerning interpretation/translation.

Beginning of Shift Duties

Receive briefing from outgoing Interpretation/Translation Services Group Supervisor.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

During Shift Duties

Continually assess the interpretation and translation needs of families during all FAC processes: (interviews, notifications, registration, family briefings, etc.), whether they be in person or via phone.
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Coordinate and provide interpretation and translation services to families at the FAC.
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Make recommendation and requests to the Support Services Branch Director for additional translators and interpreters as necessary.
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Ensure there is proper signage for all families visiting the FAC.

Ensure the privacy, confidentiality, and security of all protected health information.
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Provide recommendations and assistance to the Support Services Branch Director concerning Interpretations/Translation operations.

End of Shift Duties

Brief incoming Social Services Group Supervisor.
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Identify operational priorities and urgent missions currently underway.

Demobilization Duties

Participate in staff debriefing.

Develop items for after action report.
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Debrief Social Services Staff and collect after action items.

Provide referrals to outside child care resources if necessary.

K-12 Health Services Branch Director Position

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

Direct Supervisor

Operations Section Chief

Supervisory Responsibilities

Medical/First Aid Group Supervisor

Behavioral Health Services Group

Supervisor

Responsibilities

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

Activation Duties

Assess the operational needs required by the incident in terms of medical and behavioral health services.

Activate the Health Services Groups as necessary.

Assess the logistic and staffing needs of the Health Services Branch and communicate them to the Logistics Section and Finance/Administration Section.

Coordinate and conduct Just-in-Time training for branch staff.

Beginning of Shift Duties

Receive briefing from outgoing Health Services Branch Director.

Read the current Operational Objectives and Incident Action Plan.

Brief subordinate staff concerning any information relating to health services.

Ensure there is sufficient support and resources to carry out operations for the Health Services branch.

Attend all General Staff Briefings.

During Shift Duties

Continually assess the needs, support, and staffing of the Health Services Branch.
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Coordinate and oversee all health services at the FAC.
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Continually assess the health services needs of the families at the FAC.
--

Ensure the privacy, confidentiality, and security of all protected health information.
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Provide recommendations and assistance to the Operations Section Chief concerning Health Services operations.

End of Shift Duties

Brief incoming Health Services Branch Director.

Identify operational priorities and urgent missions currently underway.

Ensure outgoing Group Supervisors briefing their incoming counterparts.

Demobilization Duties

Participate in staff debriefing.

Develop items for after action report.
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Debrief Health Services Branch Staff and collect after action items.
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Ensure ongoing Health Services are transferred to the appropriate authorities.
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Ensure ongoing Health Services resources are properly communicated to families, the FAC Director, and the PIO.
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K-13 Medical/First Aid Group Supervisor Position

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

Direct Supervisor

Health Services Branch Director

Supervisory Responsibilities

Medical/First Aid Group Staff

Responsibilities

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

Activation Duties

Based on the incident assess the potential medical/first aid services necessary and make recommendations to the Health Services Branch Director.

Conduct Just-in-Time training of Medical/First Aid staff.

Establish contact and procedures with outside organizations for follow-up medical care.

Beginning of Shift Duties

Receive briefing from outgoing Medical/First Aid Group Supervisor.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

During Shift Duties

Coordinate and provide basic health services and first aid to all FAC families.

Provide referrals to outside medical or pharmaceutical services if necessary.

Continually assess the medical/first aid needs of the families at the FAC.

Provide recommendations and assistance to the Health Services Branch Director concerning Medical/First Aid operations.

Ensure the privacy, confidentiality, and security of all protected health information.

End of Shift Duties

Brief incoming Medical/First Aid Group Supervisor.
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Identify operational priorities and urgent missions currently underway.

Demobilization Duties

Participate in staff debriefing.

Develop items for after action report.
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Debrief Medical/First Aid staff and collect after action items.

Provide referrals to outside/ongoing medical care if necessary.

K-14 Behavioral Health Group Supervisor Position

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

Direct Supervisor

Health Services Branch Director

Supervisory Responsibilities

Mental Health Unit Lead

Spiritual Health Unit Lead

Responsibilities

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

Activation Duties

Assess the possible behavioral health implications of the incident and ensure the proper resource and staff needs are met to respond.

