

RECEPTION BRANCH DIRECTOR

Mission: The Reception Branch is responsible for coordinating family and staff registration operations. The Reception Branch provides intake services for arriving families and maintains a database of all families and staff who arrive at the Family Assistance Center (FAC). The Reception Branch includes two groups: the Registration Group and the Family Host Group. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Reception Branch Director reports to the Operations Section Chief.

ACTIVATION

NOTE: *The Reception Branch is responsible for the registration of all FAC staff and families and must be among the first to arrive.*

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- Obtain and display the badge provided by FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of the groups that report to you:
 - Registration Group.
 - Family Host Group.
- Advise group supervisors to review their group's position checklists with their staff, familiarize staff with layout of their area, and review key processes or documentation that may help accomplish their mission.
- Ensure staff are familiar with the location of key resources, including FAC forms (in family check-in area), registration spreadsheets (on computers in staff and family check-in areas), and layout (in check-in area).
- Monitor and provide direction as needed.
- Coordinate with Registration Group Supervisor to review registration and flow strategy based on the layout of the facility and objectives of the FAC. Coordinate with the Family Host Group Supervisor to develop a strategy to maintain a comfortable environment for family members.
- Request additional resources as needed.

OPERATION

- Ensure the Registration Group Supervisor has directed their staff to coordinate with the disabilities and access and functional needs unit staff, greeters, and other support service providers to accommodate family members.
- Ensure that the Registration Group Supervisor has provided just-in-time training for late-arriving staff.
- Receive completed FAC forms from the Registration Group. Ensure that completed forms are submitted to the Information Branch Director.
- Inform Operations Section Chief of activities.

- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Brief incoming Reception Branch Director if a subsequent operational period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan.
- Participate in meetings and briefings as needed.

DEMOBILIZATION

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

REGISTRATION GROUP SUPERVISOR

Mission: The Registration Group is responsible for ensuring the registration of families and Family Assistance Center (FAC) staff. This includes verifying families' identification and ensuring that families requesting accommodations receive appropriate access to services, waiting area assignments, and FAC forms. The Registration Group coordinates with the Security Branch to support badging operations. The Registration Group Supervisor reports to the Reception Branch Director.

ACTIVATION

- Upon arrival at the FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the badge provided by FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your group and the tasks for those who report to you:
 - Check-in Specialists.
 - Greeters.
- Review your group's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure staff are familiar with the locations of key resources including FAC forms (in family check-in area), registration spreadsheets (on computers in staff and family check-in areas), and layouts (in check-in area).
- Coordinate with the Security Branch to ensure that staff are present at check-in to support the enforcement of badging.
- Coordinate with the Family Host Group Supervisor to develop a strategy to maintain a comfortable environment for families.
- Brief Registration Group staff and make task/job assignments.
- Request additional staff, as necessary.
- Ensure at least one Check-in Specialist is assigned to the staff check-in area and at least one Check-in Specialist is always assigned to the family check-in area. Adjust staffing based on need.
- Ensure Greeters know where to refer family members who request support. ***Greeters should not provide support services (e.g., counseling).*** Instead, they should refer families to the applicable provider.
- Ensure Registration Group staff understand FAC forms and that completed forms should be submitted to the Reception Branch Director. Advise that FAC forms containing sensitive information may not be left unattended.
- If needed, assign a staff member to monitor the check-in line to prevent congestion.
- Ensure that late-arriving staff receive just-in-time training for their position following registration.
- Monitor and provide direction as needed.
- Request additional resources as needed.

OPERATION

- Communicate with, organize, and prepare assignments for subordinate personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Develop a strategy to ensure that the activities of Registration Group personnel are coordinated. Ensure that Check-in Specialists, Greeters, Family Hosts, and FAC staff who monitor the check-in line are familiar with one another and are working in a coordinated fashion.
- Inspect and organize the registration area by completing the following:
 - Ensure proper placement of chairs, tables, signage, etc.
 - Ensure the provision of signage that displays the universal symbol for the sign language interpreter.
 - Ensure signage indicates persons seeking support in other languages are accommodated.
 - Check supplies.
 - Ensure adequate quantity of sign-in sheets, arriving/departing personnel databases, and FAC forms.
- Ensure that Check-in Specialists register arriving family members per their position checklist.

