

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):			

Greeting/ Direction/Crowd Control Operations SOP

1. The **IC** will determine the need for reunification
2. The Reunification lead /IC will determine the need for an **EXTERIOR OPERATIONS LEAD**
3. The **IC** or **EXTERIOR OPERATIONS LEAD** will determine the need for a **GREETING/DIRECTION/CROWD CONTROL OPERATIONS LEAD**
4. The **IC** or **EXTERIOR OPERATIONS LEAD** will provide for each of the following tasks as a part of the Greeting/Direction/Crowd Control Operations.
 - a. Posting signage to facilitate wayfinding and movement.
 - b. Greeting and initial instructions and information for arriving parents.
 - c. Crowd direction and control on the exterior of the reunification facility.

**(Specific SOP for each task-based function is provided)*

5. The Reunification lead will provide signage and general organization to facilitate operations as required by the incident.
6. The Reunification lead or Exterior Operations Lead will delegate operational control of the task areas in accordance with ICS principles and as required by the incident.

Planning Considerations

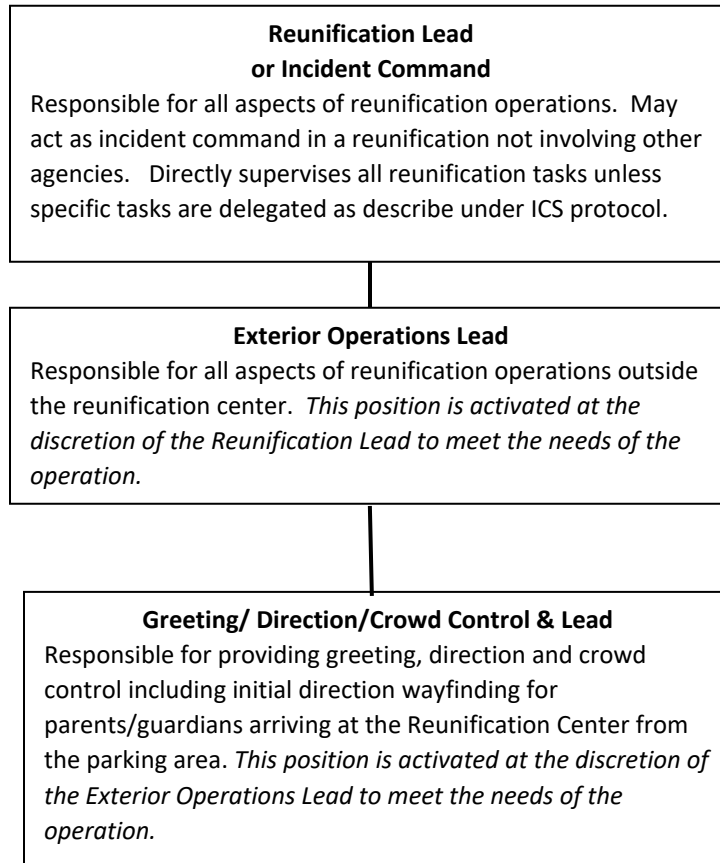
- A. The Reunification lead shall be responsible for coordinating all **Greeting/ Direction/Crowd Control** activities or delegating this responsibility to the Exterior Operations Lead or to the Greeting/Direction/Crowd Control Lead.



General Organizational Chart

Greeting/ Direction/Crowd Control Operations

As with any ICS based organizational structure not all noted functions need to be assigned. Available resources and the nature of the incident will dictate needed functions.



Parent/ Student Reunification

Job Action Sheet

GREETING/DIRECTION/CROWD CONTROL OPERATIONS LEAD

****JOB:** This position oversees all parking and traffic control activity at the reunification site.

DUTIES:

1. Attend incident briefing.
2. Review and understand job description for Greeting/ Direction/ Crowd Control Staff.
3. Review or develop a crowd movement plan for the reunification site.
4. Post signs or directional aides according to the movement plan. (cones, barriers, signs etc.)
5. Provide a pre-deployment briefing to all arriving Greeting/ Direction/ Crowd Control staff.
6. Provide for staff rotation and breaks in the case of a protracted event.
7. Request assistance (additional staff, security, equipment, etc.) from the Reunification or Exterior Operations Lead as needed.

REUNIFICATION COMPLETE:

1. Coordinate with Logistic Chief on 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
- Name Tag
- Traffic control equipment
- Signage
- Sufficient staff
- District radio (if available)

This position receives direction & reports to the Exterior Operations/Reunification Lead

Parent/ Student Reunification

Job Action Sheet

GREETING/DIRECTION/CROWD CONTROL OPERATIONS STAFF

****JOB:** This position provides all Greeting/ Direction/ Crowd Control activity at the reunification site.

DUTIES:

1. Attend a pre-deployment briefing.
2. Review and understand job description for Greeting/ Direction/ Crowd Control Staff.
3. Be familiar with crowd flow and movement plan for the reunification site.
4. Help set-up reunification site as per crowd flow and movement plan, including signage and crowd control devices. (cones, barriers, signs etc.)
5. Provide general direction on process and locations to arriving parent/guardians.
6. Always wear high visibility vest and name tag.
7. Request assistance (additional staff, security, equipment, etc.) from the designated lead, as needed.

REUNIFICATION COMPLETE:

1. Coordinate with Logistic Chief on clean up and return of supplies and equipment.
2. Participate in the After-Action Review process, including identification of areas that need improvement.

EQUIPMENT:

- Vest
- Name Tag
- Signage
- Sufficient staff
- District radio (if available)

This position receives direction & reports to the Greeting/Direction/ Crowd Control Lead

