

Primary Agency:

Washington Military Department

Support Agencies:

Department of Enterprise Services
Department of Labor and Industries
Department of Licensing

Local Jurisdictions
Volunteer Organizations
Private Sector

INTRODUCTION

Purpose

Establish processes and procedures for the activation, operation and demobilization of a State Reception and Integration Center. This plan enables the state to receive, track and demobilize emergency responders in an effective manner following or in anticipation of a significant preplanned event, major disaster or emergency.

Reception Centers:

- Process inbound and outbound out-of-state mutual aid resources requested by the State Emergency Operations Center (SEOC) by recording, reporting and preparing resources for onward movement to the requesting entity or redeployment to their home jurisdictions, respectively.

Assist with integrating mutual aid resources into on-scene operations quickly and efficiently through briefings, necessary documentation, issuing identification, and ensuring resources are provisioned for onward movement.

Providing operational support may include, but is not limited to, providing food, water, fuel, mechanical support, kennel arrangements (for Search and Rescue dogs), providing briefings on the Incident Command System (ICS) organization and current status, radio checks and similar logistical assistance. Reception Centers track the arrival, dispatch to the operating location or follow-on staging points and redeployment of the resources once they are no longer needed.

Scope

For the purposes of this appendix, the term “resource” is defined as out-of-state emergency response personnel, equipment and/or supplies whose capability is requested by the Emergency Management Division’s Logistics Section.

This appendix guides the establishment and operation of a state level Reception Center (RC). The concepts contained herein may be adapted for use at any level of government to provide a government entity or volunteer organization the capability to operate an RC using the same or similar procedures.

This appendix does not provide guidance for the tactical management of resources, teams or Incident Command when deployed to the impacted area, but only provides a method for tracking resources from request through demobilization. The RC will not request specific resources for deployment, only resources needed at the RC. This appendix does not cover

the management of spontaneous volunteers or self-deploying, non-requested professionals.

Policies

The Washington Military Department will operate under existing authorities and regulations. The SEOC will conduct operations per current Emergency Operations Plans and established procedures. The SEOC Operations Section processes resource requests from sources inside the state of Washington and the SEOC Logistics Section processes all requests for outside the state of Washington.

The Reception Center will act under the direction of and as an agent of the SEOC Operations Section.

SITUATION & ASSUMPTIONS

Situation

A significant emergency or disaster will severely damage and/or limit access to infrastructure.

The response and/or recovery from any significant emergency or disaster will require resources that are not available locally, regionally or statewide. Reception, staging, onward movement, integration and tracking of out-of-state mutual aid resources will be critical to response and recovery operations.

Assumptions

The following assumptions are preconditions to successful execution of this appendix.

- Acceptable facilities are available and accessible for use as reception centers.
- The Reception Center Manager, each Section Chief and each supervisor directly under the Section Chief's supervision are fully qualified and current in Reception Center operations. Sufficient personnel are available to staff and operate reception centers.
- Essential equipment and supplies to manage RC sites can be purchased and/or acquired.
- Partners will honor existing Memoranda of Agreement/Understanding, (MOA/MOUs).
- Generally, individuals processed through the RC will be locally credentialed by their sponsoring agency in their originating state or country.

CONCEPT OF OPERATIONS

General

Upon notification of an impending or occurring major emergency or disaster, the SEOC Multi-Agency Coordinating Group may ask Operations to complete a decision package and upon review authorize the SEOC Operations Section to activate a RC. Activation of a RC will initiate readiness in all applicable agencies and organizations providing support for reception center activities. The SEOC will select an appropriate and available location with assistance from the Department of Enterprise Services (DES).

Support entities will be notified of the intent to stand up a RC so that they can solicit staffing. Volunteer staff will be identified by their sponsoring agency as fully trained, partially trained or not trained. Detailed training is available to organizations prior to an emergency and just-

in-time training may be provided on-scene.

The SEOC will inform requested personnel of the RC location(s), reporting procedures, and of the documentation and supplies required for processing when an RC is activated.

Personnel arriving at the RC to establish initial operations will:

- Provide status reports to the SEOC.
- Maintain accountability of personnel.
- Provide arriving staff with a safety briefing and duty orientation.
- Promptly establish manual and/or electronic operational capability, including communication checks.
- Synchronize operations with the SEOC and the affected state agency, Tribal government and/or local jurisdiction.

Reception Center(s) will coordinate all actions with the SEOC Operations Section and the affected state agency, Tribal government and local jurisdiction emergency managers, using WebEOC whenever possible. Communication is the key to ensuring all parties understand personnel or team status and timelines.

Resources arriving at the RC process through a series of stations which capture information, identify capabilities/qualifications, informs the assisting agency of resource(s) arrival and notifies the requesting agencies of resource availability. The co-location of other agencies, such as the National Guard Joint Reception, Staging, Onward Movement and Integration (JRSOI), should be planned and implemented whenever possible to eliminate the duplication of effort.

The requesting Incident Command (IC)/Emergency Operations Center (EOC)/Emergency Coordination Center (ECC) assume responsibility for resource tracking when the resource arrives/reports to the IC. The IC/EOC/ECC contacts the SEOC upon mission termination, SEOC notifies the RC and the RC manages the demobilization process.

Reception Centers adjust staffing levels, as needed, or demobilizes, as appropriate, when the impacted state agency, Tribal government or jurisdiction becomes self-sufficient and localized recovery operations resume.

Site Assessments are coordinated by the SEOC Operations Section as part of the RC Decision Package process. Any site is usable if it can safely support the reception and integration mission. Optimum site attributes include:

- Ready access from major roads and to / from rail, sea and air terminals.
- Space to stage (park) large trucks and or buses to include adequate room to turn around.
- Covered area for receiving personnel and equipment.
- Ready access to utilities for temporary building facilities or a functioning building space.
- Commercial facilities or base camp facilities for housing and feeding personnel.

Local officials must be involved to ensure compliance with regulations for land and facility

use. These officials may include the fire marshal, building official and other community development officials. These officials do not necessarily need to be involved in the site visit but should be given an opportunity to review and approve site use plans. Reception Center selection criteria are in Tab E.

Memoranda of Understanding/Agreement

The SEOC should consider developing memoranda of understanding/agreement for the following resources and services.

- Airports
Receiving airports can make space available, as feasible, following a major incident. Receiving airports may also be able and willing to provide staff to manage inbound personnel. The Department of Enterprise Services (DES) will execute contracts, once availability is confirmed if no MOU/MOA exists.
- Lodging/Conference
Local Convention and Visitor Bureau (CVB) representatives provide a list of participating hotel managers and serve as a point of contact for lodging and accommodations immediately following an incident. If proper motel space is unavailable, vacant commercial properties may be utilized. DES will execute contracts once availability is confirmed.
- Transportation
A Northwest Motorcoach Association representative provides a list of participating transportation companies and serves as a point of contact for transportation availability immediately following an incident. DES will negotiate contracts once availability is confirmed.
- International Assistance
Assistance from Customs and Border Protection (CBP) may be requested to expeditiously process international teams. The SEOC should provide CBP a list of personnel, list of equipment and the expected port of entry to speed the processing of these resources. Certain sensitivities, regarding medical supplies for example, may need to be addressed early on in the resource request process.

Resource Coordination

The requesting IC/EOC/ECC will be notified of the status, communication protocols and likely arrival date/time in the incident area of resources being forwarded from the RC. Transfer of responsibility for a resource occurs upon arrival of the resource at the designated delivery location. The receiving agency, Tribal government or jurisdiction will report arrival of the resource to the RC. The state agency, Tribal government or local jurisdiction demobilizes resources at mission termination. The SEOC and the RC manage the demobilization process for resources from outside Washington State. Multiagency coordination centers, EOCs and ECCs will coordinate closely to maintain accountability of resources during demobilization.

Reporting

Visibility of resource status will be maintained (last deployment location, transportation method, departure date/time and expected arrival date/time) for inbound and outbound

resources. Resource condition will be recorded and reported. Reports will be generated and routed according to coordinated processes. Reports will follow the format in Tab A, to the extent possible.

RC Activation

The determination for opening a State RC resides with the SEOC Multi-Agency Coordinating Group (MACG). The SEOC Operations Section coordinates activation and operation of the Reception Center after approval by MACG. The SEOC will require 72 hours to establish and open RC(s), even in the best of circumstances. The activation procedure checklist is in Tab A.

Requesting Equipment and Staff

The state provides or contracts any required equipment for RC activations. The SEOC Operations Section identifies staff and the SEOC Logistics Section identifies equipment necessary for the RC operations and fills these needs in collaboration with DES. RCs may be staffed by local jurisdictions, state agency employees, National Guard, State Guard, an Incident Management Team or by trained volunteers.