Special Instructions for family registration area:

- Request resources to ensure that any requests from people with disabilities/access and functional needs are met. This may include the following:
 - Acquiring special equipment for people with physical disabilities, visual impairments, hearing impairments, mental disabilities, intellectual disabilities, and/or learning disabilities;
 - Acquiring personnel with special skills not included in the current staffing complement;
 - Acquiring or setting aside dedicated space, e.g., childcare center or play area; and
 - Ensuring that a general announcement is made at regular intervals to all people waiting for registration that disability and access and functional needs-related support services will be made available upon request.
- Provide an opportunity for incoming family members to identify needs related to disability access and functional needs accommodations (such as the mobility impaired, service animals, minor children, visual or hearing impaired, and those with limited English). Notify the supervisor of requests for assistance to meet the needs of family members and FAC staff with disabilities/access, and/or functional needs.
- Ensure that staff asks family members whether they witnessed anything at the incident site. If the family member responds that he/she witnessed something of value, the assigned Family Host should refer him/her to the Security Branch.
- Ensure Check-in Specialists provide FAC forms to families. Assign staff to review FAC forms at regular intervals. If FAC forms are incomplete, assign staff to review them with families to ensure they are complete and accurate and to resolve any discrepancies. Ensure that completed FAC forms are submitted to the Reception Branch Director for review and quality assurance.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.

Maintain, and make available to each FAC section, a roster of families in FAC (name, contact information, etc.).

Inform Reception Branch Director of activities.

DEMOBILIZATION

Communicate demobilization information with staff. Ensure that information regarding follow-on services is clearly communicated.

Conduct a demobilization meeting with staff assigned to you.

Ensure that equipment and unused supplies are returned to the Logistics Section.

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

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

Sign out at the personnel check-out station. Turn in all documentation, such as position checklists and evaluation forms. Turn in assigned equipment.

REGISTRATION GROUP STAFF

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

ACTIVATION

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

OPERATION

- Submit completed forms to the Reception Branch Director. FAC forms containing sensitive information may not be left unattended.

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

- Register arriving family members using appropriate checklists (family/friend daily sign in sheet, family/friend registration form, minor/adult minor reunification verification forms, etc.).
- Request resources to ensure that any requests from people with disabilities/access and functional needs are met. This may include the following:
 - Acquiring of special equipment for people with physical disabilities, visual impairments, hearing impairments, mental disabilities, intellectual disabilities, and/or learning disabilities.
 - Acquiring of personnel with special skills not included in the current staffing complement.
 - Acquiring or setting aside of dedicated space, e.g., childcare center or play area.
 - Ensuring that a general announcement is made at regular intervals to all people waiting for registration that disability and access and functional needs-related support services will be made available upon request.
- Provide an opportunity for incoming family members to identify needs related to disability access and functional needs accommodations (such as the mobility impaired, service animals, minor children, visual or hearing impaired, and those with limited English). Notify the supervisor

of requests for assistance to meet the needs of family members and FAC staff with disabilities/access, and/or functional needs.

Ensure that staff asks family members whether they witnessed anything at the incident site. If the family member responds that he/she witnessed something of value, the assigned Family Host should refer him/her to the Security Branch.

Ensure FAC forms are provided to families. Ensure that completed FAC forms are submitted to the Registration Group Supervisor for review and quality assurance.

Special Instructions for check-in family greeters:

Ensure you are familiar with referral services and providers. ***You should not provide counseling/support services directly to families.***

Ensure families receive family resource packets.

Greet families and ensure they are aware of the FAC's purpose, layout, and available services.

Maintain Unit/Activity Log (ICS Form 214).

