

## FAMILY REUNIFICATION UNIT LEADER

**Mission:** Organize and manage the services and processes required to assist in family reunification.

Position Reports to: <b>Patient Family Assistance Branch Director</b> Command Location: _____		
Position Contact Information: Phone: ( _____ ) - _____ Radio Channel: _____		
Hospital Command Center (HCC): Phone: ( _____ ) - _____ Fax: ( _____ ) - _____		
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial
<p><b>Receive appointment</b></p> <ul style="list-style-type: none"> <li>• Obtain briefing from the Patient Family Assistance Branch Director on:                             <ul style="list-style-type: none"> <li>○ Size and complexity of incident</li> <li>○ Expectations of the Incident Commander</li> <li>○ Incident objectives</li> <li>○ Involvement of outside agencies, stakeholders, and organizations</li> <li>○ The situation, incident activities, and any special concerns</li> </ul> </li> <li>• Assume the role of Family Reunification Unit Leader</li> <li>• Review this Job Action Sheet</li> <li>• Put on position identification (e.g., position vest)</li> <li>• Notify your usual supervisor of your assignment</li> </ul>		
<p><b>Assess the operational situation</b></p> <ul style="list-style-type: none"> <li>• Assess the need for a specific patient family reunification services or area, including:                             <ul style="list-style-type: none"> <li>○ Current capabilities and projected capacities to address needs based on current data</li> <li>○ Coordinating needs of affected patients, their families, and staff</li> </ul> </li> <li>• Provide information to the Patient Family Assistance Branch Director on the status</li> </ul>		
<p><b>Determine the incident objectives, tactics, and assignments</b></p> <ul style="list-style-type: none"> <li>• Document unit objectives, tactics, and assignments on the HICS 204: Assignment List</li> <li>• Based on the incident objectives for the response period consider the issues and priorities:                             <ul style="list-style-type: none"> <li>○ Appoint Family Reunification Unit personnel in collaboration with the Patient Family Assistance Branch Director</li> <li>○ Determine strategies and how the tactics will be accomplished</li> <li>○ Determine needed resources</li> </ul> </li> <li>• Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing</li> </ul>		

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<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Meet with the Patient Family Assistance Branch Director to plan, project, and coordinate family reunification</li> <li>• Activate family reunification area as needed</li> <li>• Activate protocols for reunification of patients, including identification, tracking, documentation, and communication</li> <li>• Ensure the provision of reunification resources to children, families, and those with special needs</li> <li>• Activate protocols for communication with families regarding patient status and location</li> <li>• Ensure cultural and spiritual needs are addressed</li> <li>• Provide interpreters or translation services</li> <li>• Coordinate through the Liaison Officer with government point-of-contact for community tracking and reunification</li> <li>• Coordinate through the Liaison Officer with non-governmental entities for community tracking and reunification, such as the American Red Cross (ARC)</li> <li>• Identify transportation needs; including special needs such as disabled access; coordinate transportation with the Logistics Section Transportation Unit as needed for reunification locations on and off site</li> <li>• Ensure that proper procedures for safe release of patients are followed; consider special needs of minors, non-English speaking patients, and those in custody; consult with appropriate Medical-Technical Specialists as needed.</li> <li>• Determine staffing needs and place requests with the Patient Family Assistance Branch Director</li> <li>• Provide status updates to the Patient Family Assistance Branch Director regularly, advising of accomplishments and problems encountered</li> <li>• Provide regular updates to unit personnel and inform of strategy changes as needed</li> <li>• Consider development of a unit action plan; submit to the Patient Family Assistance Branch Director if requested</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>• HICS 213: Document all communications on a General Message Form</li> <li>• HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> <li>• HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Patient Family Assistance Branch Director</li> <li>• Assess issues and needs in unit areas; coordinate resource management</li> </ul>		
<p><b>Communication</b></p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and Security</b></p> <ul style="list-style-type: none"> <li>• Ensure that all unit personnel comply with safety procedures and instructions</li> <li>• Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		