The Reception Center Manager (RCM) will ensure effective planning once the RC is activated to ensure, to the extent possible, requests for additional equipment and staffing are made at least 24 hours in advance. Requests for resources from the RC Logistics Section are made via WebEOC, emailed or faxed using a Request for Assistance Form or an ICS 213 General Message Form. In cases where no other form of transmission is available, telephone requests will be accepted. HAM radio operators may provide a viable communication option in times of zero connectivity.

Requests must include:

- Reception Center designation and location.
- Ordering individual's name and contact information.
- Date and time the resource(s) is needed.
- Duration of resource need.
- Specific information on the resource needed:
 - Quantity.
 - Size.
 - Type.
 - Capability.
 - Qualifications (staff only).
 - Any other information deemed appropriate by the RCM.

Newly arriving RC staff will check in and be issued an incident specific ID. This ID must be visible at all times while working in the RC. The RCM will establish a means of maintaining the accountability of staff badges while RC staff members are not on shift. Any just in time training for RC staff will be conducted immediately after initial check in.

Type I, II or III RC equipment/material requirements are listed in Tab C. Go-Kits should be established with the specific items necessary to quickly establish an operational RC. These kits may be pre-positioned at local jurisdictions or with dedicated volunteer organizations.

Volunteer Organizations

Volunteer Organizations may provide a significant amount of staff to the Reception Center.

Washington Voluntary Organizations Active in Disaster (WAVOAD) will be notified upon the activation of an RC. WAVOAD member organizations may be able to identify volunteers to assist with staffing the RCs.

Community Emergency Response Team (CERT), Citizen Corps and other Serve.gov volunteers may be trained and activated to fill positions in the RC. Process CERT and Medical Reserve Corps (MRC) volunteers process through the RC, when feasible, to allow for accountability of emergency resources. They will otherwise be managed by local jurisdictions following local guidelines.

The American Red Cross (ARC) will be notified of RC set up and operation following the activation decision by the SEOC MACG. Space will be made available for ARC representatives when utilization of the State RC is conducive to ARC operations. The RC will support the ARC operation, as desired.

Reception Center Operations

Staffing in the RC follows typed ICS guidelines. RC Typing is based on the number of personnel expected to process through the RC. Staffing in every RC includes a RCM, and, as necessary, Operations, Plans, Finance/Administration and Logistics Sections. The size of each Type Team staff is based on a 12-hour shift and the assumption that each individual resource will spend 5 minutes at each processing station. RC staff will be identified by position vests.

- Type I Team (Capacity 1500 registrants in 12 hours)
- Type II Team (Capacity 720 registrants in 12 hours)
- Type III Team (Capacity 360 registrants in 12 hours)

RC Unit Leaders will conduct shift change briefings with their staff prior to the start of each work shift. These briefings will include at a minimum a disaster situational update, weather forecast, a safety brief and expected activities for the work period.

The unit or group leader will report the absence of any personnel scheduled to work a shift who fails to appear for work by conclusion of the shift change briefing to the RCM for follow up. The RCM will attempt to contact the missing staff member by all available means and determine if assistance is needed.

Site Safety

The SEOC Logistics Section must coordinate a safety inspection of the facility through the Department of Labor and Industry or other authorized organization prior to final site selection.

The RC Safety Officer (SO) provides a daily safety briefing to all staff. Additionally, the SO completes the Daily Hazard Analysis Checklist. Any noted hazards are reported to the

appropriate unit leader for immediate resolution or scheduled for correction. The SO follows up on all findings to ensure compliance.

All documentation must be submitted to the SEOC, including accident report form (Tab A), police report, witness statements and/or emergency worker claim form for any accident occurring on the way to or after arrival at the RC. The SO also keeps a copy of these forms on file. Any individual involved in an accident onsite, even without an injury, completes the accident report form and the RCM performs an accident investigation which includes a statement of facts and recommendations to improve safety. This information is recorded on the Accident, Incident or Injury Report Form. The accident report form may be completed by the RCM and investigated by the agency SO when the result of the accident results in a medical emergency.

Equipment used in reception operations is inspected daily before use, this includes vehicles. Inspectors complete an Optional Form 296 (fill out before using equipment and prior to returning equipment) or other specialized equipment inspection checklists to document daily activity. Deficiencies noted in the equipment are brought to the attention of the unit leader. Equipment will be removed from service when it is determined the equipment is unserviceable due to damage or operational failure until deficiencies can be corrected. It may become necessary to request replacement equipment in order to maintain RC operations.

The RC Logistics Section manages the medical plan for the care of staff and responders while they are processing through the RC and/or awaiting movement. An Emergency Medical Technician (EMT) will be on site, whenever possible.

Badging and Identification

The SEOC will pass information regarding the arrival requirements of assisting agency personnel through established process, i.e., REQ-A. All requested personnel who process through the RC are issued a disaster specific identification (ID) or badge that is worn at all times while deployed to the disaster site. The ID or badge prevents non-requested resources, bystanders or self-deplorers' from being on scene without approval. At a minimum identification badges will have:

- Individual's full name.
- Assisting agency information, e.g., MT Dept of Transportation.
- Self disclosed medical information, e.g., blood type, known allergies, etc.
- Position, e.g., reception staff.
- Requesting agency assignment.
- Requesting agency contacts.

Resource information as well as an electronic copy of the photo ID will be sent to the SEOC via a WebEOC connection and kept on file for reference. This database is used for verification and re-issue in the event an ID is lost. Photo IDs are issued and information saved on a local/RC computer when the WebEOC connection is not available. The RC will update the SEOC with responder information as soon as possible when the WebEOC connection is available. Personnel information gathered during check in is maintained by the RCM, forwarded to the SEOC for redundant accountability and entered into WebEOC, when

available.

Personnel will be issued pre-numbered identification card that can be cross-referenced with the personnel tracking form when technological difficulties prevent production of a photo ID. Photographs of personnel should be taken with their assigned badge number displayed, if at all possible, when this alternative ID procedures is used. Other forms of photo ID, such as a state driver's license, are also acceptable.

Transportation Management

Staging

A staging area for busses is provided within a reasonable distance of the RC. The staging area will include restrooms, food and water access and appropriate recuperation areas.

Manifesting

Drivers departing the RC will have a passenger manifest and will validate the manifest by name, including the destination, with the RC Briefing and Dispatch Section prior to departing the Reception Center. The driver will likewise notify the RC Schedule and Documentation Section of the incoming resource by name and assisting agency, if available, when returning to the RC with personnel scheduled for deployment or demobilization.

Onward Movement

Transportation of personnel or teams from the RC to the requesting agency, Tribe or jurisdiction will be coordinated from by the RC through the SEOC to the Movement Control Center (MCC), if activated. A bus leader will be appointed to ensure manifested passengers are accounted for prior to and during movement.

The MCC is responsible for notifying any Movement Control Points (MCP) along the vehicles' route and providing up-to-date routing information to the RC.

All vehicles with responders must stop at en-route MCPs. Vehicles transporting resources from the RC have priority over cargo transports and routine traffic.

- The vehicle/bus driver will be asked to confirm point of departure, destination, number of passengers and to divulge any security or safety concerns at the MCP. Personnel can exit the vehicle/bus to facilities during MCP stops. A security escort will be provided for the vehicle/bus transporting personnel, if required.
- Security personnel may be placed in vehicles transporting other resources, if required, or at the reasonable request of the vehicle operator.
 - The SEOC will be immediately notified when personnel are unaccounted for at the time of departure from the MCP. Personnel contact information will be used to contact all other known transportation leaving the MCP.
 - SEOC will determine the onward movement of a vehicle/bus when the personnel/resource cannot be located within a reasonable period of time. Washington State Patrol (WSP), the assisting agency and the requesting agency are notified.
- The MCC will coordinate the use of state or commercial facilities when the normally used fuel and waste dump facilities are unavailable or inoperable.

Arrival of Resources

The assisting agency will notify the SEOC of the departure and anticipated arrival time of their deploying resources. The SEOC then notifies the RC of the resource's scheduled arrival time and forwards the REQ-A, resource request, and/or any other pertinent electronic files. The RCM adjusts staffing levels based on this information.

Arriving at Airport

The RC coordinates with the designated arrival airport for any signage. An RC representative or airport employee will meet arriving personnel in the baggage claim area. Personnel will be taken to an airport staging area when all baggage has been collected. Time permitting; check in paperwork can be filled out. Transportation is provided to the RC.

Verification of requested resources occurs at the RC and should be questioned only with cause at the airport staging area.

Personnel Arriving Directly at RC

Responders arriving by means other than air should follow the directions provided in the State Welcome Packet and posted signage to report in at the RC.

