

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

### 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.



- 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.**

# Parent/ Student Reunification Job Action Sheet NOTIFICATIONS 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 & 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**



**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

**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: Notifications Desk - Workflow and Decision Tree