Attend family briefings, as requested and appropriate and participate in other meetings and briefings as needed.

Maintain, and make available to each FAC section, a roster of families in the FAC (name, contact information, etc.).

DEMOBILIZATION

Ensure that equipment and unused supplies are returned to the Logistics Section.

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

Participate in the staff demobilization briefing.

Turn in all activity logs (ICS Form 214) to the Registration Group Supervisor.

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

FAMILY HOST GROUP SUPERVISOR

Mission: The Family Host Group provides a compassionate contact for families and ensures that families are aware of the services available at the Family Assistance Center (FAC) and that requests are tracked and addressed. Family Hosts help families complete forms and ensure they have access to needed logistical resources (e.g., a place to sit, refreshments). Ideally one Family Host per family. The Family Host Group Supervisor reports to the Reception Branch Director.

ACTIVATION

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

OPERATION

- Communicate with, organize, and prepare assignments for subordinate personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Direct subordinate staff to partner with a Mental Health Group staff member to follow up with staff and families as needed to ensure that requests are met.
- Ensure Family Hosts and their respective family assignment(s) are clearly documented and accurate.
- If a family member reports that he/she witnessed something of value related to the incident, ensure the assigned Family Host refers the person to the Security Branch, who will take the person's name and contact information and basic evidence/information they have.
- Coordinate activities of Family Host Group personnel. Ensure a strategy is developed to "hand-off" families during a FAC staff shift change. Ideally, a team of two should be assigned to each family to rotate breaks and off-shift periods.
- Inform the Reception Branch Director of activities.
- Inspect and organize family areas (e.g., waiting room, mental health area, spiritual care area). Ensure proper placement of chairs, tables, tissues, etc.
- Ensure adequate supplies of resources for families (e.g., tissues, chairs.). Determine the types of additional resources that are needed. Communicate resource requests to the supervisor.

- Ensure family members are aware of resources available at the FAC. Announce briefing times, available support services, etc. at regular intervals. Clearly display key messages to ensure they are visible.
- Receive and store resources for families.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate and participate in other meetings and briefings as appropriate.
- Brief the incoming Family Host Group Supervisor if a subsequent operational period is scheduled.

DEMOBILIZATION

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

Supply Guidelines		
Area	Resource	Quantity
Reception Area: Family Registration and Badging	Tables	1 per 2 filled positions; additional as requested (e.g., extra table may be needed for staff administrative work)
	Chairs for tables	As needed based on table size
	Administrative supplies (pens, staplers, notepads, paper clips, markers, painters' tape and scotch tape, newsprint, easels)	As needed
	Badging equipment	Name tags, software (if electronic), 1 badging machine per 50 family members
	Clipboards	1 per family (if a line has formed)
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers

Supply Guidelines		
Area	Resource	Quantity
	Family Assistance Center (FAC) forms	1 per family; forms in languages other than English as well as in Braille and large print, etc., should be provided as needed
	First aid stations	1 on or near reception tables
	Hand sanitizer	1 on each reception table
	Paper shredders	1 per 3 filled positions
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Communications boards and tools	For assistance with non-verbal communications
	Signage	Directional and security signage as needed; signage should be provided for people with disabilities or access and functional needs (AFN), to include a sign that states "Assistance available upon request"
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
	Staff contact lists (phone and email) for FAC staff and partner agencies	1 per staff member
	Wheelchairs	2 manual wheelchairs minimum; additional as needed
	Tissues	1 box per table as well as individual packs
Family Waiting Area	Tables	As resources allow
	Chairs for waiting area	As needed based on location and incident size
	Administrative supplies (pens, staplers, notepads, paper clips, markers)	As needed
	Microphones/speakers/speaker wire	1 microphone, 4 speakers, speaker wire as needed

Supply Guidelines		
Area	Resource	Quantity
	Signage	Directional signage as needed; signage with rolling text capability as resources allow
	Tissues	1 box per table as well as individual packs