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Intermediate Response (2 – 12 hours)	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Transfer the Family Reunification Unit Leader role, if appropriate               <ul style="list-style-type: none"> <li>○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> <li>○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)</li> </ul> </li> <li>• Participate in the development of risk communication and public information messages that address reunification issues</li> <li>• Ensure that patient reunification information is regularly submitted to the Patient Family Assistance Branch Director and the Planning Section Documentation Unit Leader</li> <li>• Prioritize and coordinate patient transfers with the Patient Family Assistance Branch Director and the Logistics Section Transportation Unit Leader</li> <li>• Continue to ensure that appropriate documentation and standards of care are being followed, and that needs are being met</li> <li>• Meet regularly with the Patient Family Assistance Branch Director for status reports</li> <li>• Advise the Patient Family Assistance Branch Director immediately of any operational issue you are not able to correct</li> <li>• Relay important information and updates to unit personnel</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>• HICS 213: Document all communications on a General Message Form</li> <li>• HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Assess issues and needs in unit areas; coordinate resource management</li> <li>• Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed</li> </ul>		
<p><b>Communication</b></p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and Security</b></p> <ul style="list-style-type: none"> <li>• Ensure that all unit personnel comply with safety procedures and instructions</li> <li>• Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques</li> <li>• Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit</li> <li>• Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		
Extended Response (greater than 12 hours)	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Transfer the Family Reunification Unit Leader role, if appropriate</li> </ul>		

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<ul style="list-style-type: none"> <li>○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> <li>○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)</li> <li>● Continue to ensure the provision of reunification resources to children and families and those with special needs</li> <li>● Continue to coordinate communication with:             <ul style="list-style-type: none"> <li>○ Patients and families</li> <li>○ Law enforcement, outside government and non-governmental agencies, and media through the Liaison Officer and Public Information Officer</li> <li>○ Agencies such as the American Red Cross (ARC)</li> <li>○ National systems such as the National Emergency Child Locator Center, and National Emergency Family Registry and Locator System, when appropriate</li> <li>○ Media outlets, missing children agencies, websites, call centers, and toll-free numbers as needed through the Public Information Officer</li> </ul> </li> <li>● Meet with unit personnel to address ongoing issues</li> <li>● Continue Family Reunification Unit supervision, including monitoring, documentation, and safety practices</li> <li>● Provide updates to the Patient Family Assistance Branch Director and unit personnel</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>● HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>● HICS 213: Document all communications on a General Message Form</li> <li>● HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>● Assess issues and needs in unit areas; coordinate resource management</li> <li>● Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed</li> </ul>		
<p><b>Communication</b></p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and security</b></p> <ul style="list-style-type: none"> <li>● Ensure that all unit personnel continue to comply with safety procedures and instructions</li> <li>● Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader</li> <li>● Provide for staff rest periods and relief</li> <li>● Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques</li> <li>● Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		

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Demobilization/System Recovery	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Transfer the Family Reunification Unit Leader role, if appropriate               <ul style="list-style-type: none"> <li>○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> <li>○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)</li> </ul> </li> <li>• Coordinate a plan to address the ongoing needs of patients, families, and staff, in conjunction with the Logistics Section Employee Health and Well-Being Unit</li> <li>• Ensure the return, retrieval, and restocking of equipment and supplies</li> <li>• As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader</li> <li>• Notify the Patient Family Assistance Branch Director when demobilization and restoration is complete</li> <li>• Coordinate reimbursement issues with the Finance/Administration Section</li> <li>• Upon deactivation of your position, brief the Patient Family Assistance Branch Director on current problems, outstanding issues, and follow up requirements</li> <li>• Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed</li> <li>• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:               <ul style="list-style-type: none"> <li>○ Review of pertinent position descriptions and operational checklists</li> <li>○ Recommendations for procedure changes</li> <li>○ Accomplishments and issues</li> </ul> </li> <li>• Participate in stress management and after action debriefings</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• HICS 221: Demobilization Check-Out</li> <li>• Ensure all documentation is submitted to the Planning Section Documentation Unit</li> </ul>		

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### Documents and Tools

- HICS 203 - Organization Assignment List
- HICS 204 - Assignment List
- HICS 213 - General Message Form
- HICS 214 - Activity Log
- HICS 215A - Incident Action Plan (IAP) Safety Analysis
- HICS 221 - Demobilization Check-Out
- HICS 252 - Section Personnel Time Sheet
- Hospital Emergency Operations Plan
- Hospital Incident Specific Plans or Annexes
- Hospital organization chart
- Hospital telephone directory
- Local public health reporting forms
- Community resource directory
- Hospital resource directory
- Directory of communication and translation services
- Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication