

VICTIM STATUS GROUP SUPERVISOR

Mission: The Victim Status Group coordinates with hospitals regarding information about injured victims, reviews Family Assistance Center (FAC) forms to identify decedents and maintains/tracks the number of fatalities associated with the incident and maintains/tracks the number of missing persons. The group maintains and disseminates the identification, status, and location of injured victims who were transported to local hospitals. The group facilitates communications between FAC management and hospital-based family information centers (if opened). The group reviews FAC forms with families for additional information, as necessary. The Victim Status Group Supervisor reports to the Information Branch Director.

ACTIVATION

- Upon arrival at the FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your group.
- Review your group's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure staff are familiar with the location of key resources, including the Family Assistance Plan and the FAC forms. Ensure staff set up a tracker to monitor family registration forms.
- Determine through contact with on-site law enforcement if a temporary holding area has been established for uninjured victims. Establish procedures to coordinate with on-site law enforcement related to the identity of persons in the temporary holding area.
- Monitor and provide direction as needed.
- Brief subordinate staff and make task/job assignments.
- Request additional staff and resources as needed through your supervisor.

OPERATION

- Establish communication with the North Central Texas Trauma Regional Advisory Council (NCTTRAC).
- Receive completed FAC forms from the Registration Group. Direct staff to review the forms to determine whether the victim is at the hospital, a currently missing person, or is a decedent. Utilize available patient tracking tools to determine whether victims have been transported to hospitals. This may involve the search of missing persons databases and collaboration with law enforcement in other parts of the affected city or in other jurisdictions.
- Monitor/track the number of hospitalized, decedents, and missing persons at incident site and regularly report to Information Branch Director.
- If the victim is a confirmed decedent, advise the Notification Group. Ensure that Medical Examiner/Coroner/Justice of the Peace staff are present and implement established family notifications.

- Monitor/track the number of decedents at incident site and regularly report to Information Branch Director.
- If the victim has not been identified as being at a hospital or listed by the Medical Examiner/Coroner/Justice of the Peace as a decedent, then direct staff to treat the case as a missing person.
- Review FAC forms and provide information on the number, location, and identification of injured persons transported to hospitals, and report to the Information Branch Director.
- Coordinate with hospitals to confirm activation of their internal family information center protocols and inform necessary staff in FAC.
- Keep hospital family information centers informed of pertinent information regarding victims. Respond to requests for information from family information centers.
- Work with NCTTRAC to request regular updates from hospitals for the duration of the incident.
- Serve as liaison to family information centers at hospitals, if activated. Communicate with hospitals regarding patients transported from the disaster (e.g., patients from one hospital may be able to identify a family/friend who was transported to another hospital).
- If the victim has been transported to a hospital, advise the Notification Group to advise families accordingly. If additional information is needed from the family, coordinate with the Notification Group to obtain the needed information.
- Notify hospitals if the family is enroute to the hospital from the FAC. Include the number of family members enroute and any services that they may need.
- Direct staff to determine the location of persons reported to be victims but not known to be transported to a treatment facility or determined to be deceased. This may involve the search of missing persons databases and collaboration with law enforcement in other parts of the affected city or in other jurisdictions.
- Develop missing person messages to be sent to all hospitals. This should include information regarding the location and operating times of the FAC. Hospitals should be advised to direct families to the FAC for more information and support if their loved one is not at the hospital.
- Notify other law enforcement to FAC operations and missing person operations, as appropriate.
- Request the Liaison Officer to coordinate with on-site Incident Command to determine if a holding area has been established at the incident site for involved persons who are uninjured or have minor injuries.
- For every death, whether the decedent is identified or not, ensure field personnel complete a death report.
- Coordinate with the Notification Group to notify family members if their loved one is still missing.
- Provide information to families regarding the next steps of the victim remains. This should include the provision of information regarding mortuary services.
- Communicate with, organize, and prepare assignments for group personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).

- Brief the incoming Victim Status Group Supervisor if a subsequent operational period is scheduled.

