### REQUEST GATE OPERATIONS

**NOTIFICATIONS DESK - Standard Operating Procedure (SOP)**

1. The REUNIFICATION LEAD/IC/Principal will determine the need for reunification.

2. The REUNIFICATION LEAD/IC/Principal will identify which agency is responsible for injury/death notifications.

3. The REUNIFICATION LEAD/IC/Principal will determine activation of and staffing for NOTIFICATIONS DESK.
   a. The NOTIFICATIONS DESK will be activated when any of the following exist:
      i. There are students known to be outside of STUDENT HOLDING. (students off-site but not yet released to parents)
      ii. There are self-evacuated students whose status (location & condition) are known.
      iii. There are students whose status is unknown.
      iv. There are injuries and/or fatalities.
   b. Staffing requirements for the NOTIFICATIONS DESK will depend on the nature of the triggering incident and the location and condition of students.

4. The REQUEST GATE LEAD will determine the location of the NOTIFICATIONS DESK within the REQUEST GATE area of operations.
   a. A waiting area will be required for parents/guardians of students whose status is unknown.
   b. A private area will be required for the notification of parents/guardians of student causalities and/or fatalities.
   c. Mental Health Support will be provided in both areas as required.

5. The EXCEPTIONS DESK staff will process each request according to the workflow document.
   a. The parent/guardian presents student release request form and identification:
      i. If the student is off-site in school care and control:
         1. Inform parent/guardian of student location and condition.
         2. Direct parent/guardian to the location.

<table>
<thead>
<tr>
<th>Chain of Command:</th>
<th>First Aid Area:</th>
<th>Reunification Area:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 2. 3.</td>
<td>Staff Assignments: Name/Role:</td>
<td></td>
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<tr>
<td>Incident Command Post Location:</td>
<td></td>
<td></td>
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<tr>
<td>Assembly Point: Alternate:</td>
<td>Individuals needing extra support (12C):</td>
<td></td>
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</tbody>
</table>
ii. If the student is self-evacuated, and condition and location known:
   1. Inform parent/guardian of student location and condition
   2. Direct parent/guardian to the location.

iii. The requested student status is known to be an injury or fatality
   1. Inform the agency tasked with injury/death notifications.
   2. Escort the parent/guardian to the identified private area.
   3. Follow Injury/Death Notification SOP.

iv. If the requested student status is NOT known:
   1. Hold student release request record.
   2. Route/escort Parent/guardian to the waiting area.
   3. Continue to check the request against information arriving from STUDENT ACCOUNTABILITY
   4. As student status becomes known retrieve Parent/Guardian from waiting area.

v. Follow notification SOP based on student status as determined.

6. Continue operations until all students are reunified with authorized person.

Refer to the attached Job Action Sheet, workflow, and decision tree documents.
**JOB:** This position oversees all activity at **EXCEPTIONS DESK**.

**DUTIES:**

1. Attend incident briefing.
2. Review and understand job description for Exceptions Desk & Staff.
3. Set up Exceptions Desk Station to include table, chairs, signage, and supplies.
4. Log on to **student information system**
5. Provide for Parent/Guardian movement and notification as follows:

   - **If the Student’s status is UNKNOWN:**
     - Hold the Student Release Form.
     - Direct parent/guardian to the waiting area.
     - Update student status with the **ACCOUNTABILITY DESK**.
     - Retrieve parent/guardian from the waiting as soon as student status is determined.
     - Follow SOP for the appropriate student status.

   - **If the Student’s status is KNOWN**
     - If the requested student is **self-evacuated**:
       - Inform parent/guardian of student location and condition.
       - Note information on the student request form and retain for documentation.
       - Direct parent/guardian out through out of the **REQUEST GATE** area.
     - If the requested student is **off-site in the care and control of school staff**:
       - Inform parent/guardian of student location and condition.
       - Note information on the student request form and retain for documentation.
       - Direct parent/guardian out through out of the **REQUEST GATE** area.
     - If the requested student is **known to be injured or dead**:
       - Notify the agency responsible for this notification.
       - Route the parent/guardian to the identified location.
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)
- Updated information (as available) on student status from the STUDENT ACCOUNTABILITY DESK
- Laptops & Laptop log on information
- Student information system access to review parent/guardian authorization.
- Signs: NOTIFICATIONS DESK
- Sufficient staff
- District radio (if available)

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

**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.
Parents arrive at the NOTIFICATION DESK. Parent/Guardian provides I.D. and requested student’s information.

Is the Student injured or dead?

NO

Parents/Guardians given all available status information and encouraged to leave to reduce crowding

YES

Parent/Guardian escorted to the identified area for notification. Follow Injury/Death Notification SOP. *(Injury/Death Notification SOP provided under separate cover.)*

Is the Student offsite?

NO

ACCOUNTABILITY DESK
Alerted to monitor for Student’s status.

YES

Is the student’s location and status known?

NO

Parent/Guardian informed and referred to a waiting area with Mental Health Support available.

ACCOUNTABILITY DESK
Alerted to monitor for Student’s status.

Parent/guardian referred from the REQUEST DESK For Processing

NOTIFICATIONS DESK/AREA
The Notifications Desk will inform Parents/Guardian of the status of requested students not available in the STUDENT HOLDING. (Student status information provided and updated by the STUDENT ACCOUNTABILITY DESK). A waiting area with support personnel will be provided as required for Parents/Guardians of students with unknown status. A private area with emotional support for the notification of Parents/Guardians of injured students will be provided for notification. Fatalities will follow Injury/Death Notification SOP. *(Provided under separate cover)*