I. INTRODUCTION

   A. Introduction

      1. When emergencies occur there is a need to allow incident command to respond the incident. People in the immediate area may need to be evacuated from the initial scene area for safety reasons. Based on the complexity of the emergency, information about casualties, fatalities, or medical transport may take hours or days to be compiled.

      2. The establishment of a reception center area can provide a safe location where initial care and comfort is available while awaiting information from the scene. It is critical to have a reception center established quickly to be used as an area where family members, co-workers and friends can provide and receive information. Depending on the size and scope of an incident the initial reception center facility would also be used to provide time for the college, in conjunction with the jurisdiction, the state or responsible parties to establish a more robust family assistance center (FAC).

      3. A FAC would provide the longer term needs such as temporary lodging, mental health counseling, financial assistance, family identification and/or family member location assistance, as well as other services associated with a long term recovery operations depending on the incident and local needs.

      4. This appendix has been developed to provide Tidewater Community College guidance applicable to a reception center at any of our facilities regardless of the jurisdiction. The appendix followed several examples of FAC plans to make it easier to transition from just a reception center to a more comprehensive FAC, regardless of whether the FAC is operated by the locality, the state, the military, or a third party or any combination thereof.

   B. Purpose

      1. The purpose of this appendix is to provide guidance for the planning of a location, college staff resources, as well as the integration of local jurisdictional, regional and state resources into the operation, and other logistical issues when an initial reception center is established. This pre-incident guidance and planning can provide for a seamless transitioned into a FAC when that decision is made based on the incident. Specifically it will:

    a. Provide guidance to identify potential TCC or local facilities within each jurisdiction that could be considered to be used as reception centers;

    b. Provide guidance on common facility areas and layouts;

    c. Suggest staffing levels;

    d. Provide for the development of job aids for reception center staff positions;

    e. Suggest how extended operations could transition from a reception center to a FAC; and

    f. Provide guidance for initial message considerations.

C. Scope

  1. This appendix provides information on how Tidewater Community College will determine the need for and implement an initial reception center. It is intended to also provide guidance on how TCC will integrate with a jurisdiction initially and incorporate regional and state resources as they become available. A reception center may need to be available to be activated as quickly as possible when the number of causalities is anticipated to reach the level of a Mass Casualty/Mass Fatality Incident. Requests for resources outside the local community to assist with activation of this appendix should be processed through the jurisdictions EOC if activated, or through the local Emergency Management Agency.

  2. This appendix may be used in conjunction with other emergency operations plans including local, state, and federal plans developed under these authorities as well as memoranda of understanding (MOU) among various external public and private entities.

D. Authorities and References

  1. Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended

  2. The *Code of Virginia*, Title 23 Chapter 2

  3. The Commonwealth of Virginia Emergency Operations Plan (COVEOP), September 2012

  4. Commonwealth of Virginia State Family Assistance Center Plan, July 2011

  5. Tidewater Community College Crisis and Emergency Management Plan, of which this Appendix is a part

  6. US Navy Fleet & Family Support Center Emergency Family Assistance Center (EFAC) Desk Guide, June 2014

7. Mass Fatality Family Assistance Operations: Recommended Strategies for Local and State Agencies; USDOJ and NTSB (undated)

8. NTSB Transportation Disaster Assistance Program http://www.ntsb.gov/tda/

9. Jefferson County, AL Comprehensive Emergency Management Plan, Reception Center Operating Guide, dated November 2010

II. SITUATION AND ASSUMPTIONS

A. Situation

1. TCC, located in Southside Hampton Roads, like any area of the country or the world is susceptible to catastrophic emergencies. It is not uncommon for emergencies to include a significant number of casualties or fatalities, some rising to the level of Mass Casualty or Mass Fatality Incidents within college or the community. Less seriously injured causalities, family members, co-workers, friends, neighbors, along with the general public will gather looking for information as well as to comfort those impacted by the incident.

2. Local emergency services routinely seek safe locations within the community in close proximity to the site to establish a gathering point at a safe distance. It is not uncommon for faith based facilities, sport complexes, community centers, large halls such as fraternal organization halls, or other large gathering spaces to be used for this purpose at the outset of the emergency. However, the immediate needs to establish a site close at hand may not serve the community well if the incident lasts longer than a few hours.

3. There are likely 3 basic groups of people identified that the reception center would include; 1) those that live/work in the impacted area and may not be able to immediately return home, 2) friends and family of people in the impacted area looking for them or information about their whereabouts, and 3) people living and working in close proximity to the incident looking for information.
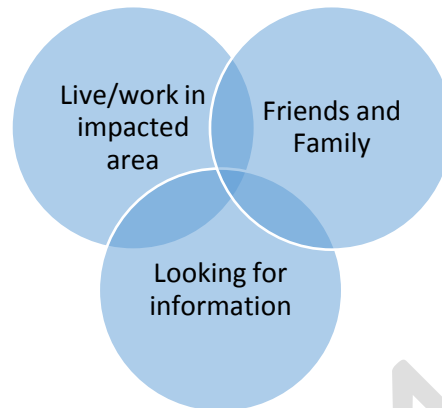
4. The reception center staff would have to sort through these groups to determine their reason for being at the reception center. Based on the group designation, there would be additional information gathered to determine short or long term needs. Within this concept the reception center would be the precursor to establishing a shelter or family assistance center, depending on the size and scope of the incident. A reception center is not a shelter; nor is it intended to have the same level of services needed in a shelter.

5. As the impact of the local emergency expands to a large scale event with long term needs the TCC Emergency Operations Center (EOC) in conjunction with the locality and or the State EOC may determine a need to establish a FAC. The services available in a FAC generally provide communication; various counselling services to include spiritual, mental health, financial; identification and tracking of casualties; identification of remains; assistance with locating missing family members; notifications to families and other services as needed depending on the incident.

6. A reception center is one of the services provided within the context of the larger family assistance center operations. A reception center may be established to fill the gap between the area established by incident command and the longer term services of an established FAC.

7. Simply put, the reception center should be part of a tiered approach to the decision to establish a FAC
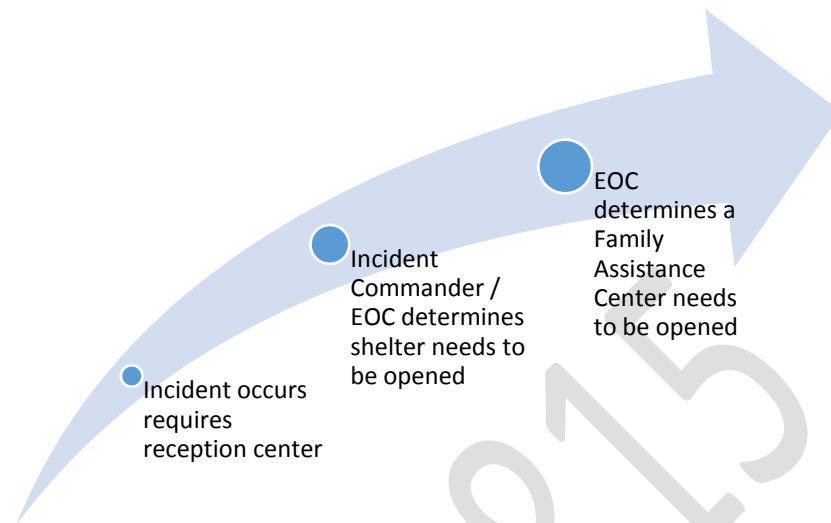
8. The Commonwealth of Virginia has developed a Family Assistance Center Plan, July 2011. It is intended to operate for an incident involving state facilities, including Institutions of Higher Education (IHEs). Activation of that plan, in its entirety or components thereof, is available to localities upon request through the Virginia Emergency Operations Center (VEOC).

9. This appendix is crafted to complement the State FAC Plan by providing guidance to identify potential local facilities that may be utilized as the initial reception center until either a local FAC or activation of a State operated FAC can be established.

B. Planning Assumptions

1. The development of this plan has considered the following assumptions:

   a. TCC has campuses, centers, and or facilities in the south side Hampton roads cities of Chesapeake, Norfolk, Portsmouth, Suffolk and Virginia Beach that could be impacted by an emergency.

   b. TCC is required to coordinate through the local emergency management agency when an emergency is beyond its capability.

   c. Each locality should have the capacity to open and operate a reception center during an emergency.

   d. Each locality routinely cooperates with neighboring jurisdictions and may have some agency mutual aid agreements in place in addition to access to statewide mutual aid.

   e. Disaster support agencies such as American Red Cross, Salvation Army, and other VOAD partners may be available to assist localities.

f.   Local faith based leaders routinely cooperate with city officials when asked to provide short term facilities or services during emergencies.

g.   Depending on the extent of the emergency, TCC may have facilities on the impacted campus that could be used as an initial reception center until a more suitable facility in the surrounding area is identified and made available.

h.   Jurisdictions have access to facilities that are suitable for establishing reception center operations.

i.   An emergency involving a TCC facility could also impact a neighborhood or area of the city.

j.   An emergency involving a TCC facility, neighborhood or area of the city may not impact other parts of the city, therefore, it may not rise to the level of a local emergency.

k.   Local services to the un-impacted areas of the city may need to continue uninterrupted.

l.   The Commonwealth of Virginia's Family Assistance Center Plan, July 2011, is available for localities to activate through the VEOC.

m.   A major emergency will require an initial reception center to transition to a family assistance center which is either operated by the locality, the state, and the military or a third party.

n.   A major emergency on or impacting state property, such as TCC, will likely activate the state's FAC Plan.

o.   All agencies, local, state, federal, and IHEs will coordinate and cooperate with one another to provide the best services available during and following an emergency even when priorities differ among agencies.

p.   Family assistance center planning suggests a variety of ratios of casualties to family members or friends seeking assistance from the FAC. The Commonwealth's FAC Plan uses a 1:10 ratio. The Navy Plan (see references) uses a 1:8 ratio, and the National Transportation Safety Board (NTSB) indicates a 1:5 ratio for aviation accidents. For the purposes of this appendix a 1:5 ratio is used. Based on this ratio; if 10 causalities occur an estimated 50 family members, co-workers or friends and minor casualties could seek assistance.

q.   A reception center may initially draw similar numbers of people looking for information, but may not necessarily remain when a FAC is established.

r. Establishment and activation of a reception center is likely to occur in the first 1-2 hours of an incident.

s. A reception center should plan to operate from within 1 hour of notification and should anticipate continuing operations for the first 72 hours of an incident occurrence as a FAC is established or the incident concludes.

t. Reception center operations may be expanded for small incidents to provide services normally available through a FAC. Such services would likely be referrals to local resources rather than onsite services.

III. CONCEPT OF OPERATIONS

A. Facility

1. Due to the nature of college operations and the resources available in the community an incident of mass casualty and/or mass fatality may occur on at any of the TCC facilities. Most likely an incident would occur on a campus and be under operational control of the Provost. When emergencies occur on TCC property the Provost or their designee will contact the Executive Vice President. Together they will activate the necessary alerts and notifications, activate the response, and provide additional college-wide resources as needed.