DEMOBILIZATION

- Conduct demobilization briefing with staff assigned to you.
- Ensure hospitals are informed of FAC demobilization.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs of subordinates, complete your own, and turn in all (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

NOTIFICATION GROUP SUPERVISOR

Mission: The Notification Group performs notifications to families regarding the status or location of their loved one at the Family Assistance Center (FAC). The Notification Group is responsible for tracking the status of completed family forms. The Notification Group Supervisor reports to the Information Branch Director.

ACTIVATION

- Upon arrival at the FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your group.
- Review your group's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission.
- Ensure staff are familiar with the location of key resources, including the Family Assistance Plan and the FAC forms. Ensure that staff set up a tracker to monitor registration family forms.
- Contact the lead law enforcement agency to establish parameters for the release of patient names and locations to the FAC, possibly including using a code or phrase when contacting law enforcement or hospital partners to obtain information.
- Brief subordinate staff and make task/job assignments.

- Establish a secure location for storing family forms to maintain privacy and security. Ensure all personnel assigned to the Notification Unit are familiar with and follow all privacy and security protocols regarding family forms.
- Request additional staff and resources as needed through your supervisor.

OPERATION

- Receive direction from the Information Branch Director as to who will be involved in the notification for victims that (a) have been transported to hospitals (b) are deceased or are (c) still missing.
- Receive and review completed forms from Family Hosts and coordinate with the Information Branch Groups.
- Coordinate identification and location of families and escort them to the restricted notification area.
- Every 2 hours or as needed, direct staff to follow up with the Victim Status Group for the status of each victim.
- Provide status update reports to the Information Branch Director.
- Make notifications to families as appropriate.
- Ensure that ALL notifications are conducted in a private setting.
- After each notification, ask the family if they would like additional support services provided at the FAC. Ensure families are accommodated as requested.
- As directed by the Information Branch Director, coordinate with the Social Services Group to support the arrangement of site visits and memorial services if/when requested.
- Contact appropriate Consulate if victims include non-US citizens.
- Monitor/track the number of notifications made and regularly report to the Information Branch Director.
- Communicate with, organize, and prepare assignments for group personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief the incoming Notification Group Supervisor if a subsequent operational period is scheduled.

DEMOBILIZATION

- Conduct demobilization briefing with staff assigned to you.

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs of subordinates, complete your own, and turn in all (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

NOTIFICATION STAFF

Mission: The Notification Group performs notifications to families regarding the status or location of their loved ones at the Family Assistance Center (FAC). The Notification Group is responsible for tracking the status of completed family forms. The Notification Staff reports to the Notification Group Supervisor.

ACTIVATION

- Upon arrival at the FAC, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the appropriate badge provided by FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required. Review position checklists for and become familiar with the mission of your group.
- Review your position checklist(s), familiarize yourself with the layout of the area, and review any key processes or documentation that may be helpful in accomplishing your mission.
- Ensure you are familiar with the location of key resources, including the Family Assistance Plan and the FAC forms.
- Set up a tracker to monitor registration family forms.
- In coordination with the Notification Group Supervisor, identify the secure location for family forms storage to maintain privacy and security. **Ensure you are familiar with and follow all privacy and security protocols regarding family forms.**
- Request additional staff and resources as needed.

OPERATION

- Coordinate with the Notification Group Supervisor to understand who will be involved in the notification for victims that (a) have been transported to hospitals (b) are deceased or are (c) still missing.
- Receive and review completed forms from Family Hosts and coordinate with the Information Branch Groups.
- Coordinate identification and location of families and escort them to the restricted notification area.
- Every 2 hours or as needed, follow up with the Victim Status Group for the status of each victim on using a tracking form.
- Ensure that ALL notifications are conducted in a private setting.
- After each notification, ask the family if they would like additional support services provided at the FAC. Ensure families are accommodated as requested.
- Contact appropriate Consulate if victims include non-US citizens.
- Monitor/track the number of notifications made and regularly report to the Notification Group Supervisor.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).

DEMobilIZATION

- Attend a demobilization briefing with the Notification Group.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Turn in all logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

Supply Guidelines

Area	Resource	Quantity
Restricted: Notification Group	Tables	1 per room
	Chairs for tables	Up to 4 per table for FAC staff
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Signage	Directional signage as needed
	Staff computers	1 per filled position.(staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
	Tissues	1 box per table as well as individual packs