Check in Procedures

Personnel arriving at the RC are given a place to secure their luggage and are briefed on procedures. They are also given time to complete their check in forms. A processing line will normally be set up by the RC Scheduling and Documentation Section.

Notification

Notifying assisting and requesting agencies along with supporting agencies is essential. The RC Planning Section is responsible for notifying the SEOC when:

- Personnel or teams complete in-processing through the RC.
- Personnel or teams arrive at requesting agency.
- Personnel or teams depart the requesting agency (IC requirement).
- Personnel or teams complete out-processing through the RC and depart for transit back to the assisting agency.
- Personnel or teams arrive back at the assisting agency.

The RC must be informed, at a minimum, when existing resource requests are no longer needed or valid and an arrival time for personnel or teams is known or changes.

Communication Planning

WebEOC is the primary tracking system for personnel and teams. Personnel information is uploaded in real time to WebEOC, when connectivity permits. Intertrax Exchange and Command software, supported by Legend ID and Salamander Technologies will be used as a standalone system to track personnel processing through the RC.

Because full connectivity is often unavailable following a major disaster, a tiered approach to communications will need to be taken. Communications procedures are outlined in Tab D

and include procedures for full, partial and non-functioning communications.

- Information will be stored on external memory devices, computer hard drive, or the cloud; if not already saved in the cloud then as connectivity allows the data needs to move to the cloud.
- Hand written documents will be used and preprinted badges will be issued when there is no connectivity or power supply. This information will be transferred to the computer database and sent to WebEOC as soon as connectivity allows.
- The use of HAM radio operators should be considered when there is no connectivity. HAM operators and equipment can be requested through SEOC Logistics Section if necessary.

Personnel or Team Demobilization

Personnel or team demobilization is authorized by the release of the resource from the requesting agency or Incident Management Teams (IMT). The RC becomes responsible for the resource the moment the resource is placed on an RC controlled vehicle or when it arrives at the Reception Center via other means of transportation.

The RC Planning Section Chief is provided a copy of ICS Form 221 (Demobilization Checkout) and a copy of the National Emergency Management Association (NEMA), Emergency Management Assistance Compact (EMAC) Demobilization Checklist (Tab A). The ICS 221 Form is used within the RC to ensure the team has cleared all RC demobilization requirements, such as turn-in of RC issued equipment. Forms must be returned before the resource is allowed to depart.

Non-Requested/Self-Deploying Personnel

Non-requested personnel who do not have a valid mission will not be allowed to process through the RC. Non-requested resources may be re-directed back to their point of origin. Every effort will be made to communicate proper volunteer procedures to the public to allow for the smooth operation of the RC. Personnel or teams identified as non-requested resources will be directed home or in some rare instances be directed to the nearest volunteer processing station inside the RC for further screening.

Non-requested personnel or teams may return to the RC for processing if the Volunteer Processing Station (VPS) assigns them a mission.

Personnel or Team Accountability

The manifesting of personnel and teams takes place prior to any movement of resources from the RC and on return travel to the RC during demobilization. All teams will move as a unit whenever possible.

- Personnel and teams traveling back to the assisting agency, following a recovery period in local lodging, are manifested prior to them leaving the RC.
- The Team Leader is responsible for the check-in/check-out process for all team members.

A minimum of 1 copy of the manifest must be made for the driver and RC for any movement, including those made by personal conveyance. Additionally, one copy will be transmitted the SEOC.

Reception Center Demobilization

The SEOC directs the RCM to begin the demobilization process as outlined in Tab A. The RCM will meet with all Section Chiefs and the site owner/manager upon receipt of a demobilization notification to discuss timelines for demobilization, solicit After Action Review (AAR) comments and determine expectations for site restoration. The RCM should include staff recognition as part of the demobilization process.

ORGANIZATION

This plan reflects the attributes of an optimum RC utilizing the organizational structure reflected in the following chart.

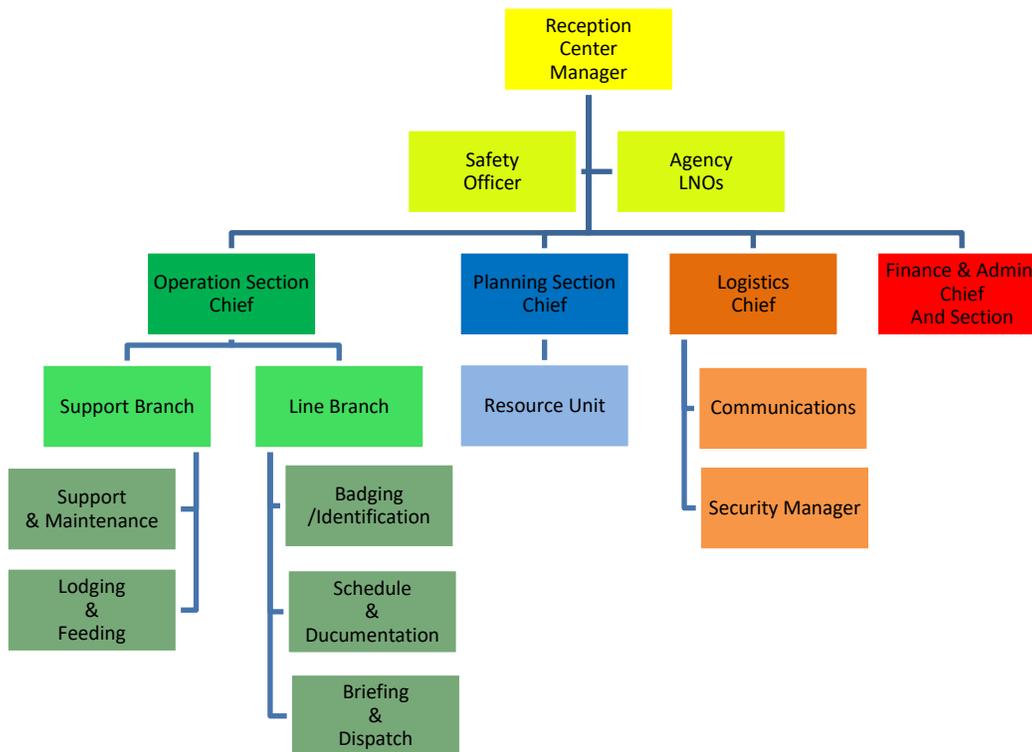


Figure 1 – Reception Center Organization

Position Descriptions

Reception Center Manager (RCM)

The RCM is responsible for the overall operation of the State Reception Center. The RCM will communicate needs and status to the SEOC and other interested agencies. The RCM plans for and anticipates changes in resource arrival and adjusts staffing accordingly. The RCM reports directly to the SEOC Operations Section Chief.

Safety Officer (SO)

The SO monitors operations and advises the RCM on all matters relating to operational safety in the RC and related RC operations, including the health and safety of emergency

response personnel. The RCM grants the SO emergency authority to stop or prevent unsafe acts during operations. The SO reports directly to the RCM.

Liaison Officers (LNO)

LNOs should be available at the RC to provide coordination with lodging companies, local jurisdictions, and other agencies utilizing the RC, as required.

Operations Section Chief (OSC)

The OSC is responsible for the operation of the reception processing line and in ensuring all processing personnel and units are trained and accounted for. The OSC reports to the RCM.

Support Branch (SB)

The SB assists the Line Branch processes and provides support to personnel processing through the RC. The Support Branch consists of the Support and Maintenance Unit and the Lodging and Feeding Unit. The SB reports to the OSC.

Support and Maintenance Unit (SMU)

The SMU assists the Line Branch with personnel processing, answering questions about procedures and forms, maintaining the process flow, and general tasks.

Lodging and Feeding Unit (LFU)

The LFU makes room reservations, arranges meals and maintains a reasonable spare capacity for unplanned contingencies. The LFU coordinates with the Resource Unit and the Logistics Section Chief to ensure capacity is sufficient to meet planned processing and overnight stay requirements. The LFU evaluates vendor service and recommends contract revisions as appropriate. The LFU reports to the SB.

Line Branch (LB)

The LB ensures resources process in a timely and efficient manner. The LB ensures all units are properly trained and reassigns unit personnel when appropriate. The LB reports the OSC.

Scheduling & Documentation Unit (SDU)

SDU receives REC-As and other documentation from/for incoming resources, schedules staff, prepares processing lines and completes any preprocessing of resources. The unit notifies the LFU and Briefing and Dispatch Unit of timing and size/quantity of incoming resource. The SDU ensures resources have all required forms for processing upon their arrival at the RC and that all forms are filled out completely and legible. SDU reports the LB.