2. As an Institution of Higher Education, TCC has specific requirements that the local jurisdictions do not have. Two of them are compliance with the Jeanne Cleary Disclosure of Campus Security Policy and Campus Crime Statistics Act (the Cleary Act) and compliance with Family Educational Rights and Privacy Act (FERPA). These two laws place requirements on IHEs that must be followed, even during emergencies. These requirements, along with requirements of the Health Insurance Portability and Accountability Act (HIPAA) pose challenges to integration of staff, information sharing and dissemination. College staff must be included in the staffing of reception center or FAC areas where information is collected and disseminated to determine if the information falls within the requirements of these laws and which, if any, exemptions apply to the current situation.

3. The TCC Crisis and Emergency Management Plan (CEMP) provides the specifics of TCC's response procedures. This annex is part of that overall plan, therefore redundant information is not repeated here. When a mass casualty / mass fatality incident occurs the TCC EOC will be activated to respond to the incident. The city EOC will also be notified either through the city responders or by TCC EOC staff. The TCC Logistic Section is tasked with the establishment of the FAC / Reception Center when needed.

4. If space is available on the campus, a reception center may be initially established on the campus with TCC resources. However, it is more likely that this would interfere with first responder operations, or be inhibited by traffic control issues. TCC and the city EOC will cooperatively work to determine the best site available at the time of the incident. Considerations include impact and duration of the incident, location, accessibility, length of time needed, cost, and possibility of transitioning to a FAC in close proximity to, or on-site.

5. The type and size of the event will determine the size of the facility needed. The table below indicated four categories of incidents based on a 1:5 ratio of injuries/fatalities to family and friends.

Event Size	Small	Medium	Large	Catastrophic
Potential Casualties / Fatalities	<20	20-100	101-500	500<
Family and Friends	<100	100-500	500-2,500	2,500<

6. Pc

has identified one or more facilities in each of the cities that are close to the campus which could be used as an initial reception center.

Chesapeake -	Golf course clubhouse	Chesapeake Fire Station 15	Chesapeake Schools Tech Center
Norfolk -	Epworth Church, or Wells Theater	Norfolk Scope	Blue Moon Terminal
Portsmouth -	Bid-a-Wee golf course clubhouse	United House of Prayer - across from campus	Willet Hall
Suffolk -	Tri-city center	Marriott Courtyard	SYSCO facility
Virginia Beach -	Landstown or Green Run High Schools	Operation Smile	Amphitheater or Sports-Plex

7. A reception

center is a key component of a larger FAC. It may be used to gather people together in a safe location as the incident impact is assessed. It will be used to gather information from the scene, casualties, family and friends of possible casualties and the general public as well as to provide information about the incident/event. Establishment of a reception center should allow sufficient time for decision makers to gather the facts on the long term needs of those impacted. If, or when, a decision is made to establish a FAC there will be a delay from the time the decision is made and the FAC is established, staffed and ready to receive individuals. The reception center will operate during this period and may remain open as a

processing point to determine the appropriateness of directing the individual from the reception center to a FAC.

8. A reception center is not a shelter; nor does it have the same level of services. The establishment of a reception center is intended to provide initial safe location for comfort and communication services at the onset of an emergency. It is anticipated that local faith based organizations, recreational facilities, schools, commercial facilities, and/or civic organizations may be able to provide all or part of the facilities needed and to participate in the operation of a reception center in coordination with TCC and the local jurisdiction. Operations of the reception center will be under the direction of TCC staff and the jurisdiction's representative(s).

B. Core Service Areas

1. A reception center is intended to be the initial gathering area close to the incident scene to serve the immediate needs in the first few hours of the incident. It is expanded as decisions are made regarding operating from this facility or expanding to a FAC. For this reason, only the core services listed below are anticipated to be stood up to meet the immediate needs. The following core services should be considered for establishment at any reception center activated with this appendix. The level of activation will remain with the TCC EOC and the local jurisdiction through the incident commander and EOC.

   a) Staff Check-in

   b) Restrooms.

   c) Security – Inside and Outside

   d) Welcome and Greeting /Registration

   e) Identification of relationship to injured or missing

   f) Assessment of needs: basic first aid, clothing, comfort, communications with family

   g) Food service (limited at outset)

   h) Public Information (liaison to incident scene and EOC when established)

   i) Casualty tracking with hospitals – coordinated to provide hospital location of family / friend

   j) Assessment for access to the FAC when established

   k) Family Notification

C. Staffing

1. The operation of a reception center should occur within the framework of the Incident Command System (ICS). This framework is crafted to follow basic ICS principles in terms of organization. TCC and city staff will be integrated into the operation of a reception center and then transitioned into the FAC operation if one is established.

