

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 REQUEST 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 REQUEST DESK**.
3. **STUDENT REQUEST DESK** is responsible for the processing all requests for student release.
 - a. Multiple stations may be used to quickly process student release requests.
 - b. Student population may be divided into smaller groups as needed.
 - i. Logical divisions shall be utilized (i.e., alphabetical, grade level, etc.)
 - ii. Signage indicating divisions will be used to provide ease of identification
4. Each station will be provided with the necessary materials (See job card/task aid)
5. The Request desk staff will process each request as follows: (See workflow document below)
 - a. Ask the name/s of student/s requested for release.
 - b. Accept or locate (if prefilled forms are used) Release Request Form
 - c. Verify requesters identification and authorization (**based on school/district requirement**)
 - i. If identification/authorization fails - direct to **EXCEPTIONS DESK**.
 - ii. If identification/authorization passes-
 1. Verify Student availability
 - a. Student unavailable/unknown – direct parent to **NOTIFICATIONS DESK**
 - b. Student available -- Route request for student/s into **SECURE STUDENT HOLDING**
 - i. Document actions and information.
 - ii. Route Requester with paperwork to the **STUDENT RELEASE GATE**
6. Process the next request.

Parent/ Student Reunification Job Action Sheet REQUEST DESK LEAD

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

DUTIES:

1. Attend incident briefing.
2. Review and understand job description for Request Desk staff.
3. Set up Request Desk Station to include table, chairs, signage, and supplies.
4. Ensure the safety of staff, rotate staff for breaks, and monitor their activity and performance.
5. Log on to **student information system** and to look for parent/guardian who is authorized to pick up student(s).
6. Help with any IT issues associated with logging into **student information system**.
7. Help with any issues that arise 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 the procedures are for the safety of students.
 - If they persist, use the radio to call Security, the Incident Commander, or School Principal to assist.
9. Handle parent complaints as able.

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 onto **the student information system**.
2. **If the parent has previously filled out a Reunification Card during enrollment, pull that form from the accordion 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 **ACCOUNTBILITY DESK STAFF** 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 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** for routing to the Waiting Area.
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: REQUEST DESK (all stations) - Workflow and Decision Tree

The **REQUEST DESK** provides initial processing for all student release requests. Multiple Request Desk Stations may be utilized to speed reunification.
The **REQUEST DESK** also provides record keeping of all processed requests for student release.