Badging/Identification Unit (BIDU)

The BIDU is responsible for ensuring each resource is issued an incident specific badge, with picture, if available. The BIDU instructs the resource that the badge is to be worn at all times in the RC. The BIDU reports to the LB.

Briefing & Dispatch Unit (BDU)

The BDU ensures the resource has processed through all the stations, received their badge,

and manifests the resource for either lodging or transportation. The BDU briefs resources/personnel on current situation, departure scheduling, safety and special hazards or protective requirements. The BDU ensures teams are ready, with all required documentation and provides check-out or dispatch briefings to departing teams/personnel. The BU reports to the LB.

Finance & Admin Section Chief (FSC)

The FSC (if activated) is responsible for tracking personnel time, purchases, and all receipts generated by the RC. If not activated, the Logistics Section Chief or RCM will complete these tasks. The FSC reports directly to the RCM.

Planning Section Chief (PSC)

The PSC will be responsible for managing RC schedules for operational periods, forecasting requirements, and status of resource processing. PSC will make staffing recommendations to the RCM based on resource flow, maintain documentation and develop Situation Reports (SITREPS), as needed by SEOC. PSC will also develop contingency and demobilization plans for the RC. The PSC reports directly to the RCM.

Resources Unit (RU)

The RU is responsible for tracking staff, registered responders and approved volunteers leaving the RC for assignment, lodging, or other reasons. The RU reports to the PSC.

Logistics Section Chief (LSC)

The LSC is responsible for acquiring resources necessary to transport and provide lodging and feeding of all staff and personnel processing through the RC. The LSC is also responsible for securing any additional resources necessary to support RC operations. The Logistics Section will be responsible for finance and administration duties unless the needs of the RC require a separate Fin/Admin Section. The LSC reports directly to the RCM.

Communications (COM)

Provisions and supports internet, telephone, and radio communications requirements of the RC. COM reports to the LSC.

Security Manager (SM)

The SM is in charge of RC facility and installation security. The security personnel assigned to the SM as staff should have law enforcement and crowd control experience. Security personnel will be responsible for maintaining order at the RC. The SM reports to the LSC.

Public Information Officer (PIO)

The PIO is responsible for delivering information to internal customers, to include RC personnel, agency administrators/affiliates and the IMT. The PIO is also responsible for communicating information to external customers such as community leaders, local officials, politicians and the public to increase their awareness and understanding of the RC process and its importance in mobilizing resources to assist response and recovery operations in the affected area.

TABS

Tab A - Forms & Checklists

Tab B - Position Checklists

Tab C - Suggested Equipment List

Tab D - Communications Procedures

Tab E - Reception Center Selection Criteria

Tab F - Reception Center Layout Example

Tab G - Reception Center Planning Cycle

RECEPTION CENTER ACTIVATION CHECKLIST

- SEOC Operations Chief determines needs for Reception Center.
- Determine how many sites are required and can be supported.
- Select possible geographic area for Reception Center.
- Activate the Deployment and Planning Branch of SEOC Operations Center, if not already activated.
- Reception Center Manager is selected and activated by the SEOC Operations Section Chief. The Reception Center Manager will address staff needs and send the request for staff to the SEOC Operations Section Chief.
- Reception Center Manager contacts selected Convention and Visitor Bureau (CVB) for number of rooms and facilities available in the area.
 - CVB notifies area hotel managers of possible activation of State RC and confirms room availability referring information back to SEOC.
- Cooperate with DES and assess locations on scope of disaster and geographic availability. Allow 72 – 96 hours to find and contract a facility.
- DES Commercial Resources Branch conducts real estate assessment of RC area and reports vacant space for RC to Deployment & Planning Branch Manager.
- Identify communications resources and limitations of potential facilities.
 - Is Internet readily available? If so, how?
 - Wireless.
 - Wired.
 - Service provider.
 - Are there known radio restrictions or transmission problems?
- Reception Center Manager Contacts RC staff and provides warning of RC standup with instructions to be prepared within (XX) days. Contact agencies providing volunteer staff and request volunteers beginning on (XX) date with volunteer staff to be reported through POC __XX__ at SEOC Operations Section.
- RC Manager approved to appoint key staff positions of Operations Section Chief, Planning Section Chief and Logistics Section Chief to assist with RC stand-up planning.
- Get transportation route information from Department of Transportation (DOT) and Washington State Patrol (WSP).
- Deployment & Planning Branch Manager notifies RC area airport of possible establishment of RC and determines available space on site and existing airport/volunteer personnel available to support RC airport reception activities.
- SEOC Deployment & Planning Branch Manager contacts contracted carrier service to verify and allow for the placement of transportation resources at the RC location.
- DES has the ability to contact and contract airports and transportation resources.

- RC Log. Chief identifies key communications resources such as laptops, wireless modems, handheld radios with base stations, spare batteries, chargers and coordinates deployment into potential RC sites.
- Identify potential for special support such as security cages or dog kennels and seek contracts, MOUs or other support methodology.
- Finalize selection of RC site and contact local jurisdictions for concurrence to establish Reception Center.
- SEOC Operations Chief confirms RC location and facility.
- The SEOC Operations Section drafts decision package for SEOC Multi-Agency Coordinating Group approval. (Decision packages only contain operational costs for the site such as utilities, lease, supplies needed for operation, equipment purchases or leases, and personnel wages and benefits).
- DES leases the facility selected.
- The SEOC Reception Unit is officially activated.
- The designated RC Manager and staff determine equipment and personal staff needs, e.g., wet weather gear, snacks for 1st 24 hr, toiletries, clothing for 5 days or etc.
- RC Manager contacts staff personnel and notifies them of date/time and location to report, names of reporting officials, duties assigned. Requests update by digital file of staff data (phone, age, certifications, etc). Send message to all staff with standard reporting instructions and personal equipment to bring.
- If specialized credentialing is required – especially medical – include liaison from the medical community to evaluate credentials prior to resource arrival.
- Deployment & Planning Branch Manager notifies Requesting agencies of RC activation.
 - Local Jurisdiction.
 - Airport.
 - CVB.
 - Contract Carrier.
- Activate MOUs (file location).
- DES Commercial Resources Branch negotiates contracts.
- Logistics Section drafts informational package for assisting units and includes it with the REQ- A.
- Logistics Section Chief sends the information package to assisting agency.
- RC key staff and supervisors report to RC location to prepare for full staff arrival.
 - Validate Facility for operations and plan workflow.
 - Validate communications and personnel support resources.
 - Validate security, facility access and special requirements.

- Prepare training.
- Receive RC equipment.
- Review operational requirements based on records brought from SEOC.
 - Resource priorities.
 - IC points of contact, logistics delivery points and operational concerns.
 - Likely flow of resources based on originating location and other factors.
 - Establish initial schedule of events and reporting process with the SEOC.
 - Acquire contracted logistical support, e.g., meals, billeting, local transportation.
 - Establish WebEOC connectivity with SEOC and acquire detailed files for inbound resources.
 - Coordinate with port authorities for specific procedural variances to support efficient RC operations, e.g., allowing specific aircraft to taxi to locations near the RC, having ramps and stairs available, etc.
- All staff arrive and prepare for operations.
- Staff assigned billeting and shift schedules.
- Adjustments for unplanned changes.
- Evaluate just-in-time training requirement and establish training schedule.
- Review operations issues such as IC structure and location, resource dispatch procedures, prioritization of resources, credentialing and ID procedures, reception process flow, approval to dispatch, reporting requirements, et al.
- Complete RC set-up by producing and posting clear signage.
- Resources arrive in support of disaster.
- Receive, validate and brief teams in a batch process to maximum extent possible.
- Each operational period (shift) conduct post-activity review to identify operational gaps and improve operations incrementally.
- For each team or resource processed:
 - Validate all personnel and equipment against manifest delivered by source as part of EMAC process.
 - Report arrival to SEOC including any shortages, damage, changes from manifest, etc.
 - For all personnel, request electronic file with name, function and a photo for production of local ID. Produce IDs from these files while teams are en-route. Local ID process will then consist of validating picture w/team member when local ID is supplied and producing additional IDs on an exception basis.
 - A backup ID method is required – for example to provide a laminated card w/ individual's name, team assignment and date of issue to be used in conjunction with picture ID like a driver's license.

- Use local ID to validate access to billeting, meals, fuel, etc. Avoid the manual process unless absolutely necessary.
- Provide a situation brief, safety brief, route briefing w/maps, points of contact at IC, communications plan while ingressing to disaster area, requirement to report arrival at IC.
- Obtain or validate contact numbers for personnel.
- Provide initial guidance for deactivation.
- Issue any protective or special equipment.
- Provide specialized support such as security cages for weapons and pharmaceuticals, kenneling for animals, etc.