2. The following ICS chart delineates an example of the structure for the reception center.

```
                        Reception Center
                         Manager (IC)

          Liaison to Public          Safety Officer
            Information

      Operations              Logistics              Planning
       Section                Section                Section

   Registration  Information Branch  Child Care    Resources      Situation Unit

     Intake        Needs                          Staff Support   Documentation
   Information    Assessment                                          Unit

                Missing Persons                    Food Service

    Follow-up     Casualties                       Security

                                                    Comm / IT
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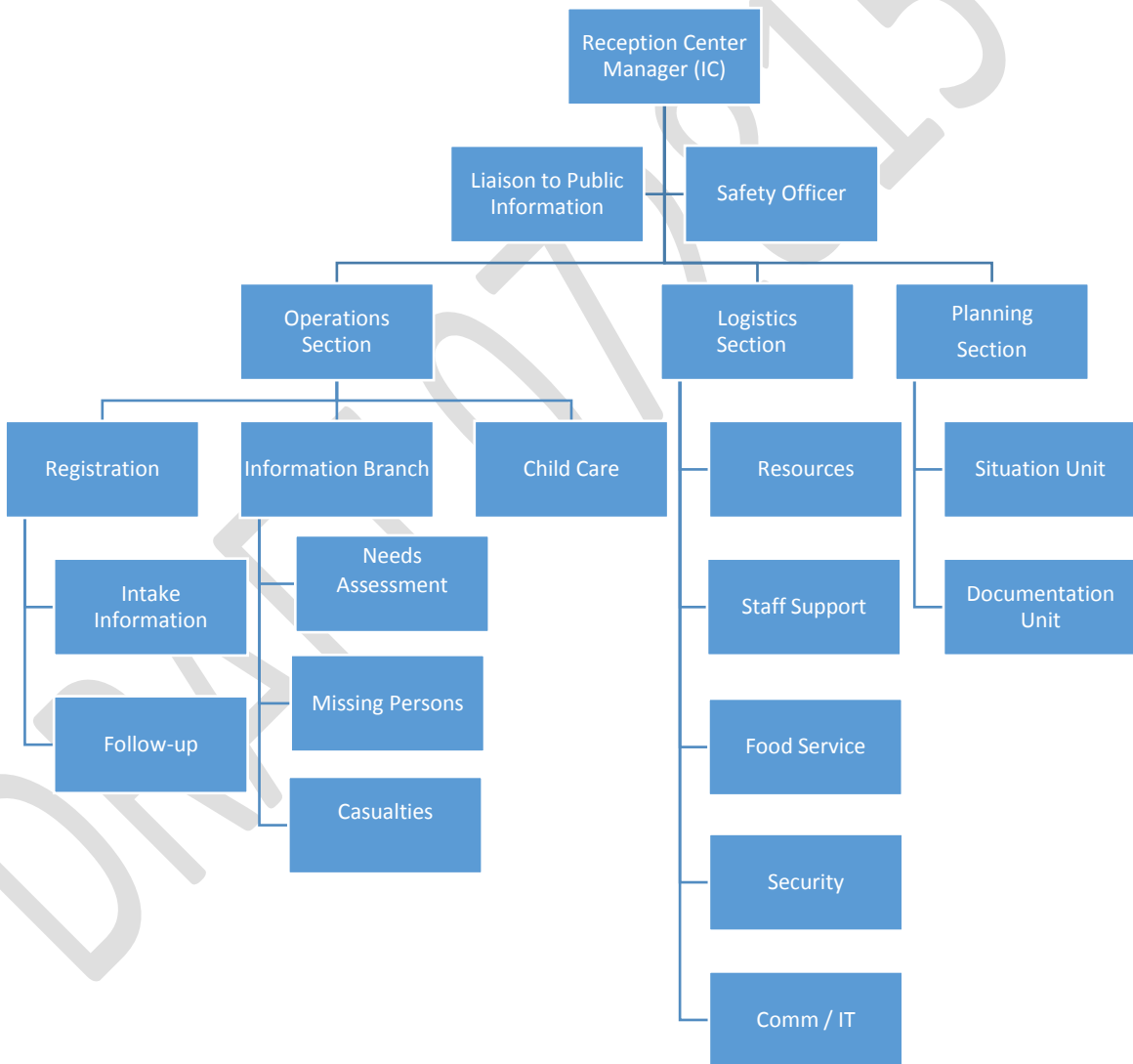
3. The staffing model below is only an example of the personnel recommended per shift. Depending on the event, positions may be combined or eliminated as local needs are determined. The staffing should be an integrated staff consisting of TCC, city staff, and other partners as

available.

	Small	Medium	Large	
Potential Casualties / Fatalities	**<2 0**	**20-100**	**101-500**	**500<**
Family and Friends	**<16**	**160-800**	**800-4,000**	**4,000<**
Command				
Center Manager/ Director	**1**	**1**	**1**	**1**
Public Information Liaison	**1**	**1**	**2**	**2-3**
Safety Officer	**1**	**1**	**1**	**1**
Operations Section				
Registration –Intake and Follow up	**2-**	**3-4**	**4-6**	**7-10**
Volunteers	TBD	TBD	TBD	TBD
Information – Needs Assessment, Missing Persons and Casualties	**7**	**12**	**22**	**35**
Emergency Case Managers	2-4	4-6	6-10	10-20
Chaplain	1	1-2	2-4	3-5
Psychosocial Services	1	1-2	2-4	3-5
Health Care Tracking Liaison	1	1-2	2-4	3-5
America Red Cross Liaison	T	TB	TB	TB
Child Care	**2**	**4**	**6**	**8**
Logistic Section				
Facility Staff	**1**	**1**	**1**	**1**
Staff Support		**1**	**2**	**3**
Food Service	**3**	**5**	**7**	**10**
Security	**2**	**3**	**5**	**7**
Communications	**1**	**1**	**2**	**2**
Audio Visual / IT Support	**1**	**1**	**2**	**2**
Medical	**T**	**TB**	**TB**	**TB**
Planning Section				
Documentation Unit	**1**	**1**	**2**	**2-3**
Situation Unit	**1**	**1**	**2**	**2-3**
Finance /Admin Section				
Finance	TBD	TBD	TBD	TBD
Staff Total (sub totals in bold)	**22-25**	**31-37**	**46-59**	**66-88**

4. The table below provides the anticipated initial staffing for a reception center involving TCC facilities. As the TCC EOC and the city and/or state make decisions regarding the operation of the reception center and transition to a state operated FAC, staffing will be adjusted accordingly. The anticipated initial TCC staffing for a FAC are also included in the table.

	TCC	City	State
Command			
Center Manager/ Director	**1**	**1**	
Public Information Liaison	**1**		
Safety Officer	**1**		
Operations Section			
Registration –Intake and	**2**	**2**	
Volunteers	TBD	TBD	
Information – Needs Assessment, Missing Persons and Casualties	**1**	**7**	
Emergency Case Managers		3	
Chaplain		1	
Psychosocial Services	1	1	
Health Care Tracking Liaison		1	
America Red Cross Liaison	TBD	TBD	
Child Care	**2**		
Logistics Section			
Facility Staff	**TBD***	**TBD***	
Staff Support	**1**	**1**	
Food Service	**3**		
Security	**1***	**1***	
Communications		**1**	
Audio Visual / IT Support	**1**		
Medical		**1**	
Planning Section			
Documentation Unit	**1**		
Situation Unit		**1**	
Finance and Administration			
Finance	TBD	TBD	
Staff Total (sub totals in bold)	**14**	**14**	

*Staffing for these positions will be determined on the facility.

5. TCC Staffing will be provided from the following campus or district offices. Initial staffing may be required from campus staff until district or staff from other campuses can arrive.

TCC	Campus	District	Office
Center Manager/ Director	1		Student Center
Public Information Liaison		1	Institutional Effectiveness
Safety Officer		1	Security
Registration –Intake and	2*		Student Services
Volunteers	TBD	TBD	
Information – Needs Assessment, Missing Persons and Casualties	1	7	
Emergency Case Managers			
Chaplain			
Psychosocial Services		1	Staff Psychologist
Health Care Tracking Liaison		TBD	(Health Care Coalition Partners)
America Red Cross Liaison	TBD	TBD	
Child Care	2*		YWCA
Facility Staff	1*	TBD*	Facilities Management
Staff Support		1	??
Food Service		3	Auxiliary Services /ARMARK
Security	1*		Security
Communications		1	Information Systems
Audio Visual / IT Support	1		Audio Visual
Medical			
Documentation Unit		1	Academic Affairs
Situation Unit		1	Academic Affairs
Finance	TBD	TBD	

*Staffing for these positions will be determined on availability of on campus resources and arrival timeframe for district or staff from other campuses.

6. Equipment and supply checklists. The following lists of supplies and equipment have been compiled from various other plans. They represent a starting point to gather supplies and equipment needed to initially operate a reception center. Not All supplies will need to be provided, however, space for them may need to be considered in floor layouts and operations. Additional supplies and equipment will be needed based on the individual event circumstances.

Stationary and Office Supplies	Furniture & Equipment	Personal Hygiene Kits
Signage – directional, service area signs, blank stock	Chairs & Tables	Soap, towels, face cloths
Note paper	Telephones	Combs and hairbrushes
Pens, pencils,	Computers / Laptops	Toothbrushes & paste
Markers – Flip chart, dry erase, permanent	Internet Connections	Deodorant
Staplers & staples	Extension Cords	Sanitary napkins, tampons
Paperclips, assorted	Power strips	Shaving cream & razors
Rubber bands	Photo copier(s)	Disposable beverage cups
Painters tape to affix signage	Fax machine(s)	Mouthwash
File folders	Washer / Dryer access	Tissues
Cellulose tape & dispenser	**Emergency Equipment**	**Baby Supplies**
Name tags	Flashlights	Disposable diapers – various sizes
Scissors	Battery operated radio	Milk & Formula
Thumb tacks / push pins	Fire Extinguisher(s)	Powder, Creams, & Ointments
Hats, badges, vests, armbands	Portable PA system	Bottles, warmer, sippy cups
Flip charts & Easels	Bell, whistle, or other signaling device(s)	Baby food and silverware
Clipboards	Toolbox – various tools	Sheets, blankets, rubber pads
Index Cards	First aid kit(s)	Portable Cribs
Registration Forms	Blankets	**Sanitation Supplies**
Log Sheets	Dry clothing	Brooms, Mops
Staff Sign in Sheets	**Recreational Items**	Pails or buckets, rags or sponges
	Stuffed animals	Paper towels
	Coloring books & crayons	Bleach, disinfectant, deodorizer
	Board games &	Garbage bags – various sizes

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	Playing cards	
	Reading materials	Garbage and wastepaper cans

7. Roles and Responsibilities - The positions listed in the previous ICS chart are outlined below. These are general guidelines compiled from various plans and should be adapted as needed. More specific job aids for these positions are included in Annex 1 to this plan.

Position	Mission	Recommended Source
Reception Center Manager	Center's Incident Commander -Manager is responsible for the overall management of the reception center, to include the development and implementation of strategic goals and objectives, and approval and release of resources	TCC or city staff or combination of the two
Public Information Liaison	PIO Liaison is responsible to communicate with the scene PIO and EOC's to coordinate and verify message information. All releases will be completed through either on scene PIO or EOC.	TCC and city PIOs
Safety Officer	The safety officer is responsible for overall site safety. Ensure the facility, staff and clients are not exposed to undo hazards.	
Operations Section Chief	The Operations Section Chief is responsible for managing the reception center operations to meet the incident objectives established by the reception center manager. A deputy may be assigned to assist with section responsibilities.	
Registration (Intake Information, Follow up)	Registration is responsible for ensuring staffing and process related to the registration of clients and reception center staff. This includes client identification verification (e.g., check government issued ID), assess for	

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	specific needs, accommodations or support services, waiting area assignments, and registration forms. They coordinate the badging when implemented.	
Information Branch (Needs Assessment, Missing Persons, Casualties)	The Information Branch is responsible for the provision of information to clients about the status and location of loved ones. They will review registration and other forms, data from hospitals and other sources to determine the location of loved ones, make referrals for services, and request, through the Operations Section Chief, additional resources needed based on needs assessments.	
Child Care		
Logistics Section	The Logistic Sections Chief meets all service and logistical service needs for the reception center including ordering resources through appropriate procurement authorities from off0site locations. The Logistics Section Chief manages and coordinates facilities, staff support, food service security, communications and IT and audio visual support.	
Resource Unit	Resource unit coordinates the facility use, and provisions of logistics for all work areas, open spaces, parking lots, etc. (Table & chairs, supplies, food, traffic control devices such as cones or barricades, TVs,). Coordinates the access to facility spaces and limitations within the facility,	
Staff Support	Staff Support unit is responsible for requesting staffing, scheduling, relief and replacement of staff, documenting through sign-in sign-out procedures all personnel assigned and the times worked. Document must be maintained	

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	and coordinated with documentation unit for calculating costs.	
Food Service	The food unit is responsible for providing initial snack and drink (water, coffee, juices for children) provisions based on anticipated numbers of clients. They are responsible for feeding staff appropriate meals, whether or not full food service is provided to clients.	
Security	Security unit is responsible for the overall site security including parking lots, interior spaces, and excluded areas of the facility. If badging system is used, responsibility for it falls within the security operations.	
Communications Group	Communications provides radio, network, and telephony set-up and management support. Communications is responsible for all connectivity issues including intranet, internet, wired and wireless networking and telephony. Responsibilities also include ordering tables, chairs, supplies, food for personnel assigned.	
IT & Audio Visual Support Unit	IT and Audio Visual Support unit provides the network setup and management for all connectivity issues including intranet, internet, wired and wireless networking, television and cable connectivity, and support for audio visual requirements. IT and Audio Visual Support unit is also responsible for establishing and maintaining status boards, bulletin boards or other displays of information for client use.	
Site Communications	The Site Communications unit provides support with telephony, message runners, hand held radios, paper and hard copy communications. Coordinates with documentation unit to ensure communications are documented.	

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Planning Section	Planning Section Chief is responsible for the collection, evaluation an dissemination of information about the reception center operations and status. Works closely with the reception center manager and Operations Section Chief to under current operations and develop objectives. The Planning Section is comprised of the Situation Unit and Documentation Unit. A deputy may be assigned to assist with section responsibilities. Particularly if a FAC is to be established; the Planning Section will assist with planning the transition of services from the reception center to the FAC.	
