

Chain of Command:	1. 2. 3.	First Aid Area:		Reunification Area:	
Incident Command Post Location:		Staff Assignments: Name/Role:			
Assembly Point: Alternate:		Individuals needing extra support (12C):			

RELEASE GATE OPERATIONS

VERIFICATION DESK - Standard Operating Procedure (SOP)

1. The **INCIDENT COMMANDER (IC)** will determine the need for reunification.
2. The **REUNIFICATION LEAD/IC/Principal** will determine the activation and staffing for the **VERIFICATION DESK**.
3. **VERIFICATION DESK** is responsible for the final review and verification of the requester’s identification and authorization for a student release.
 - a. Student population will be divided into smaller groups as needed to facilitate requests for verification
 - i. Logical divisions shall be utilized (i.e., alphabetical, grade level, etc.)
 - ii. Signage indicating divisions will be used to provide ease of identification
4. Each Station will be provided with the necessary materials (See job card/task aid)
5. The **VERIFICATION DESK** staff will process each request as follows: (See Job Action Sheet below)
 - a. Ask requester for the completed release form and identification
 - b. Verify requesters identification and authorization (**based on school/district requirement**)
 - i. If requestor is not approved,
 1. direct them to **EXCEPTIONS DESK** or to the **RELEASE GATE LEAD** for determination.
 2. Notify security and escort as necessary
 - c. If the requester is approved,
 - i. Route requester with paperwork to the **STUDENT RELEASE STATION** for processing and reuniting with requested student/s
 - d. Process next request



Parent/ Student Reunification Job Action Sheet VERIFICATION DESK LEAD

JOB: This position oversees all activity at VERIFICATION DESK.

DUTIES:

1. Attend incident briefing.
2. Review and understand the criteria for verification of a release request.
 - Provide briefing of criteria to Verification Desk staff.
3. Review and understand job description for Verification Desk staff.
4. Set up Verification Desk station/s to include table, chairs, signage, and supplies.
5. Ensure the safety of staff, rotate staff for breaks, and monitor their activity and performance.
6. Help with any issues that arise at the Verification Desk.
7. If you see an issue with a parent, step in and ask the parent to step aside.
 - Listen to the complaint
 - Explain the procedures are to keep students safe.
 - If they insist, use the radio to call Security, the Incident Commander, or School Principal to come and assist.
8. Handle or refer parent complaints at this station.

REUNIFICATION COMPLETE:

1. Coordinate with Logistic Chief for clean up and return of supplies and equipment.
2. Participate in the After-Action Review process, including identification of areas that need improvement.
3. Assist with review and revision of Parent/Student Reunification Plan.

EQUIPMENT:

- Vest and Identification
- Tables (as required by organization)
- Chairs (as required by organization)
- Pens
- Clipboards
- Copies of student lists (all students in the school)
- Laptop & Laptop log on information
- Student information system access
- Sufficient staff
- District radio (if available) or other communications method



This position receives direction and reports to the Release Gate Lead /Interior Operations Lead

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Parent/ Student Reunification Job Action Sheet

VERIFICATION DESK - Station Staff

JOB: Verification staff are the last step to screen and ensure authorized individuals are reunified with students.

DUTIES:

1. Participate in the pre-activation briefing
2. Understand the district defined criteria for releasing students
 - a. Add district specific information on approval criteria [HERE](#)
 - b. Provide an example form with all areas meeting district criteria for release as an appendix
3. Check the name of the adult requesting the student and verify with their photo identification.
4. Check the name(s) of the student(s). Parents can pick up multiple children, but they need a release form for each child.
5. Is photo ID and authorization complete, and correct?
 - a. If YES
 - i. Check yes on proof of ID on the form.
 - ii. Give the form back to the requester and route them to the Student Release Station for reunification.
 - b. If NO
 - i. Give the form back to the requester and route them to the RELEASE GATE LEAD or the EXCEPTIONS DESK for review and determination.
6. Document the request Verification
 - a. (Methods may vary, provide specific direction for your process [HERE](#))

EQUIPMENT NEEDED:

- Vest and name tag
- Example of a correct reunification form that meets District/school verification criteria
- Clipboards, pens, blank reunification forms
- Student Body List

This position receives direction and reports to the Verification Desk Lead

Release Gate Operations: Verifications Desk - Workflow and Decision Tree