RECEPTION AND INTEGRATION (RI) RESOURCE NEEDS WORKSHEET	
Reception and Integration Location:	<ul style="list-style-type: none"> • <u>Camp Murray – Specific Facility to be Cited on P.1</u>
Calculations:	<ul style="list-style-type: none"> • # of people multiplied by # of days for each category • Use FEMA Action Request Form • Facility Fees • Equipment rental
Reception Center Site Requirements:	
Staff:	<i>Span of control – 3 to 7 under one supervisor</i>
<input type="checkbox"/> Reception Center Manager	<input type="checkbox"/> Operations Section Chief
<input type="checkbox"/> Safety Officer	<input type="checkbox"/> Support Branch
<input type="checkbox"/> Liaisons	<input type="checkbox"/> Support & Maintenance
<input type="checkbox"/> Planning Section Chief	<input type="checkbox"/> Feeding & Lodging
<input type="checkbox"/> Resource Unit	<input type="checkbox"/> Line Branch
<input type="checkbox"/> Logistics Section Chief	<input type="checkbox"/> Badging/Identification
<input type="checkbox"/> Communications	<input type="checkbox"/> Schedule/Documentation
<input type="checkbox"/> Security Manager	<input type="checkbox"/> Briefing/Dispatch
<input type="checkbox"/> Finance / Admin Section Chief	
<input type="checkbox"/> Finance Staff	
<pre> graph TD RCM[Reception Center Manager] --- SO[Safety Officer] RCM --- ALO[Agency LNOs] RCM --- OSC[Operation Section Chief] RCM --- PSC[Planning Section Chief] RCM --- LC[Logistics Chief] RCM --- FAS[Finance & Admin. Chief And Section] OSC --- SB[Support Branch] OSC --- LB[Line Branch] SB --- SM[Support & Maintenance] SB --- LF[Lodging & Feeding] LB --- BI[Badging /Identification] LB --- SD[Schedule & Documentation] LB --- BD[Briefing & Dispatch] PSC --- RU[Resource Unit] LC --- COM[Communications] LC --- SMGR[Security Manager] FAS --- </pre>	

Supporting Agencies	Potential Role	Possible Resource – Contact SAL
WSDA	Support	Administrative Support Staff
Department of Corrections	Support	Security
DOH	Support	Medical
DES	Support	Communications / Information Technology
L&I	Support	Safety Officers
MIL – EMD	Support	Management, Planning, & Coordination
MIL – National Guard	Support	Staffing
DNR	Support	Staffing
WSP	Support	Security
DOT	Support	Transportation assets/equipment/staffing
OFM	Support	Funding/risk management/worker insurance
PARKS	Support	Additional sites/staffing
Other Agencies/Local Governments	Support	Augment staffing
American Red Cross	Support	Management of staff support services
Volunteer Organizations	Support	Augment staffing
Required Resources – Type III (360 Registrants in 12 Hours)		
Item	QTY	
Facilities		
Hotel meeting space near airport	1+	
Minimum of 1500sf w/breakout rooms		
Hotel(s) or other lodging sources	1+	
Near restaurants and other feeding areas		
House Power or Generator	1+	
Lighting	1+	
Signage	8	
Registration Center (1); Form Line (2); Have Orders /		
Completed Forms / Identification Available (1);		
Registration (3); Staging (1)		
Position Vests (Command and General Staff Positions)	7	
Equipment and Office Items		
Tables (dimensions?)	9	
1 OPS; 1 SB/LB; 7 Registration		
Chairs	9	
Power Strips	4	
GFI4 ground fault circuit interrupter (GFCI)	4	
50 foot extension cords (3 prong)	4	
Note Pads	12	
Sharpie Markers – Box of 12	1	
Pencils – Box of 12	1	
Pencil Sharpener	1	
Dry Erase Easel and Stand or Large Pad	3	
Dry Erase Marker and Eraser Set	3	

Barrier Tape or Rope	1000ft	
Intake funneling; define work areas; crowd control; Cones or poles for anchoring		
Duct Tape	2 rolls	
Cellophane Tape	2 rolls	
T-Cards with Pouches	Set	
Rack for T-Card Set	1	
File Cabinet or Locking Box	3	
File Folders	1000	
File Labels	3000	
Stapler	3	
Staples Box of 1000	3	
Information Technology		
Laptop Computers	4	
Rapid Tag System	1	
Rapid Tag; Command; PDAs; peripherals in case		
Cellular Phones	4	
Landline Phones	4	
Digital Camera	1	
Data Processing Equipment to Match Software Solution (?)	1	
Internet Access (wireless or Ethernet)	6	
Other Support		
Accountability Team (Personnel) for Transport	3	

ACCIDENT, INCIDENT, OR INJURY REPORT FORM

This is a report of a/an:

- Unsafe condition or situation.
- Near miss.
- First aid injury.
- Injury needing medical attention.
- Damage to equipment or material.

Briefly describe the incident or condition:

Why do you think this incident or condition happened:

Have you seen this event or condition before at this company?

What could have been done to prevent it from happening? What changes should we make?

Your name: _____ Date: _____

Reviewed by: _____

Date discussed at Safety Meeting: _____



DEMOBILIZATION CHECKLIST

General guidelines applying to EMAC resources before leaving the Requesting State

- No resource will be allowed to depart a work location without the approval of the local jurisdiction and they will inform SEOC Logistics Section when this occurs.
- No resources will be released without having a minimum of eight (8) hours off shift for R&R, unless specifically approved in advance by the SEOC Logistics Section.
- All resources must be able to return to their home duty station prior to 2200 (10:00PM) unless specifically approved in advance by the SEOC Logistics Section.
- The RC Manager will attempt to debrief all personnel assigned to the incident prior to departure from the RC. The de-briefing will include:
 - Confirmation of travel arrangements.
 - Review of individual responsibilities for demobilization.
 - Ensuring any issued equipment for the incident is returned and all documentation is completed and submitted as required.
 - Request for AAR input specifically related to the EMAC process and/or RC processing.
- RC Manager or staff member will conduct a travel safety briefing prior to departure.
- If any resource sustained an injury, verify that all documentation is correctly filled out.

Common Responsibilities

- Safety of all personnel is paramount during demobilization.
- All personnel shall follow the procedures established in the EMAC Operations Manual and set forth in this checklist.
- The EMAC Personnel Demobilization Form and all other incident-required documents (i.e., ICS Form 221) should be used to demobilize personnel and redeploy back to their home duty station.

The SEOC Logistics Section and/or Reception Center

- Approve demobilization plans for resources leaving the state.
- Ensure coordination, and reporting of, demobilization activities with member states of the Compact.
- Prepare and execute demobilization plan in coordination with Requesting State authorities.
- Submit proposed release of resources from local jurisdiction for approval.

- Debrief all EMAC personnel prior to release.
- Use Personnel Demobilization Form and review other EMAC documents (Personnel Information Form, Work Schedule Form, REQ-As, etc) to ensure all resources are accounted for and properly demobilized.
- Fully brief/debrief replacement SEOC Logistics Section members.
- Post final Situation Report on EMAC Website and close out the incident with NEMA.
- Debrief Requesting State personnel, complete and submit all demobilization documents and return EMAC operational control over to Requesting State.
- Gather all hard copy and electronic EMAC documents and mission records and ensure copies are with the Requesting State.

All Deployed Personnel and/or Resources

- Travel to the Reception Center for debriefing and other demobilization instructions as necessary unless alternate arrangements are approved by _____.
- Advise the Reception Center of method of travel, point of departure, destination and estimated time of arrival at home station.
- Return any equipment checked out for use during deployment.
- Complete Incident Command AAR documentation before leaving assigned work location.
- Submit any documentation as needed or requested by SEOC Logistics Section and the Requesting State.
- Notify the SEOC Logistics Section, Requesting State and Assisting State of safe arrival at home station upon return.
- Complete and submit the EMAC Response Survey Form as instructed on the Form upon arrival at home station.



PERSONNEL INFORMATION FORM

Please contact the SEOC Logistics Section Leader when you arrive at your work site in the receiving jurisdiction & provide the information requested on this form

Agency Name _____
(To be provided prior to deployment)

Agency Phone Number _____
(To be provided prior to deployment)

Agency FAX Number _____
(To be provided prior to deployment)

The following information will be used to track your deployment and allow the SEOC Logistics Section to contact you and assist you throughout your mobilization. Thank you.

Your Name: _____ EMAC State _____

Position/Function: _____

Work Site Phone: _____ Work Site Fax: _____

Alternate Work phone: _____ Cell Phone: _____

Work Site Location: _____

City _____ State _____

Work Schedule: _____ Work Hours _____
(M-F / M-Sa / M-Su)

Lodging: _____ Telephone No. _____
(Hotel/etc.)