Situation Unit	Situation unit is responsible for the collection and organization fo incident status and situation information. The Situation Unit is also responsible for evaluation, analysis, and display of information for use by the reception center staff.	
Documentation Unit	The documentation unit collects and organizes incident information, files, and forms and develops an Incident Action Plan. Assists with verification of information with the PIO.	
Finance and Administration Section (Not anticipated being activated unless reception center operations are expanded)	This Section may not be activated initially, responsibility would rest with the reception center manager. Finance / Admin section is responsible for coordinating financial considerations for all operations of the reception center. Some tasks may be completed at the EOC level rather than onsite; thereby eliminating the need for onsite assignment for the Section.	

D. Reception Center Layout

1. The layout of the Reception Center has been adapted using the FAC Plan guidance, Point of Dispensing Plan layouts successful for the Health Department and layouts successful in general shelter operations. It is intended to provide sufficient space for all areas to operate if needed without impeding on the operation if certain areas are not activated at the onset. This is done to allow for a systematic activation with limited initial staffing. As additional staffing arrives or areas are activated, the layout does not need to be reconfigured. This should provide a near seamless operation for clientele within the center. The layout also takes into consideration the separation between staff areas, general public access areas, and quiet areas to ensure the privacy of information to the greatest extent possible.

2. Each facility considered as a reception center should identify the core service areas on the layout; determine the maximum capacity of the center, staffing structure, and resource requirements such as chairs, tables, food service, rest rooms, and traffic flow patterns. Jurisdictions may consider operating more than one reception center simultaneously to accommodate the number of people impacted. This may possibly be avoided by anticipating larger numbers of people seeking services and opening a larger facility rather than having to consolidate multiple locations at a later time. This decision remains at the discretion of the locality responsible for the center operation.

3. The following diagram is a template of a reception center floor plan. It is intended to be adjusted to include all of the core service areas identified on a facility floor map similar to the template diagram.

E. Transition to a Family Assistance Center

1. This appendix has focused on the initial reception center opened in response to an emergency with a significant number of casualties. The reception center operations are intended to allow decision makers time to fully assess the situation, establish emergency operations which may include the activation of a family assistance center for long term recovery. Considerations should be given to the following areas when transitioning to a FAC:

   a) Location and accessibility

   b) Size of Facility

   c) Lodging

   d) Accessibility to Food Service

   e) Communications Capabilities and Capacity

   f) Site Security/ Access Control

   g) Additional Functional Areas and Staffing

   h) Securing, Inventorying, Returning of Personal Effects

2. The decision making, establishment and staffing of a FAC will take time. Depending on available local resources and the extent of the event a reasonable timeframe for opening a FAC to receive families should be no less than 8 hours from the time of the incident. The reception center is

intended to fill this gap and provide for a well thought out FAC that is transitioned to over a few hours. This will provide a relatively seamless transition for families.

3. The transition from the reception center to a family assistance center may be accomplished by identifying a facility large enough for all family assistance center operations.

4. One of the particulars of the site selection is consideration of lodging needs for travelers into the area; families and friends; additional state, federal or military resources, and the national media if the event reaches that level of media attention.

5. The Commonwealth FAC plan suggests locating the FAC at a convention or conference center where lodging is immediately available. Consideration should be given to prohibiting media full access to spaces within the FAC, including family and staff lodging areas. In large search and rescue operations it may also be appropriate to have responders and staff stay in a separate hotel. This will help to provide separation from responders and anxious family members who may misinterpret overheard conversations, deployment of operational resources, or timeframes responders are coming or going to the scene.

6. Not all jurisdictions have the resources necessary to sustain FAC operations for an extended period and maintain local services that may be expected. Mutual aid is encouraged to provide local resources that may be available to assist.

7. Past incidents have also shown that public inquiries will continue during the incident and may not return to normal call volumes until after ante-mortem operations are concluded. With this in mind consideration should be given to long term sustainment of a non-emergency call center in the jurisdictions or activation of a state resource to relieve this burden.

8. Family assistance center operations will also entail the identification and transportation of remains. Depending on the incident cause this may pose a personal financial burden that families may request resource assistance to accomplish.

9. Another area for consideration in FAC planning is donations management. If the jurisdiction does not already have an established system in place for goods, services and monetary donations, this may also be an area in which state assistance can be provided to reduce the local burden.

10. Based on the incident "memorial areas" should be anticipated. Without a planned location close to the scene, in the reception center, or at the FAC, friends and family will self-select areas that could interfere with other operations. Early designation of an appropriate temporary space should be

considered. Consideration should also be given to how long this temporary site remains as well as how items will be dealt with when the site is disestablished.

11. One option available to jurisdictions is to request the Commonwealth of Virginia Family Assistance Center Plan be implemented. This option provides the locality additional resources to manage the communications flow, donations management, mental health counseling, and coordination of other state, federal, military partners needed.

12. The following ICS chart outlines a full family assistance center based on the Commonwealth of Virginia FAC Plan.
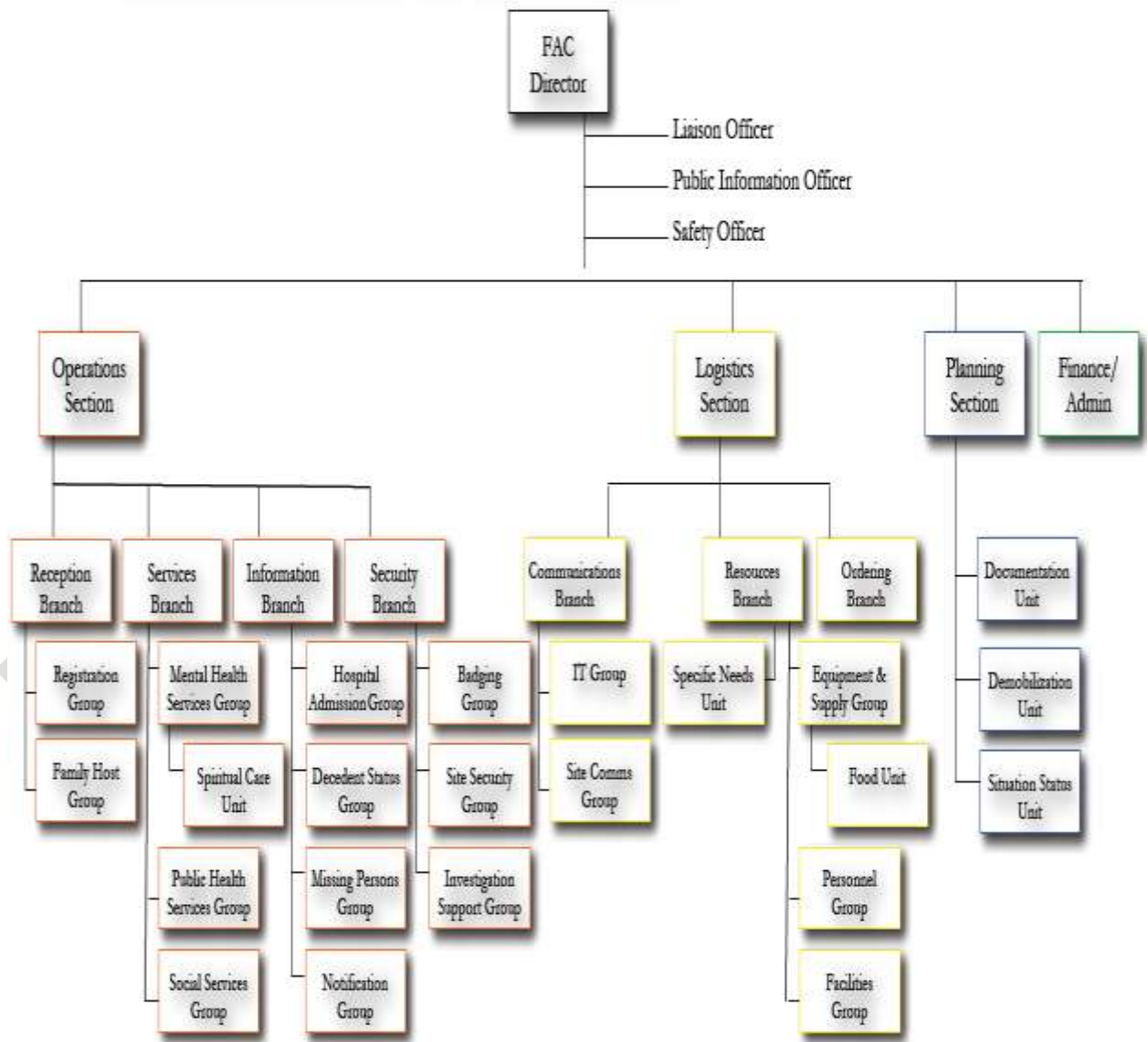
13. The layout of a FAC is similar to the initial reception center. More space is required for additional interview rooms, counseling areas, the additional service providers needed for recovery, and a communications area with phones and internet for families to communicate with friends and family or to make lodging or transportation arrangements.
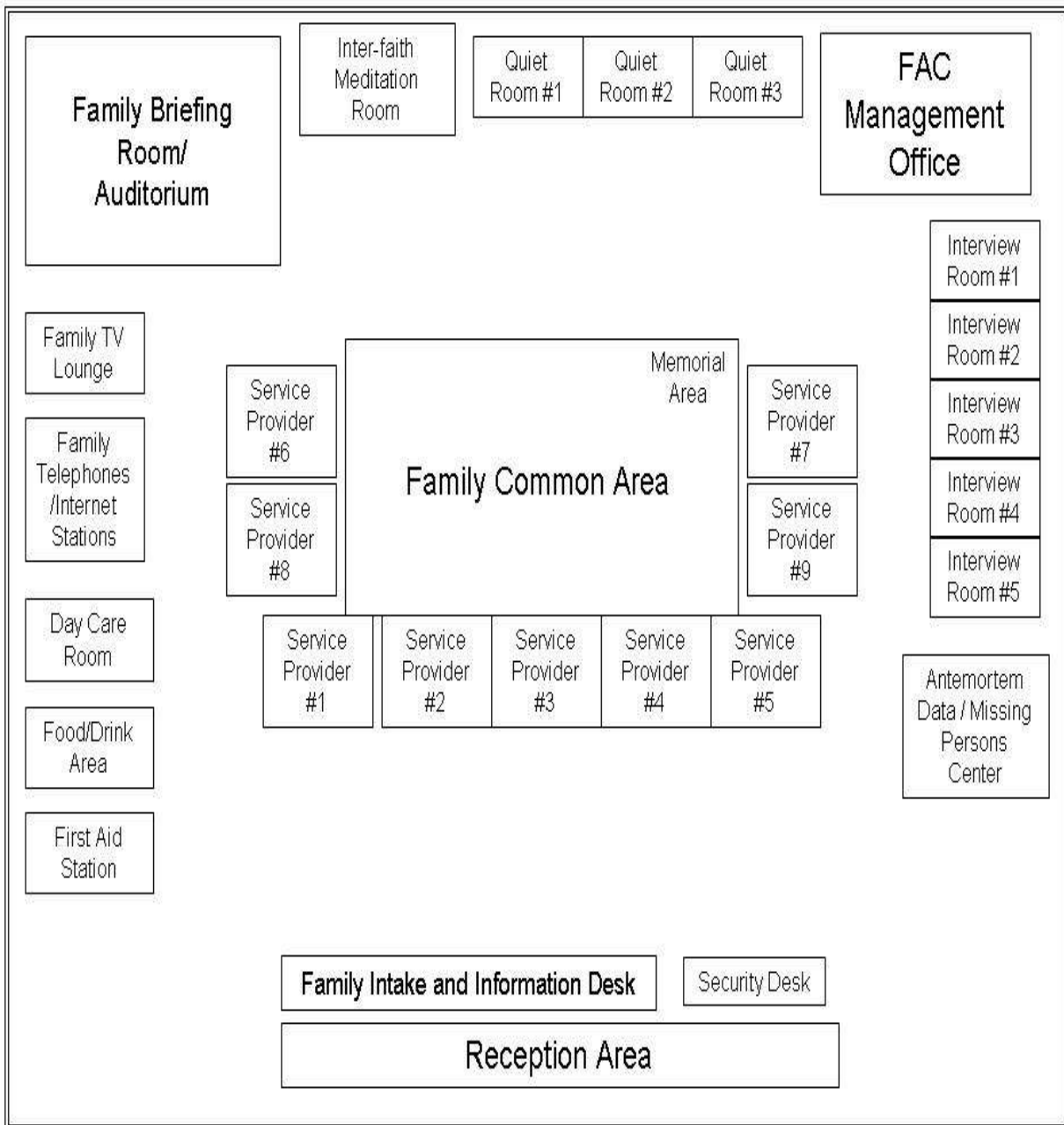
IV. TRAINING AND EXERCISES

There is no specific training or exercise requirement established for this Appendix. However, plans developed using this appendix should include training and exercising of the plan. Training could include staff role and responsibility awareness, pre-determined

site visit/walk-through, etc. Suggested exercises could include reception center staff communications drills, site and/or organizational structure activation, simulated intake processing, etc., in the most appropriate exercise format for the objectives. Exercises should have a written after action report to document the exercise efforts, lessons learned and changes needed to the plan,

V. Plan Development and Maintenance

This Appendix has been developed by TCC and has been reviewed by the emergency management agency staff in the cities of Chesapeake, Norfolk, Portsmouth, Suffolk, and Virginia Beach as part of the CEMP review. TCC is responsible for maintaining the Appendix and reviewing the list of potential reception center or FAC sites in the cities annually as part of the CEMP review process.

VI. Suggested Site Specifications

The following suggested site specifications were adapted from the U.S. Navy Fleet & Family Support Center (FFSC), Emergency Family Assistance Center (EFAC) Desk Guide dated June 2014.

The reception center site specifications lowers the ration of casualties to family and friends from 8 down to 5. This presumption is due to the initial reception center being the initial area established and then transitioned to a FAC if needed. Services are limited in the initial reception center to reflect the quick opening at the time of the emergency, likely before the jurisdiction's EOC is staffed. As information from the scene is received decisions to add additional services, or to establish a FAC may vary based on the emergency, the casualty's needs, time of day or night, availability of facilities and available staffing.

	Suggested Reception Center Site Specifications				
Mass Casualty Event Reception Center	**Number of Causalities /Fatalities Anticipated**			**20**	
	Total Number of Friends & Family (Ratio of 1/5)			**100**	
	Incident Size			**Small**	
Room Type	**Number of Rooms/Areas**	**Capacity**	**Suggested Square Footage**	**Square Footage Scaling Key**	
Reception Area	1	20	200	10ft/per person	
Private Counseling Rooms	2	10	200	10ft/per person	
Family Waiting / Briefing Room	1	105	1050	10ft/per person	
Childcare area	1	6	180	30ft/per child	
Quiet/Meditation/Spiritual Care Area	1	10	400	40ft/per person	
Television Room	1	11	110	10ft/per person	
Family Computer/Phone Bank Room	1	11	275	25ft/per person	
Food Service Area	1	80	960	12ft/per person	
Command Area	1	20	600	25ft/per person	
Behavioral Health Team Office	1	2	60	30ft/per person	
Behavioral Health Staff Office	1	1	30	30ft/ per person	
Staff Work Area/ Staff Break Area	1	15	450	30ft/ per person	
Supplies Storage Area	1	0	500	500 ft.	
Other Meeting Rooms		10	100	10ft/per person	
Total Number of Rooms	**14**		**5,115**		
Restroom Stalls	**6**				

Suggested – RECEPTION CENTER SITE SPECIFICATIONS				
Mass Casualty Event Reception Center	**Number of Causalities /Fatalities Anticipated**			**20**
	Total Number of Friends & Family (Ratio of 1/8)			**160**
	Incident Size			Small
Room Type	**Number of Rooms/Areas**	**Capacity**	**Suggested Square Footage**	**Square Footage Scaling Key**	
Reception Area	1	20	200	10ft/per person	
Private Counseling Rooms	2	10	200	10ft/per person	
Family Interview/ Notification Rooms	2	10	200	10ft/per person	
Family Waiting / Briefing Room	1	105.6	1056	10ft/per person	
Childcare area	1	6	180	30ft/per child	
Quiet/Meditation/Spiritual Care Area	1	10	400	40ft/per person	
Television Room	1	11	110	10ft/per person	
Family Computer/Phone Bank Room	1	11	275	25ft/per person	
Food Service Area	1	80	960	12ft/per person	
Command Area	1	20	600	25ft/per person	
Behavioral Health Team Office	1	2	60	30ft/per person	
Behavioral Health Staff Office	1	1	30	30ft/ per person	
Staff Work Area/ Staff Break Area	1	15	450	30ft/ per person	
Supplies Storage Area	1	0	500	500 ft	
Other Meeting Rooms		10	100	10ft/per person	
Total Number of Rooms	**16**		**5,321**		
Restroom Stalls	**6**				

Suggested - RECEPTION CENTER SITE SPECIFICATIONS					
Mass Casualty Event Reception Center	**Number of Causalities /Fatalities Anticipated**				**100**
	Total Number of Friends & Family (Ratio of 1/8)				**800**
	Incident Size				Medium
Room Type	**Number of Rooms/Areas**	**Capacity**	**Suggested Square Footage**	**Square Footage Scaling Key**	
Reception Area	1	20	200	10ft/per person	
Private Counseling Rooms	7	10	700	10ft/per person	
Family Interview/ Notification Rooms	7	10	700	10ft/per person	
Family Waiting / Briefing Room	1	528	5280	10ft/per person	
Childcare area	1	30	900	30ft/per child	
Quiet/Meditation/Spiritual Care Area	1	50	2000	40ft/per person	
Television Room	1	54	540	10ft/per person	
Family Computer/Phone Bank Room	1	54	1350	25ft/per person	
Food Service Area	1	400	4800	12ft/per person	
Command Area	1	20	600	25ft/per person	
Behavioral Health Team Office	1	7	210	30ft/per person	
Behavioral Health Staff Office	1	4	120	30ft/ per person	
Staff Work Area/ Staff Break Area	1	15	450	30ft/ per person	
Supplies Storage Area	1	0	500	500 ft	
Other Meeting Rooms		10	100	10ft/per person	
Total Number of Rooms	**26**		**18,450**		
Restroom Stalls	**27**				

	Suggested - RECEPTION CENTER SITE SPECIFICATIONS				
Mass Casualty Event Reception Center	**Number of Causalities /Fatalities Anticipated**				**250**
	Total Number of Friends & Family (Ratio of 1/8)				**2000**
	Incident Size				Large
Room Type	**Number of Rooms/Areas**	**Capacity**	**Suggested Square Footage**	**Square Footage Scaling Key**	
Reception Area	1	20	200	10ft/per person	
Private Counseling Rooms	17	10	1700	10ft/per person	
Family Interview/ Notification Rooms	17	10	1700	10ft/per person	
Family Waiting / Briefing Room	1	1320	13200	10ft/per person	
Childcare Area	1	75	2250	30ft/per child	
Quiet/Meditation/Spiritual Care Area	1	125	5000	40ft/per person	
Television Room	1	134	1340	10ft/per person	
Family Computer/Phone Bank Room	1	134	1340	25ft/per person	
Food Service Area	1	1000	12000	12ft/per person	
Command Area	1	20	600	25ft/per person	
Behavioral Health Team Office	1	17	510	30ft/per person	
Behavioral Health Staff Office	1	9	270	30ft/ per person	
Staff Work Area/ Staff Break Area	1	15	450	30ft/ per person	
Supplies Storage Area	1	0	500	500 ft	
Other Meeting Rooms		10	100	10ft/per person	
Total Number of Rooms	**46**		**41,160**		
Restroom Stalls	**67**				

	Suggested - RECEPTION CENTER SITE SPECIFICATIONS				
Mass Casualty Event Reception Center	**Number of Causalities /Fatalities Anticipated**				**500**
	Total Number of Friends & Family (Ratio of 1/8)				**4000**
	Incident Size				Catastrophic
Room Type	**Number of Rooms/Areas**	**Capacity**	**Suggested Square Footage**	**Square Footage Scaling Key**	
Reception Area	1	20	200	10ft/per person	
Private Counseling Rooms	34	10	3400	10ft/per person	
Family Interview/ Notification Rooms	34	10	3400	10ft/per person	
Family Waiting /Briefing Room	1	2640	26400	10ft/per person	
Childcare area	1	150	4500	30ft/per child	
Quiet/Meditation/Spiritual Care Area	1	250	10000	40ft/per person	
Television Room	1	267	2670	10ft/per person	
Family Computer/Phone Bank Room	1	267	2670	25ft/per person	
Food Service Area	1	2000	24000	12ft/per person	
Command Area	1	20	600	25ft/per person	
Behavioral Health Team Office	1	34	1020	30ft/per person	
Behavioral Health Staff Office	1	17	510	30ft/ per person	
Staff Work Area/ Staff Break Area	1	15	450	30ft/ per person	
Supplies Storage Area	1	0	500	500 ft	
Other Meeting Rooms		10	100	10ft/per person	
Total Rooms	**80**		**80,420**		
Restroom Stalls	**67**				

VII.   Suggested Staffing Overview

This staffing model is only an example of the personnel recommended per shift. Depending on the event positions may be combined or eliminated. The center manager will make this determination as appropriate.

	Small	Medium	Large	Catastrophic
Potential Fatalities	**<20**	**20-100**	**101-500**	**500<**
Family and Friends	**<160**	**160-800**	**800-4,000**	**4,000<**
Comm				
Center Manager	1	1	1	1
Logistics Resource	1	1	1	1
Director	1	1	1	1
Staff Care Facilitator	1	1	1	1
Reception	2-3	3-	4-6	7-10
Watch Recorder	1	1	2	2-3
Public Affairs	1	1	2	2-3
Chaplain	1	1-	2-4	3-5
Psychosocial Services	1	1-	2-4	3-5
Emergency Case Managers	2-4	4-	6-10	10-20
Information and Referral	1	1-	2-4	3-5
Volunteers	TB	TB	TB	TBD
America Red Cross Liaison	TB	TB	TB	TBD
Navy Marine Corps Relief	TB	TB	TB	TBD
Finance	TB	TB	TB	TBD
Medical	TB	TB	TB	TBD
FEMA	TB	TB	TB	TBD
Command Staff Total 11-13		**14-20**	**21-33**	**31-50**

VIII.   Suggested Common Intake Form

The following intake form was developed to provide a common form to be used across the Southside Hampton Roads jurisdictions. The form was intended to provide the information needed for an initial reception center.

Reception Center Check In Form

Instructions: Everyone who enters the facility must provide this basic information. More information may be needed later but initially this baseline set of questions will be required for access. Please complete the following:

Were you directly impacted by this event? ☐		Are you separated from a friend or family member? ☐			
ETN# (if applicable):					
Name:					
Address:					
City:		State:		Zip:	
Phone Number: Home: Cell: Work:					
Email address:					
Emergency Contact:					
Relationship:		Phone Number:			
Name of person completing this form:		Position of person completing this form:			

Brief Description of Services Needed:

Name and Brief Description of Separated Persons:

Remarks:

Annex 1 - Suggested Job Aids for Reception Center Positions

This Annex provides more specific job aids for the position included in the Reception Center. See page H-15 for the staffing and position summaries. The following job aids have been compiled from various documents. They are intended to be a starting point for the positions and are not all inclusive. As the positions are exercised it is anticipated these job aids will be more closely tailored to the actual operation. The job aids are provided, in the order listed below. They have been developed to for printing on 1 or 2 sheets per job aid to make it easy for aids to be printed and available for individuals

Position Title	Annex Page Number
Reception Center Manager	
Public Information Liaison	
Safety Officer	
Operations Section Chief	
Registration (Intake Information, Follow up)	
Information Branch (Needs Assessment, Missing Persons, Casualties)	
Child Care	
Logistics Section	
Resource Unit	
Staff Support	
Food Service	
Security	
Communications Group	
IT & Audio Visual Support Unit	
Site Communications	
Planning Section	
Situation Unit	
Documentation Unit	
Finance and Administration Section (Not anticipated being activated unless reception center operations are expanded.)	

filling the positions.

RECEPTION CENTER MANAGER

Reports to: EOC/Incident Commander

Vest Designation: Reception Center Manager

Mission: The Reception Center Manager oversees the entire Reception Center operation, while the section chiefs have assigned responsibilities. The Management Team is scalable in that for smaller operations, the Reception Center Manager can serve as Planning, Operations and Logistics Section Chief.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____   Date: _____

Immediate:	
☐	Read this entire Job Action Sheet.
☐	Obtain a full briefing of the incident.
☐	Maintain facility site and ensure facility confidentiality.
☐	Appoint all section chiefs that are required for the Reception Center; distribute section packets containing Job Action Sheets for each position and any forms pertinent to section and positions.
☐	Assign Documentation Officer within the Planning Section.
☐	Appoint person to be responsible for maintaining facility essential day-to-day services.
	Ensure Planning Section documents staffing on organizational chart and posts for display
☐	Establish contact with TCC and/or City EOC PIO.
☐	Confer with section chiefs and consultants and develop an Incident Action Plan (IAP) for a defined period of time, establishing priorities (section chiefs will communicate IAP to each team).

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Reception Center MANAGER (Continued)

	Intermediate:
☐	Consider and assign communication responsibilities to Reception Center staff, EOC/IC and external agencies.
☐	Assure that contact has been established and resource information shared with all internal and external agencies identified in the Reception Center Plan.
☐	Assign and establish work areas as designated in the plan layout for all internal and external agencies identified in the Reception Center Plan.
	Provide briefings to families regarding incident status, the victim identification process and time constraints.
☐	Authorize resources as needed or requested by section chiefs, through the Finance/Administration Section Chief.
☐	Schedule routine briefings with section chiefs to receive status reports and update the action plan regarding the continuance and/or termination of the action plan.
☐	Maintain contact with EOC/IC and all relevant agencies.
☐	Review for accuracy, media releases submitted to the Public Information Officer (PIO).
	Extended:
☐	Observe all staff for status and signs of stress.
☐	Provide for rest periods for staff.
☐	Prepare end of shift report and update with incident tracking board and present to oncoming Reception Center Manager, TCC EOC and/or City EOC.
☐	Plan for the possibility of extended deployment.
☐	Prepare for the transition to a Family Assistance Center (FAC) if required.

NOTES:

RECEPTION CENTER PIO OFFICER

Reports to: Reception Center Manager

Vest Designation: Public Information Officer

Mission: The Reception Center spokesperson and person responsible for forwarding information regarding the incident to the media through the JIC/EOC or release information to other agencies and the public if authorized to do so by the JIC/EOC.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____ Date: _____

Immediate:	
☐	Receive appointment from Reception Center Manager.
☐	Read this entire Job Action Sheet and review organizational chart.
☐	Maintain restrictions in contents of sensitive information.
☐	Establish a Public Information area away from other activity areas.
☐	Obtain a full briefing from the JIC and/ or EOC regarding the incident and participate in planning meetings to formulate and evaluate the Reception Center Action Plan.
☐	Coordinate all internal communications.
☐	Conduct regular informational briefings for families.
☐	Ensure that all news releases have the approval of the JIC/EOC Reception Center Manager.

RECEPTION CENTER PIO OFFICER – Continued

☐	Issue an initial incident information report to the EOC/Reception Center Manager.
☐	Inform on-site media of the accessible areas which they may have access to and those which are restricted.
☐	Coordinate with Reception Center Manager.
☐	Contact other on-scene agencies to coordinate release of information with respective PIO's.
☐	Coordinate with JIC and/or EOC on all external communications.
☐	Monitor incident as to the need to modify or change family alerts or risk communications.
☐	Approve initial and updated scripts for interviews, hotlines and web sites.
☐	Direct ongoing evaluation of message contents.
Extended:	
☐	Review progress reports from section chiefs as appropriate.
☐	Serve as PIO with media at the request of the JIC/EOC.

RECEPTION CENTER SAFETY OFFICER

Reports to: Reception Center Manager

Vest Designation: Safety Officer

Mission: The Reception Center safety officer is person responsible for overall facility and operations safety and first aid and EMS and to keep the Reception Center free of physical hazards. Safety violations and unsafe conditions are reported to the Reception Center Manager. The Safety Officer is authorized to suspend or terminate operations that pose a serious threat to life safety within the Reception Center.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____   Date: _____

Immediate:
☐ Receive appointment from Reception Center Manager.
☐ Read this entire Job Action Sheet and review organizational chart.
☐ Maintain restrictions in contents of sensitive information.
☐ Verify that all facility operational systems are in working condition (electrical, plumbing, HVAC, fire alarm, sprinkler systems, elevator, pneumatics, phone, intercom, data etc.)
☐ Direct the test of emergency exit signs and emergency generator and battery backup systems.
☐ Assist other team members that may not be familiar or are not normally stationed at the facility.
Obtain floor plans or blueprints of facility, if appropriate to develop Reception Center

	force protection plan.
	Regulate design changes or barriers to channel families/staff into appropriate or inappropriate areas within the Reception Center.
☐	Advise Reception Center Manager and Operations Section Chief of site safety and security issues.
