

## PLANNING SECTION CHIEF

**Mission:** The mission of the Planning Section Chief is to collect, evaluate, and disseminate information about Family Assistance Center (FAC) operations and the status of resources, including information needed to (1) understand the current situation; (2) predict probable course of events; and (3) prepare alternative strategies for the FAC. The Planning Section Chief reports to the FAC Director. The Planning Section has three units: the Documentation Unit, the Situational Awareness Unit, and the Demobilization Unit.

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- 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 subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Demobilization Unit Leader, Documentation Unit Leader, and Situational Awareness Unit Leader.
  - Coordinate with each Unit Leader to support the development of a strategy to carry out the mission of their unit.
- Ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Receive an initial briefing that may include the following:
  - Review completed ICS 201 form.
  - Synopsis of the incident.
  - Priorities and objectives.
  - Code of Conduct.
  - Facility logistics and layout.
  - Synopsis of the services provided at the FAC, including for people with disabilities/access and functional needs.
  - Staffing organization and work tasks.
  - The date, time, and location that the FAC will be activated.
  - Resources available for maintaining situational awareness (e.g., the FAC Information Branch, local activated emergency operations centers (EOCs)).
- Monitor and provide direction as needed. Coordinate with units to ensure that they understand their mission and have the resources to accomplish it.
- Establish contact and communications protocols with the EOC. Regularly scheduled communications should include the following:
  - General information sharing concerning the incident.
  - Overall Incident Management.
  - Information concerning the operational status of the FAC.

- Request additional staff and resources as needed.
- Working with Command Staff and Section Chiefs, prepare an Incident Action Plan.

## OPERATION

- Ensure that sufficient staff and resources are available to support ongoing planning operations.
- Prepare for and facilitate Command/Section Chief planning meetings on a regular basis to communicate information concerning FAC operations, status of the recovery effort, and other information of importance. At a minimum, the following staff meetings are recommended:
  - An "all FAC staff" meeting once per operational period.
  - Two command staff meetings, one near the beginning and one near the end of each operational period.
  - Section and unit meetings at the discretion of the Section Chief/Unit leader.
- Support the FAC public information officer (PIO) with obtaining and preparing necessary information for the family briefings.
- Conduct plans and operations briefings to ensure that they are well organized and to the point. Revise strategies and the Incident Action Plan regularly.
- Prepare an Incident Status Summary (ICS Form 209) as requested by the FAC Director.
- Monitor activities in the following units and report current status and unusual events on a timely basis to Command Staff:
  - Documentation Unit.
  - Demobilization Unit.
  - Situational Awareness Unit.
- Make changes as necessary to the Planning Section organizational structure, staffing assignments, and procedures.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Planning Section Chief at shift change.

## DEMOBILIZATION

- Ensure that all external stakeholders are notified of the date and time of planned deactivation.
- Oversee the preparation of the Demobilization Plan (ICS Form 221).
- Ensure the collection of activity logs (ICS Form 214) from all units.
- Conduct demobilization meetings with Command Staff and Section Chiefs.
- If applicable, notify the Facility Liaison of the date and time of deactivation and the date and time that the FAC facility will no longer be needed. Include time required to remove supplies and equipment and return the facility to its original condition.
- Ensure that ongoing case management, counseling, and/or a hotline number have been established if needed.
- Collect contact information from all FAC agencies that provided services.

- Provide updates regarding FAC demobilization to the telephone bank, information, and referral organizations, and the outreach and media that were used while the FAC was open.
- Ensure that information regarding demobilization is provided to people with disabilities or access and functional needs.
- Conduct a final transition meeting with the FAC staff and city, county, state, and federal agencies. Inform all staff and participating agencies that counseling services are available to them upon request.
- Ensure that all deployed equipment is returned and coordinate equipment issues with the Logistics Section Chief.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

## DOCUMENTATION UNIT LEADER

**Mission:** The Documentation Unit collects and organizes incident files, information, forms, Incident Action Plans, information releases, and reports for the Family Assistance Center (FAC). The Documentation Unit Leader reports to the Planning Section Chief.

### ACTIVATION

- Upon arrival at the FAC site, 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 unit.
- Report to your assigned workstation. Obtain information and job/task assignment from the Planning Section Chief. Support the development of/review FAC Incident Action Plan for the operational period.
- Report to the Resources Branch to obtain computers or other electronic equipment, workstation telephone numbers, and information on web access, communications systems, passwords, and other technology-related procedures for FAC staff.
- Review position checklist. Develop and execute a strategy for the ongoing coordination of documentation-related responsibilities at the FAC.
- Request additional staff and resources as needed.

