

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):			

REQUEST GATE OPERATIONS

EXCEPTIONS DESK - Standard Operating Procedure (SOP)

1. The **REUNIFICATION LEAD/IC/Principal** will determine staffing of the **EXCEPTIONS DESK**.
 - a. Staffing of the **EXCEPTIONS DESK** will include at least one (1) school official as the Lead with the authority to release a student to an individual not listed on the authorization form.
2. The **REQUEST GATE LEAD** will determine the location of the **EXCEPTIONS DESK** within the **REQUEST GATE** area if operations.
3. The **EXCEPTIONS DESK LEAD** will make the determination on all requests for student release that **DO NOT** meet the defined district standard for student release.
 - a. If the individual is authorized:
 - i. Endorse the release form with name, time, and date
 - ii. Route/Escort to the appropriate **REQUEST DESK** for processing.
 - b. If the individual is **NOT** authorized:
 - i. Inform them as to the needed steps to meet authorization requirements. i.e., Return with appropriate identification etc.
 - ii. Route/Escort them out of the **REQUEST GATE** area.
 - iii. Notify security as required.
4. Continue operations until all students are reunified with authorized person.

Refer to the attached Job Action Sheet, workflow, and decision tree documents.



Parent/ Student Reunification Job Action Sheet EXCEPTIONS DESK LEAD

****JOB:** This position oversees all activity at **EXCEPTIONS DESK**.

DUTIES:

1. Attend incident briefing.
2. Review and understand job description for Exceptions Desk.
3. Set up Exceptions Desk Station to include table, chairs, signage, and supplies.
4. Be familiar with steps involved to log on to **student information system** and to look for parent/guardian who is authorized to pick up student(s).
5. Make determination on all requests for student release that DO NOT meet district/school requirements.
 - If the individual is authorized:
 - Endorse the release form with name, time, and date
 - Route/escort to the appropriate REQUEST DESK for processing.
 - If the individual is NOT authorized:
 - Inform them as to the needed steps to meet authorization requirements. i.e., Return with appropriate identification etc.
 - Route them out of the **REQUEST GATE** area.
 - Notify security as required.

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 and Name Tag
- Table (1) & Chairs (3)
- Pens
- Copies of student lists (all students in the school)
- Laptops & Laptop log on information
- Student information system** access to review parent/guardian authorization.
- Signs: EXCEPTIONS DESK
- Sufficient staff
- District radio (if available)

This position receives direction & reports to the Request Gate Lead /Interior Operations/Reunification Lead

**Parent/ Student Reunification
Job Action Sheet
EXCEPTIONS DESK STAFF/ ESCORT**

****JOB:** This position moves all parent/guardians processed at the **EXCEPTIONS DESK** to the appropriate locations.

DUTIES:

1. Escort parents/guardians based on the determination made and as needed
 - If the individual is authorized:
 - Escort to the appropriate **REQUEST DESK** for processing.
 - If the individual is NOT authorized:
 - Escort them out of the **REQUEST GATE** area.
 - Notify security as required.

REUNIFICATION COMPLETE:

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

EQUIPMENT:

- Vest and Name Tag
- District radio (if available)

This position receives direction and reports to the EXCEPTIONS DESK LEAD.

Request Gate Operations: Exceptions Desk Workflow and Decision Tree