☐	Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Operations Section Chief.
☐	Develop plan to control building exit/entrance points by limiting access/egress and keeping people away from unauthorized or hazardous areas. Direct/activate lockdown procedures when directed as provided by safety officer or Operations Section Chief.
☐	Develop plan to activate lockdown procedures is necessary; coordinate plan with Operations Section Chief.
☐	Ensure Site Security is provided plans for access control and lockdown procedures,
Extended:	

OPERATIONS SECTION CHIEF

Reports to: Reception Center Manager

Vest Designation: Operations Section Chief

Mission: Activates and coordinates any units that may be required to achieve the goals of the Reception Center Plan. Directs the preparation of specific team operational plans and requests and identifies and dispatches resources as necessary.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____   **Date: _____**

Immediate:	
☐	Receive appointment from Reception Center Manager. Obtain packet containing section's Job Action Sheets.
☐	Read this entire Job Action Sheet and review organizational chart.
☐	Obtain briefing from Reception Center Manager.
☐	Establish Operations Section Area in proximity to the Reception Center Manager according to operational layout.
☐	Appoint Reception Center Team Leaders.
☐	Brief teams and oversees and maintains situational awareness.
	Brief all Operations Section Team Leaders on current situation
	Develop the Reception Center Action Plan.
☐	Add additional (or delete) tasks and distribute Job Action Sheets.
	Coordinate IT and data entry needs with Logistics and Planning section chiefs.

OPERATIONS SECTION CHIEF (Continued)

Immediate:
☐ Brief the Agency Incident Commander routinely on the status of the Operations Section.
☐ Coordinate and monitor Operations Section and available resources needed to achieve mission and request resources as needed.
Extended:
☐ Maintain documentations of all actions and decisions on a continual basis; forward completed unit activity log to Reception Center Manager.
☐ Observe all staff for signs of stress. Report issues to Finance/Administration Section Chief.
☐ Provide rest periods and relief for staff are provided and observed.
☐ Prepare end of shift report and present to oncoming Operations Section Chief and Reception Center Manager.
☐ Plan for the possibility of extended deployment.
☐ Ensure incident action plan is created for each operational period.

OPERATIONS SECTION – Registration Branch Chief

Reports to: Operations Section Chief

Vest Designation: Registration Branch Chief

Mission: Activates and coordinates Registration, Intake Information, and Follow-up or any other units that may be required to achieve the goals of the Reception Center Plan. Directs the preparation of specific team operational plans and requests and identifies and dispatches resources as necessary.

<u>Reception Center Priority Operational Message</u>**: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.**

Signature: _____   Date: _____

Immediate:
☐ Receive appointment from Operations Section Chief. Obtain packet containing section's Job Action Sheets.
☐ Read this entire Job Action Sheet and review organizational chart.
☐ Obtain briefing from Reception Center Manager or Operations Section Chief.
☐ Establish Branch and unit operations areas in according to operational layout.
☐ Appoint Team Leaders as needed.
☐ Brief teams and oversees and maintains situational awareness.
Brief all Team Leaders on current situation
Assist in the development of the Reception Center Action Plan.
☐ Add additional (or delete) tasks and distribute Job Action Sheets.
Coordinate IT and data entry needs with Logistics and Planning section chiefs.

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Annex 1- Suggested Job Aids for Reception Center Positions

OPERATIONS SECTION – Registration Branch Chief (Continued)

	Immediate:
☐	Brief the Operations Section Chief and Reception Center Manager routinely on the status of the Branch operations Section.
☐	Coordinate and monitor Branch operations and available resources needed to achieve mission and request resources as needed.
	Extended:
☐	Maintain documentations of all actions and decisions on a continual basis; forward completed unit activity log to Operations Section Chief.
☐	Observe all staff for signs of stress.
☐	Ensure rest periods and relief for staff are provided and observed.
☐	Prepare end of shift report and present to oncoming Branch Chief, Operations Section Chief and Reception Center Manager.
☐	Plan for the possibility of extended deployment and transition to FAC if needed.
☐	Ensure incident action plan is created for each operational period.

Registration Branch – Registration Unit Leader

Reports to: Registration Branch Chief

Vest Designation: Registration Branch

Mission: Activates and coordinates Registration units that may be required to achieve the goals of the Reception Center Plan. Directs the preparation of specific team operational plans and requests and identifies and dispatches resources as necessary.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____ Date: _____

Immediate:
☐   Receive appointment from Registration Branch Chief. Obtain packet containing section's Job Action Sheets.
☐   Read this entire Job Action Sheet and review organizational chart.
☐   Obtain briefing from Branch Chief or Operations Section Chief.
☐   Establish unit operations areas in according to operational layout.
☐   Brief teams and oversees and maintains situational awareness
☐   Conduct registration of individuals entering the center using standard intake form
☐   Verify identification (e.g., check government issued ID)
☐   Determine any accommodations needed – special needs or functional needs; advise Needs Assessment unit accordingly.
☐   Provide badging for registration if not done in other unit(s)

☐	Brief all Team Leaders on current situation

Registration Unit Leader (Continued)

Immediate:	
☐	Provide input for the development of the Reception Center Action Plan.
☐	Add additional (or delete) tasks and distribute Job Action Sheets.
☐	Coordinate IT and data entry needs with Logistics and Planning section chiefs.
☐	Brief the Branch Chief routinely on the status of the Branch operations Section.
☐	Coordinate and monitor unit operations and available resources needed to achieve mission and request resources as needed.
Extended:	
☐	Maintain documentations of all actions and decisions on a continual basis; forward completed unit activity log to Branch Chief.
☐	Observe all staff for signs of stress.
☐	Ensure rest periods and relief for staff are provided and observed.
☐	Prepare end of shift report and present to oncoming Unit Leader, and Branch Chief.
☐	Plan for the possibility of extended deployment and transition to FAC if needed

Registration Branch –Follow-up Unit Leader

Reports to: Registration Branch Chief

Vest Designation: Registration Branch

Mission: Activates and coordinates Follow-up unit that may be required to achieve the goals of the Reception Center Plan. Directs the preparation of specific team operational plans and requests and identifies and dispatches resources as necessary. The Follow-up unit is tasked to obtain additional information needed from registrants after they have completed the registration process. Any documentation or forms that need further details are obtained by tracking down the registrant and assisting them in completing the information. The follow-up unit will also assist registrants in becoming familiar with the Reception center operations, conduct initial briefings on center operations, schedules, and processes to provide additional information.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____   **Date: _____**

Immediate:	
☐	Receive appointment from Registration Branch Chief. Obtain packet containing section's Job Action Sheets.
☐	Read this entire Job Action Sheet and review organizational chart.
☐	Obtain briefing from Branch Chief or Operations Section Chief.
☐	Establish unit operations areas in according to operational layout.
☐	Brief teams and oversees and maintains situational awareness
☐	Brief all Team Leaders on current situation

Follow-up Unit Leader (Continued)

	Immediate:
☐	Conduct registrant briefings to familiarize the registrants with center processes, schedules, facility areas – including areas which are restricted.
☐	Provide input for the development of the Reception Center Action Plan.
☐	Add additional (or delete) tasks and distribute Job Action Sheets.
☐	Coordinate IT and data entry needs with Logistics and Planning section chiefs.
☐	Brief the Branch Chief routinely on the status of the Branch operations Section.
☐	Coordinate and monitor unit operations and available resources needed to achieve mission and request resources as needed.
☐	
	Extended:
☐	Maintain documentations of all actions and decisions on a continual basis; forward completed unit activity log to Branch Chief.
☐	Observe all staff for signs of stress.
☐	Ensure rest periods and relief for staff are provided and observed.
☐	Prepare end of shift report and present to oncoming Unit Leader, and Branch Chief.
☐	Plan for the possibility of extended deployment and transition to FAC if needed
☐	

OPERATIONS SECTION - Information Branch Chief

Reports to: Operations Section Chief

Vest Designation: Information Branch Chief

Mission: Activates and coordinates Registration, Needs Assessment, Missing Persons, Hospital Coordinator, Casualty Tracking, or any other units that may be required to achieve the goals of the Reception Center Plan. Directs the preparation of specific team operational plans and requests and identifies and dispatches resources as necessary.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____   Date: _____

	Immediate:
☐	Receive appointment from Operations Section Chief. Obtain packet containing section's Job Action Sheets.
☐	Read this entire Job Action Sheet and review organizational chart.
☐	Obtain briefing from Reception Center Manager or Operations Section Chief.
☐	Establish Branch and unit operations areas in according to operational layout.
☐	Appoint Team Leaders as needed.
☐	Brief teams and oversees and maintains situational awareness.
	Brief all Team Leaders on current situation
	Assist in the development of the Reception Center Action Plan.
☐	Add additional (or delete) tasks and distribute Job Action Sheets.

☐	Coordinate IT and data entry needs with Logistics and Planning section chiefs.

OPERATIONS SECTION – Information Branch Chief (Continued)

Immediate:
☐ Brief the Operations Section Chief and Reception Center Manager routinely on the status of the Branch operations Section.
☐ Coordinate and monitor Branch operations and available resources needed to achieve mission and request resources as needed.

Extended:
☐ Maintain documentations of all actions and decisions on a continual basis; forward completed unit activity log to Operations Section Chief.
☐ Observe all staff for signs of stress.
☐ Ensure rest periods and relief for staff are provided and observed.
☐ Prepare end of shift report and present to oncoming Branch Chief, Operations Section Chief and Reception Center Manager.
☐ Plan for the possibility of extended deployment and transition to FAC if needed.
☐ Ensure incident action plan is created for each operational period.

Information Branch – Needs Assessment Unit Leader

Reports to: Information Branch Chief

Vest Designation: Information Branch

Mission: Activates and coordinates Needs Assessment units that may be required to achieve the goals of the Reception Center Plan. Directs the preparation of specific team operational plans and requests and identifies and dispatches resources as necessary. The Needs Assessment Unit is responsible to assess registration and follow up information to determine any additional needs registrant individuals or families may need. Needs may include access to facilities, accommodations, medicines, first aid or other health related services, clothing, and language services.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____ Date: _____

Immediate:
☐   Receive appointment from Operations Section Chief. Obtain packet containing section's Job Action Sheets.