Assess the needs of the Behavioral Health Group and activate all necessary units.

Conduct Just-in-Time training of Behavioral Health Group staff.

Beginning of Shift Duties

Receive briefing from outgoing Behavioral Health Group Supervisor.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

Review names, qualifications and criminal background checks of all Behavioral Health Team Leaders and Responders on shift.

Review Behavioral Health Services Team forms completed since last review.

Lead meeting with Behavioral Health Team Leaders and Responders in a confidential environment to review objectives and assignments for the shift, determine team communication plan, coordinate tasks, review protocols, procedures, documentations and tools, distribute equipment and answer questions.

During Shift Duties

Follow all procedures, professional codes of conduct and laws and ensures Behavioral Health Team Leaders follow all procedures, professional codes of conduct and laws.

Convene and lead Behavioral Health Team meetings and shift change briefings as scheduled.

Conduct meetings with Mental Health and Spiritual Care Unit Leads individually or as a team, as needed.

Ensure Behavioral Health Team Leaders receive relevant and up-to-date situational information in a timely manner. Information may include available resources for families and staff, changes in FAC procedures, response actions currently underway and planned, and specific religious or cultural resources available to families and staff.

Provide clinical oversight of psychological triage, informal risk assessments and PFA provided to families and FAC staff.

Liaison with qualified advisors to ensure care and support given by Behavioral Health Response Team members is culturally competent.

Ensure the provision of spiritual / pastoral care, crisis intervention / mental health care when indicated.

Monitor demand for Behavioral Health Services to determine appropriate staffing level.

Monitor and anticipate emerging unmet needs / resources for families, FAC staff and BH Team. Lead initiative to fulfill needs / acquire resources.

Liaison with Disaster Behavioral Health provider organizations.

Ensure the privacy and confidentiality of all verbal and written Behavioral Health interaction and documentation concerning families and FAC staff.

Provide consultation to Mental Health and Spiritual Care Unit Leads assigned to you regarding clinical and/or administrative concerns or matters.

In consultation with Health Services Branch Director, dismiss BH Team members of duty who fail to follow FAC procedures, protocols, and professional codes of conduct or violate laws. Document dismissal in writing and submit original to Operations Section Chief/Deputy Chief.

Provide recommendations and assistance to the Health Services Branch Director concerning Behavioral Health operations.

Provide assistance in coordinating a memorial or site visit for families.

End of Shift Duties

Brief incoming Missing Persons Group Supervisor.

Identify operational priorities and urgent missions currently underway.

Debrief individually with the Mental Health and Spiritual Care Unit Leads for you to assess how they are reacting to the work. Determine if a group debriefing is necessary.

Review all documentation generated during shift and submitted by Mental Health and Spiritual Care Unit Leads. File documentation in a secure, locked location as approved by the Health Services Branch Director.

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

K-15 Mental Health Unit Lead Position

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

Direct Supervisor

Behavioral Health Branch Director

Supervisory Responsibilities

Mental Health Responders

Responsibilities

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

Activation Duties

Assess the possible mental health implications of the incident and work with the Behavioral Health Group Supervisor to ensure the proper resource and staff needs are met to respond.

Assess the needs of the Mental Health Group and activate all necessary units.

Conduct Just-in-Time training of Mental Health Responders.

Beginning of Shift Duties

Receive briefing from outgoing Mental Health Unit Lead.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

Review names, qualifications and criminal background checks of all Mental Health Responders on shift.

Review Mental Health Services Team forms completed since last review.

Meet with Mental Health Responders assigned to you in a confidential environment to review objectives and assignments for the shift, determine team communication plan, coordinate tasks, review protocols, documentations and tools, distribute equipment and answer questions.
Convene and lead Mental Health Team meetings and shift change briefings as scheduled.
Ensure Mental Health Responders receive relevant and up-to-date situational information in a timely manner. Information may include available resources for families and staff, changes in FAC procedures, response actions currently underway and planned, and specific religious or cultural resources available to families and staff.
Provide psychological triage and conduct informal risk assessments of families and FAC staff.
Provide Psychological First Aid (PFA), including psych-education, referrals and advocacy.
Assist with the provision of crisis intervention / mental health care when indicated.
Ensure the privacy and confidentiality of all verbal and written Mental Health interaction and documentation concerning families and FAC staff.
Provide consultation to Mental Health Responders assigned to you regarding clinical and/or administrative concerns or matters.
Consult with Behavioral Health Branch Director regarding clinical and/or administrative concerns or matters.
Provide recommendation and assistance to the Behavioral Health Branch Director concerning Mental Health operations.