If you are a member of a team that has deployed to this incident:

Number of persons on your team _____

Name of your Team Leader _____

Other personal information you want the SEOC Logistics Section to know _____

MEAL HEADCOUNT ROSTER		PAGE ____ OF ____	
DATE:		MEAL: BREAKFAST	LUNCH
		DINNER	
VENDOR:			
STATE ORGANIZATION:			
CONTROL NUMBER:			
PRINTED NAME		SIGNATURE	
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			
State Contact (Printed Name)		State Contact (Signature)	

Reception Center Manager/Deputy Checklist

POSITION ACTIVATION

- Select a Start-Up-Staff through one or a combination of the below:
 - Incident Management Team.
 - Serve.gov Programs (Contact XXX-XXX-XXXX).
 - Local Jurisdictions.
 - Trained local Volunteer Groups (Reference XXXX).
 - Displaced State Employees.
- The following Positions Must be filled in the Start-up-Staff:
 - Operations Section Chief.
 - Safety Officer.
 - Logistics Section Chief.
 - Planning Section Chief.
- Arrange long term lodging for staff with selected hotel manager.
- Arrange lodging for transient responders with selected hotel manager.
- Arrange meals for transient responders.
- Arrange travel for staff to RC area.
- After staff selection is complete, use the Salamander system to make staff badges.

RECEPTION CENTER SET UP

- Ensure the Safety Officer coordinates a safety inspection with a local safety representative to determine if the building is safe for operations.
- Ensure that all WISHA and OSHA standards are being met.
- Ensure Logistics Team Leader establishes highest level of connectivity with SEOC and creates communications plan (monitors WebEOC).
- Ensure the Logistics Team Leader develops a medical plan for RC Staff.
- Ensure Operations Section Chief establishes efficient reception process.
- Coordinate with SEOC on resource arrival estimates (time and numbers) and develops a staffing pattern.
- Receive and assign all required Reception Center Personnel.
- Provide daily progress reports to the SEOC Operations Section Chief.
- Take detailed photographs and notes regarding RC condition prior to set up.
 - Negotiate changes with facility manager.

OPERATIONS

- Ensure staffing pattern for day to day operations.
- Ensure staffing projections are accurate.
- Provide daily shift briefings.
- Provide updates to SEOC Operations Section as needed.
- Handle personnel concerns as needed.
- Ensure proper position training is conducted.

DEMOBILIZATION

- Meet with all Section Chiefs and the site owner/manager to discuss timelines for demobilization,
 - Solicit After Action Review comments, and
 - Determine expectations for site restoration.
- Ensure the facility is returned to the start state or a state that is agreeable to the facility manager.
- Ensure Admin and Financial documents are in order.
 - Each Section assembles electronic and hardcopy files and provides them to the Planning Section Chief.
 - The Planning Section Chief assembles all documentation from the operation of the RC and transfers it to the SEOC for final disposition and archiving. Documentation could include:
 - Lease or contract documents.
 - Purchasing documentation with receipts.
 - Written agreements.
 - Shipping and receiving logs and supporting documents.
 - Photographs.
 - After Action Review comments.
 - Daily reports.
 - Equipment inspections.
 - Accident reports.
 - Staff records.
 - Activity notes.
- Return all borrowed, rented, leased or contracted equipment.
- Report remaining disaster resources to the SEOC for determination of final disposition.

- Assign RC Support Branch, Line Branch, and Resources Unit personnel to other locations to support de-mob.
- Coordinate with the site owner/manager and the SEOC regarding any outstanding payments due, repair/restoration of the facility, and a timetable for vacating the facility.
- Create an After Action Report to be turned into SEOC Operations Section Chief.

Security Manager

ACTIVATION

- After selection, coordinate duties with Reception Center Manager (RCM).
- Provide input regarding security concerns of possible locations.
- Based on authority coordinate with local law enforcement on policy and procedures.

SET UP

- Hire or assign required security personnel.
- Develop a Security Plan for the facility.
- Provide staffing pattern to RCM.
- Coordinate with Operations Section Chief to establish line flow and choke points to provide safe and secure processing, barriers may be needed to control flow between stations and waiting areas.
- Prepare holding area for violators.
- Establish procedures and area for securing responder gear to include labeling personal bags and equipment.
- Ensure signage is posted stating that badges must be worn at all times after issue.

OPERATIONS

- Maintain safe and secure processing line.
- Based on authority detain any person who is a security or criminal risk, escort off-site if needed.
- Document all complaints and suspicious occurrences (to include suspicious packages).
- Report security concerns to local law enforcement per agreed policy and procedures.
- Provide security briefs to RCM and staff as needed.
- Work with Resources Unit to check (scan if possible) personnel badges prior to allowing them access to transportation.

DEMOBILIZATION

- Maintain safe and secure demobilization procedure.
- Inform RCM of any facility security changes that cannot be returned to original state.
- Create security After Action Report (AAR) to be turned into RCM.

Safety Officer

ACTIVATION

- After Selection, coordinate with local safety representatives to inspect potential Reception Center (RC) sites in the designated area.
- Receive briefing from Reception Center Manager (RCM).
- Hire additional safety staff as needed.

SET-UP

- Prior to any set up activities conduct facility walk through with local safety representative to determine it is safe for operations.
- Inform SEOC and facility representative through RCM of any concerns immediately.
- Create Safety Report for RC.
- Review and approve the medical plan (ICS Form 206).
- Prepare safety messages for inclusion in the Incident Action Plan (IAP).
- Post any notices, guidelines or directions in plain sight.
- Ensure that all WISHA and OSHA standards are being met.
- Utilize emergency authority to stop and prevent unsafe acts when necessary.
- Identify Personnel Protective Equipment (PPE) requirements.

OPERATION

- Provide daily safety briefings to each shift.
- Provide safety briefing to responders.
- Complete form ICS Form 215A as needed.
- Document and report any mishaps in accordance with statutory requirements.
- Detect and correct safety deficiencies.

DEMOBILIZATION

- Ensure demobilization is completed in a safe fashion.
- Coordinate with RCM to ensure safe travel for staff.
- Remove any safety related set up items, returning the facility to its original state.
- Complete Safety Officer AAR and turn into RCM.

* Note: The Safety Officer will coordinate efforts with the facility owner or manager to use existing safety information, i.e., Evacuation Plan, etc.

Operations Section Chief

ACTIVATION

- Review Common Responsibilities (see FEMA Incident Management Handbook).

SET-UP

- Hire Support Branch and Line Branch or get volunteers to staff as needed.
- Coordinate with Security Manager to establish line flow and choke points to provide safe and secure processing.
- Ensure Salamander kit is functional.
- Have website, login, and password available for participating agencies to track resources that have been processed through the RC.
- Create a staffing pattern.
- Ensure signage is posted in the RC and the facility property.

OPERATION

- Obtain a briefing from the RCM.
- Coordinate RC operations with federal, state, tribal, and local emergency officials as needed.
- Develop the Operations Planning Worksheet (ICS Form 215).
- Brief and assign Support Branch, Line Branch, and other appropriate personnel in accordance with the IAP.
- Supervise Operations Team personnel, ensuring the safety and welfare of all.
- Identify the need for and request additional resources.
- Report information about special activities, events, and occurrences to RCM.
- Conduct an operational briefing at the beginning of each new operational period.
- Document in writing all significant decisions and facts relative to your activities on the incident.
- Order all supplies through Logistics Section Chief, 24-hour notice is preferred.

DEMOBILIZATION

- Identify resources to be released and initiate recommendation for release.
- Provides AAR comments to RCM.

Logistics Section Chief

ACTIVATION

- Review Common Responsibilities (See FEMA Incident Management Handbook).

SET-UP

- Obtain an initial briefing from the RCM.
- Create communications plan for highest level of available connectivity (includes WebEOC).
- Create secondary communications plan.
- Create medical plan for staff and responders.
- Coordinate with Team Leads and RCM to ensure required supplies are available.
- Create transportation plan.
- Plan and implement the Logistics Section organization.
- Have a secured area to store supplies.
- Track expenses incurred by the RC.

OPERATION

- Manage the Communications Unit and Security Manager.
- Notify the Planning Section Chief of activated Logistics personnel.
- Participate in the action planning process.
- Identify service and support requirements for planned and expected operations.
- Review the IAP and estimate section needs for the next operational period.
- Ensure accountability for property in accordance with existing agency property management regulations.
- Ensure the general welfare and safety of Logistics Section.
- All resource requests sent to the SEOC Operations Section.
- Document in writing all significant events.

DEMOBILIZATION

- Recommend release of logistics resources in conformity with the Demobilization Plan.
- Provides AAR comments to RCM.