☐   Read this entire Job Action Sheet and review organizational chart.
☐   Obtain briefing from Reception Center Manager.
☐   Establish unit operations areas in according to operational layout.
☐   Appoint Team Leaders as needed.
☐   Brief teams and oversees and maintains situational awareness.
Brief all Operations Section Team Leaders on current situation
Assist in the development of the Reception Center Action Plan.

☐	Review registration data obtained from Registration and Follow-up units

Information Branch Needs Assessment Unit Leader (Continued)

Immediate:
☐ Determine additional needs registrants may have based on registration forms and further interviews
☐ Work with Logistics Section and other units to provide identified needs, if available. If unavailable, advise registrants of center's limitations.
☐ Make referrals through other units to meet needs, and to advise EOC of met and unmet needs.
☐ Add additional (or delete) tasks and distribute Job Action Sheets.
☐ Coordinate IT and data entry needs with Logistics and Planning section chiefs.
☐ Brief the Branch Chief and Reception Center Manager routinely on the status of the Branch operations Section.
☐ Coordinate and monitor Branch operations and available resources needed to achieve mission and request resources as needed.
Extended:
☐ Maintain documentations of all actions and decisions on a continual basis; forward completed unit activity log to Operations Section Chief.
☐ Observe all staff for signs of stress.
☐ Ensure rest periods and relief for staff are provided and observed.
☐ Prepare end of shift report and present to oncoming Branch Chief, Operations Section Chief and Reception Center Manager.
☐ Plan for the possibility of extended deployment.
☐ Ensure incident action plan is created for each operational period.

Information Branch – Missing Persons Unit Leader

Reports to: Information Branch Chief

Vest Designation: Information Branch

Mission: Activates and coordinates Missing Persons units that may be required to achieve the goals of the Reception Center Plan. Directs the preparation of specific team operational plans and requests and identifies and dispatches resources as necessary. Assists victims' families by helping to locate missing persons through coordination with hospital and incident scene EMS. Processes and retains Missing Persons Reports to document center registrant's reunification, referrals, or need for additional resources.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____   Date: _____

Immediate:
☐ Receive appointment from Information Branch Chief. Obtain packet containing section's Job Action Sheets.
☐ Read this entire Job Action Sheet and review organizational chart.
☐ Don appropriate Reception Center vest.
☐ Obtain briefing from Branch Chief or Operations Section Chief.
☐ Establish communication with the hospital coordinator, Incident scene EMS, and EOC's as needed.
☐ Establish your assigned work area according to the Reception Center plan.
☐ Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead.
☐ Verify important phone numbers from master contact list that was given.

Information Branch (Continued)

	Intermediate:
☐	Conduct interviews and processes Missing Persons Reports as appropriate with victims' families.
☐	Operate within the scope of practice and consistent with jurisdiction's policies and procedures.
☐	Assist victims' families with locating missing persons though coordination with hospitals, EMS, and other units..
☐	Assist clients with obtaining appropriate services including law enforcement services.
☐	Notify behavioral staff of any issues with clients.
☐	Take appropriate action if clients are acting in an aggressive or forceful manner.
☐	Review entries/records for accuracy and completeness.
☐	Attend team transition briefings at shift change.
☐	Read Team Action Plan that is created for each operational period.
	Extended:
☐	Maintain ability to deal with the public under stressful circumstances.
☐	Observe co-workers for signs of stress. Report issues to Team Lead.
☐	Plan for the possibility of extended deployment.
☐	Keep and retain good notes and files for possible transition to FAC or for post-incident use.
☐	Prepare end of shift report and present to oncoming Missing Persons Officer.
☐	Report situations/problems/progress to Team Lead.

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Information Branch –
Needs Assessment Unit

Reports to: Information Branch Chief

Vest Designation: Information Branch

Mission: Activates and coordinates Registration, Needs Assessment, Missing Persons, Hospital Coordinator, Casualty Tracking, or any other units that may be required to achieve the goals of the Reception Center Plan. Directs the preparation of specific team operational plans and requests and identifies and dispatches resources as necessary.

<u>Reception Center Priority Operational Message</u>: **Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.**

Signature: _____   Date: _____

Immediate:
☐ Receive appointment from Operations Section Chief. Obtain packet containing section's Job Action Sheets.
☐ Read this entire Job Action Sheet and review organizational chart.
☐ Obtain briefing from Reception Center Manager.
☐ Establish Branch and unit operations areas in according to operational layout.
☐ Appoint Reception Center Team Leaders as needed.
☐ Brief teams and oversees and maintains situational awareness.
Brief all Operations Section Team Leaders on current situation
Assist in the development of the Reception Center Action Plan.
☐ Add additional (or delete) tasks and distribute Job Action Sheets.

	Coordinate IT and data entry needs with Logistics and Planning section chiefs.

Information Branch (Continued)

Immediate:	
☐	Brief the Operations Section Chief and Reception Center Manager routinely on the status of the Branch operations Section.
☐	Coordinate and monitor Branch operations and available resources needed to achieve mission and request resources as needed.
Extended:	
☐	Maintain documentations of all actions and decisions on a continual basis; forward completed unit activity log to Operations Section Chief.
☐	Observe all staff for signs of stress..
☐	Ensure rest periods and relief for staff are provided and observed.
☐	Prepare end of shift report and present to oncoming Branch Chief, Operations Section Chief and Reception Center Manager.
☐	Plan for the possibility of extended deployment.
☐	Ensure incident action plan is created for each operational period.

INFORMATION BRANCH - HEALTHCARE COORDINATOR

Reports to: Information Branch

Vest Designation: Information Branch

Mission: Accesses the area hospital systems capability utilizing the VHAAS system to assisting the identification of victims treated or admitted to hospitals during the crisis.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____ Date: _____

Immediate:
☐ Receive appointment from Reunification Team Lead. Obtain packet containing section's Job Action Sheets.
☐ Read this entire Job Action Sheet and review organizational chart.
☐ Don appropriate Reception Center vest.
☐ Obtain briefing from Team Lead.
☐ If the crisis involves the virtual Reception Center establish communication with the Virtual Call Center.
☐ Establish link to the area hospital databases according to policies and procedures.
☐ Establish your assigned work area within the Reception Center.
☐ Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead.
☐ Verify important phone numbers from master contact list that was given.

HEATHCARE COORDINATOR (Continued)

	Intermediate:
☐	Access other patient tracking systems utilizing experience working with hospitals.
☐	Establish alternate communications with Regional Hospital Coordination Center (RHCC) to supplement area database to ensure quality of information.
☐	Remain aware of situations at the area Hospitals and Brief Reunification Team Lead of any existing or potential issues as they relate to the reception center or FAC.
☐	Ensure the validity of information and compare/crosscheck where possible.
☐	Notify security/law enforcement of clients acting in an aggressive or forceful manner.
☐	Attend Reunification Team briefing.
☐	Review entries/records for accuracy and completeness.
☐	Attend team transition briefings at shift change.
☐	Read Team Action Plan that is created for each operational period.
	Extended:
☐	Maintain ability to deal with the public under stressful circumstances.
☐	Observe co-workers for signs of stress. Report issues to Team Lead.
☐	Take appropriate rest periods and relief.
☐	Self-examine the stress elements that this crisis put you under. Consider CISD defusing.
☐	Plan for the possibility of extended deployment.
☐	Keep and retain good notes and files for possible transition to Disaster Resource Center (DRC) or for post-incident use.

☐	Prepare end of shift report and present to oncoming Hospital Coordinator.
☐	Report situations/problems/progress to Team Lead.

LOGISTICS SECTION CHIEF

Reports to: Reception Center Manager

Vest Designation: Logistics Section Chief

Mission: Organize and direct those operations associated with maintenance of the physical environment, and adequate levels of food, shelter, and supplies to support Reception Center objectives.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____   **Date: _____**

Immediate:
☐ Obtain a briefing from the Reception Center Manager.
☐ Respond to Reception Center site to establish physical site.
☐ Read this entire Job Action Sheet and review organizational chart.
☐ Obtain necessary staff.
☐ Appoint as needed Team Leaders and staff.
☐ Oversees and maintains situational awareness of the Security Team, Day Care Team, Food Services Team and Facilities Management Team
☐ Obtain needed supplies with assistance of Finance Section or TCC EOC and/or City EOC.

LOGISTICS SECTION CHIEF - Continued

Immediate:
☐   Obtain information updates regularly from Team Leaders.
☐   Observe all staff for signs of stress. Report issues to Finance/Administration Section Chief.
☐   Ensure rest periods and relief for staff are provided and observed.
Extended:
☐   Document all actions and decisions on a continual basis.
☐   Observe all staff, volunteers, and others for signs of stress and/or abnormal behavior.

SITE SECURITY TEAM LEAD

Reports to: Logistics Section Chief

Vest Designation: Site Security Team Lead

Mission: To maintain overall security at the Reception Center facility and is specifically in charge of security support for staff and clients.

<u>Reception Center Priority Operational Message</u>: **Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.**

Signature: _____ Date: _____

Immediate:
☐   Receive appointment from Reception Center Manager. Obtain packet containing section's Job Action Sheets.
☐   Read this entire Job Action Sheet and review organizational chart.
☐   Obtain briefing from the Logistics Section Chief.
☐   Establish a work area within the Reception Center according to the operational layout.
☐   Ensures Site Security Team is staffed in an appropriate manner.
☐   Interface with Facilities Team Lead to understand security precautions taken to date.
☐   Determines whether sworn Police officers or unarmed security or combination is required to protect the Reception Center.
☐   Emphasize and limit the duties of security officers to the levels they are trained or certified to and not beyond.
☐   Identify important phone numbers from master contact list and give to team personnel for internal and external distribution.

☐	Identify the need for perimeter control of the Reception Center based on physical layout.

SITE SECURITY TEAM LEAD (Continued)

	Immediate: (Continued)
☐	Identify the need/possibility of Reception Center force protection based on the crisis.
☐	Activate access control for building exit/entrance points by limiting access/egress as provided by safety officer or Operations Section Chief.
☐	Direct the sweep of the facility to ensure that no unauthorized persons are present. This task is critical to physical Reception Center mission.
☐	Activate lockdown procedures when directed by safety officer or Operations Section Chief.
☐	Implement the Badge or ID system pre planned for the crisis.