End of Shift Duties
Brief incoming Mental Health Unit Lead.
Receive briefing from each Mental Health Responders assigned to you on issues that were managed during the shift, individuals / issues of concern, unmet needs, and tasks that require further action or follow up.
Debrief individually with each Mental Health Responder assigned to you to assess how they are reacting to the work. Group debriefings will be offered as decided by the Mental Health Branch Chief.
Brief Behavioral Health Branch Director on issues that were managed during the shift, individuals / issues of concern, unmet needs, tasks that require further action or follow up and information on Responders under your supervision.
Submit all documentation generated during shift to Behavioral Health Branch Director.

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

K-16 Spiritual Care Unit Lead Position

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

Direct Supervisor

Behavioral Health Branch Director

Supervisory Responsibilities

Spiritual Care Responders

Responsibilities

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

Activation Duties

Assess the possible spiritual care implications of the incident and work with the Behavioral Health Group Supervisor to ensure the proper resource and staff needs are met to respond.

Assess the needs of the Spiritual Care Unit and activate all necessary units.

Conduct Just-in-Time training of Spiritual Care Responders.

Beginning of Shift Duties

Receive briefing from outgoing Spiritual Care Unit Lead.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

Review names, qualifications and criminal background checks of all Spiritual Care Responders on shift.

Review Spiritual Care Services Team forms completed since last review.

Meet with Spiritual Care Responders assigned to you in a confidential environment to review objectives and assignments for the shift, determine team communication plan, coordinate tasks, review protocols, documentations and tools, distribute equipment and answer questions.
Convene and lead Spiritual Care Unit meetings and shift change briefings as scheduled.
Ensure Spiritual Care Responders receive relevant and up-to-date situational information in a timely manner. Information may include available resources for families and staff, changes in FAC procedures, response actions currently underway and planned, and specific religious or cultural resources available to families and staff.
Provide psychological triage and conduct informal risk assessments of families and FAC staff.
Provide Psychological First Aid (PFA), including psych-education, referrals and advocacy.
Assist with provision of spiritual support / pastoral care when requested or indicated. This includes assisting families concerned with cultural end of life practices and multi-denominational memorial services.
Ensure the privacy and confidentiality of all verbal and written Spiritual Care interaction and documentation concerning families and FAC staff.
Provide consultation to Spiritual Care Responders assigned to you regarding clinical and/or administrative concerns or matters.
Consult with Behavioral Health Branch Director regarding clinical and/or administrative concerns or matters.
Provide recommendation and assistance to the Behavioral Health Branch Director concerning Spiritual Care operations.

End of Shift Duties
Brief incoming Spiritual Care Unit Lead.
Receive briefing from each Spiritual Care Responder assigned to you on issues that were managed during the shift, individuals / issues of concern, unmet needs, and tasks that require further action or follow up.
Debrief individually with each Spiritual Care Responder assigned to you to assess how they are reacting to the work. Group debriefings will be offered as decided by the Mental Health Branch Chief.
Brief Behavioral Health Branch Director on issues that were managed during the shift, individuals / issues of concern, unmet needs, tasks that require further action or follow up and information on Responders under your supervision.
Submit all documentation generated during shift to Behavioral Health Branch Director.

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

K-17 Reception Branch Director Position

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

Direct Supervisor

Operations Section Chief

Supervisory Responsibilities

Registration Group Supervisor

Family Host Group Supervisor

Responsibilities

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

Activation Duties

Set up and establish the reception and registration areas of the FAC.

Assign Greeters, family hosts, and registration personnel.

Assess the logistic and staffing needs of the Reception Branch and communicate them to the Logistics Section and Finance/Administration Section.

Coordinate and conduct Just-in-Time training for branch staff.

Review all Reception Branch protocols including registration, family host, and credentialing.

