

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

### STUDENT ACCOUNTABILITY DESK - Standard Operating Procedure (SOP)

1. The **IC** will determine the need for reunification.
2. The **REUNIFICATION LEAD/IC** will determine the activation and staffing for the **STUDENT ACCOUNTABILITY DESK**
3. **STUDENT ACCOUNTABILITY DESK** is responsible for the determination of location and status of all students in the school’s care at the time of the incident.
4. The **REUNIFICATION LEAD** will identify a **STUDENT ACCOUNTABILITY LEAD**.
5. **STUDENT ACCOUNTABILITY LEAD** will activate the following functions/groups as necessary and based on the needs of the incident.
  - a. **On-site Student Accountability Group**
    - i. Document all students at the relocation location.
      1. (Add your district/school specific process and S.O.P. HERE)
  - b. **Off-site Student Accountability Group**
    - i. Document location and condition of all students not at the reunification site.
      1. Provide a reporting and accounting process for self-evacuated students.
        - a. (Add your district/school specific process and S.O.P. HERE)
      2. Provide follow-up and verification of students off-site for school business.
        - a. (Add your district/school specific process and S.O.P. HERE)
  - c. **Student Condition Liaison**
    - i. Work with first responder agencies to determine:
      1. Identification, location, and condition of any injured students.
      2. Identification of any student fatalities.
      - a. (Add your district/school specific process and S.O.P. HERE)



# Parent/ Student Reunification Job Action Sheet REQUEST DESK LEAD

**\*\*JOB:** This position oversees all activity at STUDENT ACCOUNTABILITY DESK.

## DUTIES:

1. Attend incident briefing.
2. Review and understand job description for Request Desk staff.
3. Set up Request Desk to include table, chairs, signage, and supplies.
4. Ensure the safety of staff, rotate staff for breaks, and monitor activity and performance.
5. 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).
6. Assist staff with any IT issues logging into **student information system**
7. Help with any issues at front desk.
8. If you see an issue with a parent, step in and ask the parent to step aside.
  - Listen to the complaint.
  - Explain that the procedures are for the safety of students.
  - If they insist, use the radio to call Security, the Incident Commander, or School Principal to come and assist.
9. Handle initial complaints from parents.

## 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
- Tables (as required by organization)
- Chairs (8)
- Pens
- Clipboards
- Copies of student lists (all students in the school)
- Access to current days attendance
- Laptops & Laptop log on information
- Student information system access.**
- Telephones
- Sufficient staff

District radio (if available)

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



# Parent/ Student Reunification Job Action Sheet REQUEST DESK - Staff

**JOB:** You act as the first step to screen and ensure only authorized individuals are reunified with students.

**DUTIES:**

1. Log into **the student information system**. If unable, ask the Request Desk Lead for help.
2. **If the parent has previously filled out a Reunification Card during enrollment, pull that form from the file.**
3. **If the parent has not previously filled out a Reunification Card obtain the card that they have just filled out.**
4. Check the name of the adult requesting the student and verify with their photo identification.
5. If they have no photo ID, or it does NOT match with their name. Refer them to the **EXCEPTIONS DESK** for resolution.
6. Check the name(s) of the student(s). Parents can pick up multiple children, they need a release form for each child.
7. Use **Student information system** to ensure the adult is authorized to pick up the student.  
**(Provide instructions on how to do this in your school's S.I.S.)**
8. If photo ID and authorization is complete, check yes on proof of ID on the form.
9. Give the form to an **ACCOUNTABILITY DESK STAFF** to check to see if the student is at the Reunification Center. **This information can be made available to the REQUEST DESK STATIONS eliminating this step.**
10. If the student is available route the request paperwork into in **STUDENT HOLDING** for processing.
11. Make a record of the request approval **(methods may vary provide specific direction for your process)**
12. Route the Release Request form and direct the parent/guardian the **RELEASE GATE** for processing.
13. If the student has NOT arrived at the Reunification Center, ask the parent to proceed to the **NOTIFICATION DESK** to wait for their arrival.
14. If parents become combative, ask them to step aside, notify Security and ask the next person in line to come forward.

**EQUIPMENT NEEDED:**

- Vest and name tag
- Completed reunification forms from school
- Clipboards, pens, blank reunification forms
- Student Body List
- Laptop

**This position receives direction and reports to the Request Desk Lead**

# Request Gate Operations: STUDENT ACCOUNTABILITY DESK - Workflow and Decision Tree