☐	Activate lockdown procedures when directed or control building exit/entrance points by limiting access/egress as provided by safety officer or Operations Section Chief.
☐	Ensure that direct communications links are established to communicate with Police Department.
☐	Conduct team transition briefings at shift change.
☐	Ensures team action plan is created for each operational period.
☐	Advise Logistics Section Chief of site safety and security issues.
☐	Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Logistics Section Chief.
	Extended:
☐	Observe all staff for signs of stress. Report issues to Logistics Section Chief.

☐	Ensure rest periods and relief for staff are provided and observed.
☐	Plan for the possibility of extended deployment.
☐	Prepare end of shift report and present to oncoming site Security Team Lead.
☐	Review Team Action Plans from Operations Section Chief as appropriate.
☐	Report progress of team to Logistics Section Chief.

PLANNING SECTION CHIEF/EOC LIAISON

Reports to: Reception Center Manager

Vest Designation: Planning Section Chief/EOC Liaison

Mission: Organize and direct all aspects of Planning Section operations. Ensure the distribution of critical information/data. Identify data elements and data sources and implement data collection and analysis procedures so that trends and forecasts can be identified related to the incident. Compile scenario/resource projections from all section chiefs and perform long range planning. Document and distribute Incident Action Plan and measure/evaluate progress.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____   Date: _____

Immediate:
☐ Receive appointment from Reception Center Manager. Obtain packet containing Section's Job Action Sheets.
☐ Read this entire Job Action Sheet.
☐ Obtain briefing from Reception Center Manager.
☐ Activate the Planning/Section team and distribute Job Action Sheets.
☐ Brief Team Leaders after meeting with Reception Center Manager.
☐ Ensure staffing is documented on organizational chart and is posted for display
☐ Determine data elements required by the Incident Action Plan (IAP) and Team Action Plan.

PLANNING SECTION CHIEF/EOC LIAISON – Continued

Immediate:	
☐	Identify and establish access to data sources as needed. Ensure standardization of information/data collection.
☐	Communicate all technical support and supply needs to Logistics Section Chief.
☐	Establish Planning/ Data Collection protocols and data entry sites as needed.
☐	Collect, interpret, and synthesize data regarding status of the activation and response of the Reception Center and provide reports to Reception Center Manager.
☐	Assemble information in support of the IAP and or projections relative to establishment of a Family Assistance Center activation.
☐	Serve as liaison to EOC point of contact and ensures frequent exchanges of information occur between the Reception Center and the EOC.
☐	Facilitate the exchange of accurate information between the Reception Center and the TCC EOC and/or City EOC.
☐	Observe all staff for signs of stress. Report issues to Finance/Administration Section Chief.
☐	Ensure rest periods and relief for staff are provided and observed.
Extended:	
☐	Continue to receive projected activity reports from section chiefs and Planning Section at appropriate intervals.
☐	Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Reception Center Manager for submission to TCC and/or City EOC.
☐	Assure all requests for data or plan information/status are routed/ documented through the EOC Public Information Officer (PIO).

SITUATION UNIT

Reports to: Planning Section Chief

Vest Designation: Documentation Officer

Mission: The purpose of this role is to maintain (or oversee) a record of all activity that occurs in the Reception Center as the Section Chiefs meet to report information or make decisions. Establish and maintain documentation procedures to collect information collected, analyzed, displayed and disseminated within or in relation to the Reception Center. Documentation will be used for legal and historical purposes in the future.

<u>Reception Center Priority Operational Message</u>**: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.**

Signature: _____   Date: _____

Immediate:	
☐	Read this entire Job Action Sheet.
☐	Obtain a full briefing of the incident for Planning Section Chief
Extended:	
☐	Observe all staff for status and signs of stress.
☐	Ensure rest periods for staff are provided and observed.
☐	Collect prepared end of shift report and update with incident tracking board, present to oncoming Planning Section Chief and Reception Center Manager, and TCC EOC and/or City EOC.
☐	Plan for the possibility of extended deployment.
☐	Prepare for the transition to a Family Assistance Center if required.
☐	Collect all documentation from the Reception Center to be turned over to the Family Assistance Center or EOC.

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DOCUMENTATION UNIT

Reports to: Planning Section Chief

Vest Designation: Documentation Officer

Mission: The purpose of this role is to maintain (or oversee) a record of all activity that occurs in the Reception Center as the Section Chiefs meet to report information or make decisions. Establish and maintain documentation procedures to collect information collected, analyzed, displayed and disseminated within or in relation to the Reception Center. Documentation will be used for legal and historical purposes in the future.

Reception Center Priority Operational Message**: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.**

Signature: _____   Date: _____

Immediate:
☐ Read this entire Job Action Sheet.
☐ Obtain a full briefing of the incident for Planning Section Chief
☐ Document the maintaining of the facility site and ensure facility confidentiality.
☐ Record the appointment of individual responsible for maintaining facility essential day-to-day services, display organization chart for easy reference of staff.
☐ Document the establishment of contact with TCC EOC and/or City EOC.
☐ Detail conference with Section Chiefs and others and develop an Incident Action Plan (IAP) for a defined period of time, establishing priorities (Section Chiefs will communicate IAP to each team and pertinent agencies).
☐ Detail conference with Section Chiefs, EOC or other agencies to implement to Family Assistance Center; decision points, financial agreements, timeframes, etc.

DOCUMENTATION UNIT (Continued)

	Intermediate:
☐	Record the assignment of communication responsibilities to Reception Center staff, EOC/IC and external agencies.
☐	Document that contact has been established and resource information shared with all internal and external agencies identified in the Reception Center Plan.
☐	Put together arrangements for Reception Center Management Team meetings, recording and maintaining meeting minutes, filing of correspondence, logging telephone calls, collecting radio logs and updating the situation status monitoring board.
☐	Chronicle the requests for resources as needed or requested by Section Chiefs, through the Finance/Administration Section Chief.
☐	Attend and document routine briefings with Section Chiefs to receive status reports and update the action plan regarding the continuance and/or termination of the action plan.
☐	Assure that appropriate documentation procedures/processes are being utilized for documentation by all sections. Assist sections or teams with documentation process.
	Coordinate with Staff Support to ensure staff and volunteer hours are documented with appropriate paper trail and/or sign-in, sign-out sheets.
	Extended:
☐	Observe all staff for status and signs of stress.
☐	Ensure rest periods for staff are provided and observed.
☐	Collect prepared end of shift report and update with incident tracking board, present to oncoming Planning Section Chief and Reception Center Manager, and TCC EOC and/or City EOC.
☐	Plan for the possibility of extended deployment.
☐	Prepare for the transition to a Family Assistance Center if required.
☐	Collect all documentation from the Reception Center to be turned over to the Family Assistance Center or EOC.

ADMINISTRATION AND FINANCE SECTION CHIEF

Reports to: Reception Center Manager

Vest Designation: Admin. and Finance Section Chief

Mission: Monitor the utilization of financial assets and human resources. Ensure the documentation of expenditures relevant to the emergency incident. Authorize expenditures to carry out the Incident Action Plan (IAP) and ensure appropriate documentation.

Reception Center Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____   Date: _____

Immediate:
☐ Receive appointment from Reception Center Manager. Obtain packet containing Section's Job Action Sheets.
☐ Read this entire Job Action Sheet and review organizational chart that has been activated.
☐ Obtain briefing from Reception Center Manager.
☐ Appoint Administration and Finance Team Leaders as needed
☐ Obtain unique finance code for incident from the TCC EOC,
☐ Confer with appointed Team Leaders and ensure the formulation and documentation of an incident-specific Reception Center Action Plan as approved by the Command Staff.
☐ Distribute the corresponding Job Action Sheets with incident-specific tasks.

ADMINISTRATION AND FINANCE SECTION CHIEF (Continued)

	Intermediate:
☐	Establish a Finance/Administration Section operations area near the Logistics area and ensure adequate documentation/recording personnel. Refer to Plan layout diagram
☐	Approve a "cost-to-date" incident financial status in agreement with the Reception Center Manager and summarize financial data as often as required, relative to personnel and hours worked, supplies and miscellaneous expenses including facilities and equipment.
☐	Obtain briefings and updates from Reception Center Manager as appropriate.
☐	Start compiling and share financial status reports.
☐	Schedule planning meetings with Team Leaders to discuss updating the Reception Center Action Plan and termination procedures.
	Extended:
☐	Authorize utilization or diversion of financial resources.
☐	Observe all staff for signs of stress.
☐	Provide rest periods and relief for staff. Review issues with the Reception Center Manager.

NOTES:

AMERICAN RED CROSS REPRESENTATIVE

Reports to: Information Branch

Vest Designation: American Red Cross

Mission: The American Red Cross Representative serves as the ARC representative to the Reception Center in order to provide assistance utilizing the ARC databases or other resources.

Priority Operational Message: Under no circumstances will any information be released to the media or public from the Reception Center. This function is exclusively reserved for the TCC and/or City EOC, JIC or Incident PIO.

Signature: _____ Date: _____

Immediate:
☐ Receive appointment from Reception Center Manager. Obtain packet containing section's Job Action Sheets.
☐ Read this entire Job Action Sheet and review organizational chart.
☐ Don appropriate Reception Center vest.
☐ Obtain briefing from Operations Section Chief.
☐ Establish communication with the ARC Chapter for additional resources as requested.
☐ Establish link to the ARC database according to policies and procedures.
☐ Establish your assigned work area within the Reception Center according to the Plan layout.
☐ Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Logistics Section Chief.
☐ Verify important phone numbers from master contact list that was given.
☐ Provide those waiting for psychological first aid with comfort caring and direction.
☐ Coordinate with Reception Center PIO to provide continuous updates to families.

AMERICAN RED CROSS REPRESENTATIVE (Continued)

	Intermediate:
☐	Work within the prescribed ARC roles and responsibilities for disaster response and current agreements.
☐	Ensure the validity of information and compare/crosscheck with LE/NCIC databases.
☐	Notify security/law enforcement of clients acting in an aggressive or forceful manner.
☐	Attend briefing.
☐	Review entries/records for accuracy and completeness.
☐	Attend team transition briefings at shift change.
☐	Read Action Plan that is created for each operational period.
	Extended:
☐	To Be Determined Based on Situational Needs
☐	Prepare to transition to Family Assistance Center