Planning Section Chief

ACTIVATION

- Review Common Responsibilities (see FEMA Incident Management Handbook).

SET-UP

- Obtain an initial briefing from RCM.
- Determine the size and skill set of staff needed for the section and make appropriate deployment requests.
- Develop / manage the in-processing / de-mob brief.

OPERATION

- Oversees Resource Unit (tracking staff, registered responders and approved volunteers)
- Facilitate planning meetings.
- Manage the development and publication of the Incident Action Plan (IAP).
- Collect, analyze, and process situation information about resource arrival.
- Establish information requirements and reporting schedules.
- Compile and display incident status information.
- Report any significant changes in incident status.
- Edit and oversee the production and distribution of the Situation Report.
- Ensure the production of the Incident Objectives (ICS Form 202).
- Prepare and distribute the Situation Report and Incident Status Summary (ICS Form 209).
- Manage the preparation of contingency plans as requested.
- Document in writing all significant decisions and facts relative to activities on the incident. The Unit Log (ICS Form 214) may fit this need.

DEMOBILIZATION

- Oversee preparation and implementation of the Incident Demobilization Plan.
- Provides AAR comments to RCM.

Support Branch / Line Branch

SET-UP

- Review all Support Branch and Line Branch specific just-in-time training in preparation to train incoming staff.

SET-UP

- Ensure work area is safe and set up efficiently.
- Create staffing pattern.
- Provide just-in-time training to unit members.
- Have Badging Unit demonstrate Salamander system.

OPERATION

- Provide reports as required to the OSC.
- Adjust staff, assuring efficient processing line flow.
- Supervise line flow of responders.
- Coordinate with Planning Section Chief for accountability of staff and responders.
- Support registration support as required.
- Reroute Non-requested and self deployed people to Volunteer registration.
- Assist Section Chiefs when needs are addressed.
- Direct staff members assist other stations as needed.

DEMOBILIZATION

- Clean and store equipment.
- Secure equipment and double check to ensure all equipment account for.
- Clean work area and remove all trash.
- Provide AAR comments to OSC.

Unit Members
(Cross trainable positions)

SET-UP

- Familiarize yourself with required check-in forms in go kit.
- Inventory and order supplies.
- Set up required space for your position.
- Have sample forms for all required forms.

OPERATION

- First Station – Schedule and Documentation Unit**
 - If RC check-in forms have not been filled out give them to the resources for completion.
 - EMAC personnel complete "EMAC Personnel Information Form (Tab A).
 - A copy of this form will be provided to SEOC either by fax, e-mail or hand delivered.
 - If RC check-in forms have been completed then,
 - Review the check-in form and any accompanying documents that may be presented.
 - A team leader for the resource can accomplish this task for all team members as needed.
 - If forms are properly filled out direct them to Station 2.
 - If forms are not properly filled out send them to the help desk for assistance.
- Second Station- See Badging Unit Check List / User Guide**
- Third Station- Briefing and Dispatch Unit**
 - Coordinate with RCM and Safety Officer to provide an awareness briefing to responders.
 - Briefing could include all of the following:
 - Mission and deployment instructions (with map).
 - Communications procedures (with list of state and local telephone numbers).
 - Immediate equipment/supply requirements and needs at the disaster area.
 - Safety Briefing.
 - Time keeping and document requirements.
 - Mission update/status.
 - Standard of Conduct expectations while in the RC and during transit.
 - Demobilization requirements.
 - Critical Incident Stress Debrief (CISD).

- Verify that all personnel and teams have the correct signatures on their processing form.
- Send personnel or teams who are lacking the proper signatures the Schedule and Documentation Unit for further processing.
- Manifest the resource to the requesting agency.
- Manifest personnel per lodging location.
- Direct resource to collect bags.
- Fourth Station- Lodging / Feeding Unit**
 - Coordinate with hotel manager for process to hand out keys and room assignments.
 - Personnel checking into the hotel will have to present a personal credit card to cover unauthorized purchases.
 - Personnel staying in lodging will return to the RC for check out.
 - Provide three days worth of rations and water to each person.

DEMOBILIZATION

- Clean and store equipment.
- Secure equipment and double check to ensure all equipment account for.
- Clean work area and remove all trash.
- Provide AAR comments to Line Branch.

Support and Maintenance Unit

SET-UP

- Have an example packet with all required forms filled out.
- Have blank forms and processing paperwork.
- Have a list of phone numbers for staff members, SEOC, assisting agencies, and local jurisdictions.
- Have communication equipment (cell phone, telephone, radio).
- Security presence.

OPERATION

- Assist personnel with processing issues.
- Assist Line Branch with processing issues.
- General tasks.

DEMOBILIZATION

- Clean area.
- Provide AAR to the Operations Section Chief.

Badging / Identification Unit

SET-UP

- Setup and test Salamander Kit.
 - Follow set up procedures in Salamander Kit User Guide.
- Inventory and order supplies.

OPERATION

- Check in responders and issue incident ID.
 - Follow check in and badging procedures in Salamander Kit User Guide.

DEMOBILIZATION

- Breakdown and store Salamander Kit.
- Restock Salamander Kit to full levels.
- Clean Salamander equipment.
- Provide AAR to Operations Section Chief.

Resource Unit

SET-UP

- Setup position/station at exit areas.
- Setup a secure area to store personal files (paperwork).
- Setup handheld scanners.

OPERATION

- Verify work orders for signatures
- Track resources leaving for their assignment, lodging, off scene, and demobilization.
- Work with Security Manager to check (scan if possible) personnel badges prior to allowing them access to transportation. Resource Unit will scan the badge or designate another technician to do so.
- Once resource leaves, file their paperwork and manifest.
- Assist the PSC with reports and staffing pattern questions as they relate to accountability.

DEMOBILIZATION

- Clean and store equipment.
- Secure equipment and double check to ensure all equipment accounted for.
- Clean work area and remove all trash.
- Provide AAR comments to PSC.

Finance & Admin Section Chief

ACTIVATION

- Review Common Responsibilities (see FEMA Incident Management Handbook).
- Ensure funds are available for all expenditures.

SET-UP

- Obtain an initial briefing from RCM.
- Coordinate with the Logistics Section Chief (LSC) to ensure that processes are in place to track the purchase and distribution of accountable property.
- Manage the Finance/Admin Section and supervise assigned personnel.
- Develop cost projections in coordination with RCM.

OPERATION

- Conduct random audits of financial documents,
 - Time sheets.
 - Travel vouchers.
 - Purchase orders.
 - Contracts.
- Develop financial and cost analysis information as requested.
- Meet with Assisting and Cooperating Agency Representatives, as needed.
- Track expenses incurred at the RC.

DEMOBILIZATION

- Provide financial input to demobilization planning.
- Ensure that all obligation documents initiated at the incident are properly prepared and completed.
- Provides AAR comments to RCM.

SUGGESTED EQUIPMENT LISTS

RC teams will be typed for operations to specify the appropriate sized team for the number of incoming personnel.

Type III (Capacity 360 registrants in 12 hours)

The staff is comprised of an OSC, SB, LB, SMU, SDU, BIDU, BDU, LFU, and COM.

- 9 tables
 - 1 for OSC
 - 1 for SB, LB
 - 7 for registration
 - 9 chairs (for staff members)
 - 30 chairs for personnel being processed
- Computers and equipment
 - 4 laptop computers (minimum) 9 (optimum)
 - Badging equipment
 - 6 cell phones
 - Digital Camera
- Power Source
 - 4 power strips
 - 4 GFI4 ground fault circuit interrupter (GFCI)
 - 4 -50 ft extension cords
 - House power, or generator
- Lighting
- 12 note pads
- Box of markers, box of pencils
- Directional Signage
 - Registration Center
 - Form Line (2)
 - Have orders, completed forms, Identification available
 - Registration (3)
 - Staging
- Dry erase easel with stand or large pad (3)
- Dry erase markers and eraser for each
- Barrier tape or rope

- Intake funneling
- Defining work areas
- Crowd control
- Stations or chairs for use with barrier material
- Duct tape and cellophane tape
- Staples and stapler
- T-Cards with 2 pouches
 - Mount or rack to hold pouches
- Data processing equipment to match software solution.
- One Accountability team of 3 people for transport
- File cabinet or box that can be secured
- File folders
- File labels

Type II (Capacity 720 registrants in 12 hours)

The staff is comprised of 2 teams consisting of an OSC, SB, LB, SDU, SMU, BIDU, BDU, LFU, and COM.