Coordinate with the Registration Group Supervisor and the Family Host Group Supervisor to develop registration and flow strategies and a strategy to maintain a comfortable environment for clients respectively.

Beginning of Shift Duties

Receive briefing from outgoing Reception Branch Director.

Read the current Operational Objectives and Incident Action Plan.

Brief subordinate staff concerning any information relating to reception services.

Ensure there is sufficient support and resources to carry out operations for the Reception branch.

Attend all General Staff Briefings.

During Shift Duties

Coordinate and oversee all reception operations including registration and family host operations.

Coordinate with security and law enforcement to ensure only authorized individuals and granted access to the FAC.

Keep all media and press representatives out of the FAC.

Coordinate with security and law enforcement to ensure all staff and families are properly credentialed.

Ensure the forms received by the Registration Group are complete.

Ensure the privacy, confidentiality and security of all protected health information.

Continually assess the resource and staffing needs of the reception branch.

Provide guidance to subordinate staff as necessary.

Provide recommendations and assistance to the Operations Section Chief concerning reception operations.

End of Shift Duties

Brief incoming Reception Branch Director.

Identify operational priorities and urgent missions currently underway.

Ensure outgoing Group Supervisors briefing their incoming counterparts.

Demobilization Duties

Participate in staff debriefing.

Develop items for after action report.

Debrief Reception Branch Staff and collect after action items.

K-18 Registration Group Supervisor Position

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

Direct Supervisor

Reception Branch Director

Supervisory Responsibilities

Registration Group Staff

Responsibilities

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

Activation Duties

Set up and activate the registration operations.

Conduct Just-in-Time training of Registration staff.

Review establish protocols with Security and Law Enforcement concerning badging and credentialing.

Review all registration protocols.

Establish a separate check-in area for FAC staff.

Beginning of Shift Duties

Receive briefing from outgoing Registration Group Supervisor.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

During Shift Duties
Oversee all registration activities.
Ensure all forms are properly completed by families registering at the FAC.
Ensure all families and staff are properly credentialed.
Keep all media and press representatives out of the FAC.
Ensure the privacy, confidentiality, and security of all protected health information.
Refer all families and staff requiring immediate assistance to the appropriate resources.
Ensure there are appropriate interpretation/translation and behavioral health staff available during registration as necessary.
Provide each family with a Family Resource Packet.
Coordinate staff check-in at a separate location within the FAC.
Coordinate Greeter to welcome visiting families.
Maintain a current roster of all families and staff at the FAC.
Ensure all families and staff check-out as they leave the FAC facility.
Provide recommendations and assistance to the Reception Branch Director on registration operations.

End of Shift Duties
Brief incoming Registration Group Supervisor.
Identify operational priorities and urgent missions currently underway.

Demobilization Duties
Participate in staff debriefing.
Develop items for after action report.
Debrief Registration staff and collect after action items.

K-19 Family Host Group Supervisor Position

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

Direct Supervisor

Reception Branch Director

Supervisory Responsibilities

Family Host Group Staff

Responsibilities

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

Activation Duties

Assess the needs, resources and staffing of the Family Host Group.

Conduct Just-in-Time training of Family Host staff.

Review all Family Host protocols.

Based on the incident determine the possible resource needs and request families may have.

Beginning of Shift Duties

Receive briefing from outgoing Family Host Group Supervisor.

Read the current Operational Objectives and Incident Action Plan.

Attend all General Staff Briefings.

Brief subordinate staff of all important information.

During Shift Duties
Greet family members upon entry into the FAC.
Answer questions concerning services and procedures.
Provide a brief orientation and tour of the FAC facility if possible. Ensure families are aware of the services available at the FAC.
Ensure families have the appropriate resources (chairs, tables, tissues, etc.).
Connect families with any resources they request.
Inspect and organize client areas (waiting rooms, television room, food service areas, meditation/spiritual care areas, etc.).
Provide recommendations and assistance to the Reception Branch Director on family host operations.
Provide the Reception Branch Director an overview of the type of requests and resource needs of the families.

End of Shift Duties
Brief incoming Family Host Group Supervisor.
Identify operational priorities and urgent missions currently underway.

Demobilization Duties
Participate in staff debriefing.
Develop items for after action report.
Debrief Family Host staff and collect after action items.

This is the end of this document