### OPERATION

- Establish and organize incident files.
- Determine the number of copies needed and duplicate the Incident Action Plan.
- Accept and file reports and forms submitted by incident personnel.
- Check the accuracy and completeness of records submitted. Correct errors or omissions by contacting appropriate ICS units.
- Ensure that legal restrictions on public and exempt records are observed.
- Retain and file duplicate copies of official forms and reports.
- Provide briefing to relief on current activities and unusual events.
- Document all activity on Unit Log (ICS Form 214).
- Give completed incident files to the Planning Section Chief.
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).

### DEMOBILIZATION

- Ensure the collection of activity logs (ICS Form 214) from all units.

- Participate in demobilization meetings with Command Staff and Section Chiefs.
- 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 (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs 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.

## SITUATIONAL AWARENESS UNIT LEADER

**Mission:** The Situational Awareness Unit is responsible for collecting and organizing the incident status and situation information. The Situational Awareness Unit is also responsible for the evaluation, analysis, and display of that information for use by the Family Assistance Center (FAC) staff. The Situational Awareness Unit Leader reports to the Planning Section Chief.

### ACTIVATION

- Upon arrival at the FAC site, 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 unit.
- Report to your assigned workstation. Obtain information and job/task assignment. Support the development of/review FAC Incident Action Plan for the operational period.
- Report to the Resources Branch to obtain computers or other electronic equipment, workstation phone numbers, and information on web access, communications systems, passwords, and other technology-related procedures for FAC staff.
- Working with Command Staff and Section Chiefs, prepare an Incident Action Plan.
- Brief subordinate staff and make task/job assignments.
- Contact the designated FAC Director to understand timeframes and planning objectives.
- Request additional staff and resources as needed.

### OPERATION

- Obtain briefing from Planning Section Chief.
- Gather information regarding FAC incident objectives and strategy.
- Identify the requirements and schedules—both internal and external—for reporting to the FAC.
- Gather necessary information for family briefings.
- Compile and update information from the public information officer and display incident status information for FAC staff.
- Prepare Incident Status Summary (ICS Form 209) as requested by the FAC Director or Planning Section Chief.
- Participate in planning meetings, as required, and participate in other meetings and briefings as needed.
- Predict customer rates periodically, or upon request of the Planning Section Chief.
- Attend family briefings, as requested and appropriate.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Situational Awareness Unit staff at shift change.

## 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 (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs 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.

## DEMOBILIZATION UNIT LEADER

**Mission:** The Demobilization Unit is responsible for ensuring the cohesive and timely demobilization of the Family Assistance Center (FAC). Planning for demobilization should begin upon FAC activation, and this position should be mobilized quickly. Demobilization includes scaling back services no longer used and demobilizing all functions when appropriate. The Demobilization Unit Leader reports to the Planning Section Chief.

### ACTIVATION

- Upon arrival at the FAC site, 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 unit.
- Report to your assigned workstation. Obtain information and job/task assignment.
- Report to the Resources Branch to obtain computers or other electronic equipment, workstation phone numbers, and brief on web access, communications systems, passwords, and other technology-related procedures to FAC staff.
- Working with Command Staff and Section Chiefs, understand the depth of services and expected longevity of FAC services.
- Brief subordinate staff and make task/job assignments.
- Request additional staff and resources as needed.

### OPERATION

- Obtain briefing from Planning Section Chief.
- Gather information regarding incident objectives and strategy.
- Work with the Planning Section Lead and other Planning Section staff to understand status of service usage.
- Develop a demobilization plan including how and when each service will be demobilized, what ongoing resources will be provided, and how victims and families can receive services after the FAC is demobilized.
- Participate in planning meetings, as required, and participate in other meetings and briefings as needed.
- Attend family briefings, as requested and appropriate.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Demobilization Unit staff at shift change.

### DEMOBILIZATION

- Conduct demobilization briefing with staff assigned to you.
- Ensure all services and staff have been properly demobilized according to the demobilization plan.
- Ensure the FAC public information officer has all demobilization information and service access information available for public dissemination.



- Ensure the Facility Liaison is involved in demobilization efforts.
- 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 (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to the Documentation Unit.
- Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

## FINANCE SECTION CHIEF

**Mission:** The Finance Section Chief is responsible for all administrative and financial considerations surrounding the Family Assistance Center (FAC). The Finance Section Chief reports to the FAC Director.

### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.
- 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 section.
- Report to your assigned workstation. Obtain information and job/task assignment.
- Receive an initial briefing that may include the following:
  - Review completed ICS 201 form.
  - Synopsis of the incident.
  - Priorities and objectives.
  - Code of Conduct.
  - Facility logistics and layout.
  - Synopsis of the services provided at the FAC, including for people with disabilities/access and functional needs.
  - Staffing organization and work tasks.
  - The date, time, and location that the FAC will be activated.
  - Resources available for maintaining situational awareness (e.g., the FAC Information Branch, local activated emergency operations centers (EOCs)).
- Ensure that staff are familiar with the location of key resources, including the Family Assistance Plan and FAC forms.
- Report to the Resources Branch to obtain computers or other electronic equipment, workstation telephone numbers, and information on web access, communications systems, passwords, and other technology-related procedures to FAC staff.
- Request additional staff and resources as needed.

### OPERATION

- Brief activating entity administrative personnel on all FAC-related business management issues needing attention and follow-up. Meet with assisting and cooperating agency representatives, as required.
- Attend Command/Section Chief planning meetings.
- Attend family briefings, as requested and appropriate.
- Attend planning sessions on financial and cost analysis matters.

- Coordinate the establishment of financial systems (cash accounts, invoices, billings, contracts, etc.) and administrative systems (filing, stationery supplies, etc.).
- Coordinate accounting for food, equipment, wages, accommodations, and travel for response team and auxiliary personnel as needed.
- Prepare financial and administrative status reports.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Finance Section Chief at shift change.

### DEMOBILIZATION

- Collect, organize, and file finance-related documentation.
- Coordinate with the Facility Liaison as necessary to arrange for billing and invoicing, if applicable.
- 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 (ICS Form 214) of your subordinates and complete your own. Turn in all activity logs to the Documentation Unit.
- 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
FAC Command Center	Table	Long oval table (or equivalent) to seat all command staff and section chiefs
	Chairs	1 per each command staff member, section chief, and observer
	Administrative supplies (pens, staplers, notepads, paper clips, markers, newsprint, easels, multi-color post-it notes)	As needed
	Three-pronged extension cords	3
	Surge protectors	3
	Facsimile machines	1
	ICS forms	2 sets per operational period

Supply Guidelines		
Area	Resource	Quantity
	Microphones/speakers/speaker wire	2 microphones, 4 speakers, speaker wire as needed
	Paper (for printers/copiers)	1 box for each copier and each printer per week or as needed
	Photocopiers and supplemental ink cartridges	1
	Printers and supplemental ink cartridges	1
	Projectors/screens/remotes with supplemental batteries	1 projector, 1 screen, 1 remote, 1 set of supplemental batteries
	Radios (2-way) or other backup communication systems with chargers and supplemental batteries	1 for each member of the command staff and for each section chief, branch director, and group supervisor; additional radios for others as requested
	Staff computers	1 per staff member (activating entity should provide computers for command staff and chiefs to ensure compatibility)
	Signage	1
	Telephones	2 (at least 1 must be conference call capable)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
FAC Work Areas	Table	Long oval table (or equivalent)
	Chairs	1 per staff member
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	3
	Surge protectors	3
	Facsimile machines	1
	Microphones/speakers/speaker wire	2 microphones, 4 speakers, speaker wire as needed
	Paper (for printers/copiers)	1 box for each copier and each printer per week or as needed
	Paper shredders	1 per 3 filled positions

Supply Guidelines		
Area	Resource	Quantity
	Photocopiers and supplemental ink cartridges	1
	Printers and supplemental ink cartridges	1
	Projectors/screens/remotes with supplemental batteries	1 projector, 1 screen, 1 remote, 1 set of supplemental batteries
	Slot-top collection box (for paper to be shredded)	2 or more as needed
	Signage	1
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction will provide additional computers as needed)
	Telephones	2 (at least 1 must be conference call capable)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
Staff Break Room	Tables	1 per 4 staff receiving a meal (for rectangular tables) or 1 per 8 staff (for round tables) receiving a meal at any given time
	Chairs	4 per table (for rectangular tables) or 8 per table (for round tables)
	Food	3 meals per day for the duration of the operation
	Signage	1 sign per station; directional signage as needed
	Tissues	1 box per table as well as individual packs
Staff Conference Room	Tables	1 per 6 staff
	Chairs	6 per table
	Signage	Directional signage as needed
	Telephones	2, at least 1 must be conference call capable