- 9 tables
 - 1 for OSC
 - 1 FOR SB, LB
 - 7 for registration
 - 14 chairs (for staff members)
 - 60 chairs for personnel being processed
- Computers and equipment
 - 9 laptop computers (minimum) 18 (optimum)
 - Badging equipment
 - 6 cell phones
 - Digital Camera
- Power Source
 - 8 power strips
 - 8 GFCI
 - 8 50 ft extension cords
 - House power, shore power, or generator
- Lighting
- 24 note pads

- 2 Boxes of markers, 2 boxes of pencils
- Directional Signage
 - Registration Center
 - Form Line (2)
 - Have orders, completed forms, Identification available
 - Registration (6)
 - Staging
- Dry erase easel with stand or large pad (5)
 - Dry erase markers and eraser for each
- Barrier tape or rope
 - Intake funneling
 - Defining work areas
 - Crowd control
 - Stations or chairs for use with barrier material
- Duct tape and cellophane tape
- Staples and stapler
- T-Cards with (3) pouches
 - Mount or rack to hold pouches
- Data processing equipment to match software solution.
- 5 person Accountability Team for transport
- File cabinet or box that can be secured
- File folders
- File labels

Type I (Capacity 1500 registrants in 12 hours)

The staff is comprised of 5 teams consisting of an OSC, SB, LB, SMU, SDU, BIDU, BDU, LFU, and COM.

- 30 tables
 - 1 for OSC
 - 1 for SB, LB
 - 28 for registration
 - 58 chairs
 - 125 chairs for personnel being processed
- Computers and equipment
 - 9 laptop computers (minimum) 27 (optimum)

- Badging equipment
- 6 cell phones
- Digital Camera
- Power Source
 - 16 power strips
- 16 GFCI
 - 16 50 ft extension cords
 - House power, shore power, or generator
- Lighting
- Ream note pads
- 6 Box of markers, 12 boxes of pencils
- Directional Signage
 - Registration Center
 - Form Line (4)
 - Have orders, completed forms, Identification available
 - Registration (16)
 - Staging (6)
- Dry erase easel with stand or large pad (10)
 - Dry erase markers and eraser for each
- Barrier tape or rope
 - Intake funneling
 - Defining work areas
 - Crowd control
 - Stations or chairs for use with barrier material
- Duct tape and cellophane tape
- Staples and stapler
- T-Cards with (10) pouches
 - Mounting area to hold pouches
- Data processing equipment to match software solution.
- 7 person Accountability team for transport
- File cabinet or box that can be secured
- File folders
- File labels

COMMUNICATIONS PROCEDURES

DEFINITIONS

Full Connectivity: All modes of communication are open between the RC, SEOC and local jurisdictions. This includes internet, landline telephone, cellular, telephone, and fax capability.

Partial Connectivity: One or more of the Local Jurisdictions, SEOC or RC are unable to communicate via internet, landline telephone or cellular telephone but can via the other.

No Connectivity: All internet and phone communications are out.

COMMUNICATIONS

Primary communication between the Reception Center and the SEOC is via telephone, WebEOC, and email. It is imperative that these systems are activated and/or installed immediately once the Reception Center site is selected and activated. Telephone communication should be established via hard-line phone rather than cell phone if the infrastructure exists on the site. The Reception Center Manager will ensure a contact list containing telephone numbers and email addresses for Reception Center staff, the SEOC, and local contacts is developed once the Reception Center has been established.

Computers are issued as needed depending on the mission. The following staff will be issued computers based on availability:

- Reception Center Manager (1 system).
- Operations Section Chief (4 system).
- Logistics Section Chief (2 system).
- Planning Section Chief (1 system).
- Finance/Admin Section Chief (1 system).

If telephone and computer communication cannot be established due to a lack of infrastructure, the Reception Center Manager or his designated representative works with the SEOC RACES officer to enlist the aid of a volunteer radio operator with appropriate equipment to set up on site at the Reception Center to establish radio communication with the SEOC. A low band radio will be issued to the site by EMD to provide for this form of communication.

Mission tasking is accomplished primarily via WebEOC if available. Verbal missions from the SEOC are accepted if WebEOC is not available. All verbal mission taskings are recorded using an ICS Form 214.

FRS/GMRS radios are provided at a minimum to all unit leaders to allow for immediate contact on the site when coordination of activities is required. Additional radios may be provided to other staff as needed to facilitate communication within branches and groups. These radios are for official use only and excessive chatter or personal use is prohibited. The Reception Center Manager will work with other local users of radio frequencies to establish which channels will be used during Reception Center operation.

PAGE INTENTIONALLY LEFT BLANK

RECEPTION CENTER SELECTION CRITERIA

RECEPTION CENTER (RC)

- Near State Point of Entry
- Near lines of transportation
- Near suitable lodging areas
- Sufficient space to support flow of Personnel or Teams
- Pre-wired for telecom and internet use
- Briefing room
- Provided work station support (tables/chairs)
- Climate controlled
- Functioning utilities to include: electric, gas, water, sewer
- Bus access

LODGING (ASSESSMENT FORM PENDING)

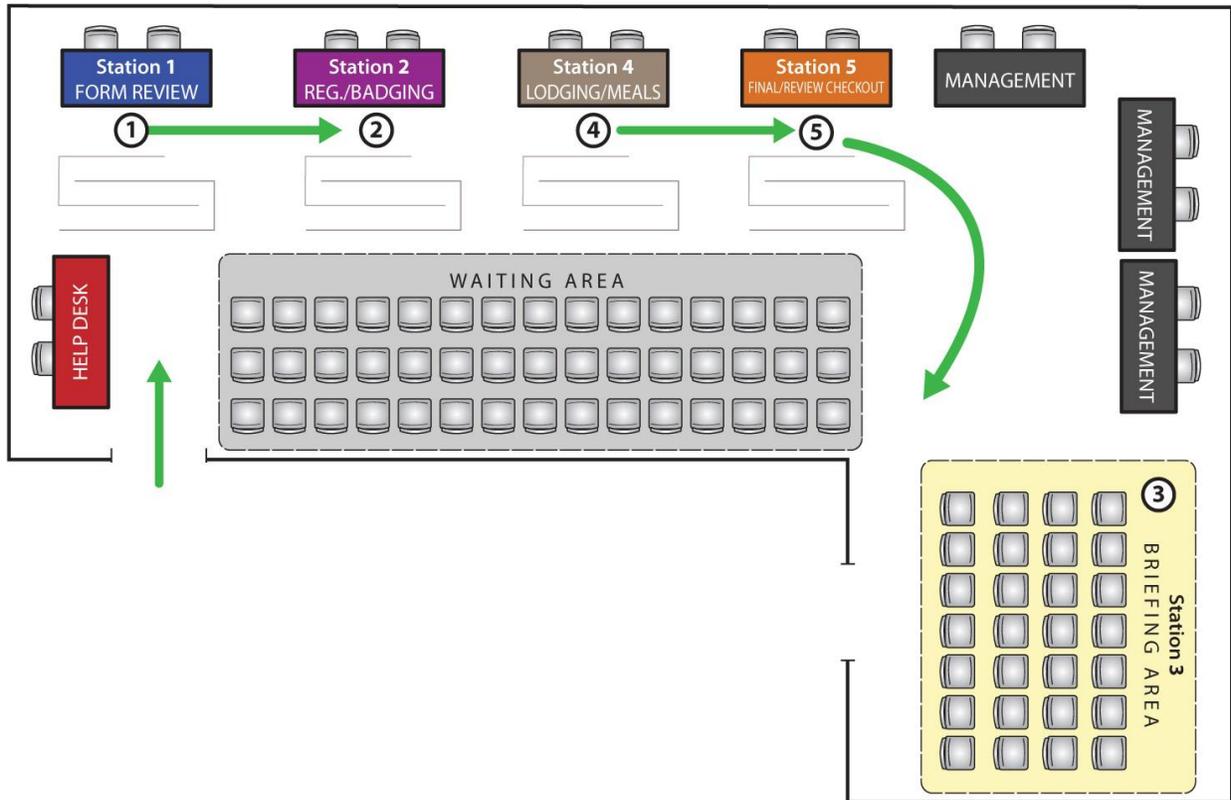
- At or near Reception Center
- Climate controlled
- Functioning utilities to include: electric, gas, water, sewer
- Access to road transportation
- Bus access
- New guest support nightly
- Provide access to food services
- Meets WISHA / OSHA fire suppression needs

HAZARD ANALYSIS (SAFETY ASSESSMENT FORM PENDING)

- Traffic
- Hygiene
- Office Related
- Ergonomics
- Trip Hazards
- Fatigue
- Criminal and/or terrorist activities
- Event Caused Hazards

PAGE INTENTIONALLY LEFT BLANK

RECEPTION CENTER LAYOUT



PAGE INTENTIONALLY LEFT BLANK

RECEPTION CENTER PLANNING CYCLE

