



EXTERIOR OPERATIONS DIRECTOR CHECKLIST

INITIAL ASSIGNMENTS

When assigning roles, three different types of materials may be available to the assignee:

1. Binders - Located in the Kit or delivered to assignee
2. Job Action Sheets - Located in the back of Binders
3. Role ID Badges - Clipped in Binder rings

In all cases, deliver the appropriate Role ID Badge, read the Job Description to the assignee, confirm understanding, and deliver the appropriate Job Action Sheet. Instruct assignee to complete their checklist. Confirm their name has been added to the Incident Command Organization Chart.

FIRST 15 MINUTES COMPLETE THESE ITEMS

- Review this binder in its entirety
- Remove and don a vest and from the Staging Area box
- Request 4 persons from Staging to fill the positions of:
 1. Parent Check-In Supervisor
 2. Greeter Supervisor
 3. Reunification Area Supervisor
 4. Transportation Supervisor
- Designate a specific location for your supervisors to meet you
- Hand them Job Action Sheets from the back of this binder and review responsibilities with them
- Transportation Supervisor will report to you. However, their position may be assigned by Unified Command
- Meet with Transportation Supervisor, review needs, review bus route and discuss responsibilities of transportation subordinates

FIRST 60 MINUTES COMPLETE THESE ITEMS

- All Exterior Operations should be set up.
- If not, make changes as needed

ONGOING TASKS AND CONSIDERATIONS

- Stay in communication with Operations Chief, Interior Operations Director, and all Exterior Operations Supervisors
- Resolve issues that arise with Supervisors
- If a security issue arises, contact the nearest Law Enforcement Officer
- Replace any personnel that are not able to function in their assigned job
- Add or delete positions as needed to make the process work

DEMOBILIZATION AND TEARDOWN

- Return all materials still in your possession to Staging Area
- Sign-out

MANIFEST

- Exterior Operations Director Binder
- Wristband
- Vest
- Role ID Badge
- Radio

RADIO CHANNELS

School Radio	Law Enforcement
Fire	EMS



EXTERIOR OPERATIONS DIRECTOR SUPERVISOR TEAM LIST

Title/Position	Name	Cell Phone Number
Parent Check-In Supervisor		
Greeter Supervisor		
Reunification Area Supervisor		
Parent Control Leader		
Other		



EXTERIOR OPERATIONS DIRECTOR

JOB DESCRIPTION

OVERVIEW

Your job is to facilitate all aspects of operations on outside campus structures. You will coordinate with Exterior Setup Director for setup, Perimeter Control Leader for security, and Traffic Control Leader for traffic flow. Make adjustment as needed. Your main function is to ensure parents and students are guided to the correct entry points.

1. Execute checklist
2. Supervise the exterior operations with your assigned supervisors
3. Understand each exterior supervisor's responsibilities
4. Ensure all staff has been checked in at Staging and issued a pink reunification ID pass
5. Read pages titled "Reunification Process" in the back of this folder for more details on reunification
6. Law Enforcement is an external function but Law Enforcement is not a part of your supervising structure. If a difficult problem arises report to Operations Chief who may escalate it.

REPORTS TO

Operations Chief

SUPERVISES

Parent Check-In Supervisor, Greeter Supervisor, Reunification Area Supervisor, Transportation Supervisor

PRIORITIES

- Staff positions
- Designate reunification location

OBJECTIVES

- Communication
- Conflict resolution

STRATEGIES

- Standard Reunification Method

TACTICS

- See Checklist

BINDERS

Binders are for top level supervisory roles and include an overview of what each position entails and a process to briefly explain where their position fits into Reunification. Binders also contain materials for subordinates.



Supervisors must read their designated binder first, understand what is being asked of them, request needed staff from staging, and then conduct briefings of their own subordinates.

JOB ACTION SHEET

Binders contain Job Action Sheets for subordinates. The Job Action Sheets contain the Job Description and Checklist for the task.



ROLE ID BADGES

Role ID Badges display the role of the staff member on the front and contain a summary of job duties on the back. Some staff may only receive a Role ID Badge. For example: Greeters can be verbally briefed and can refer to their job duties on the back of the ID.



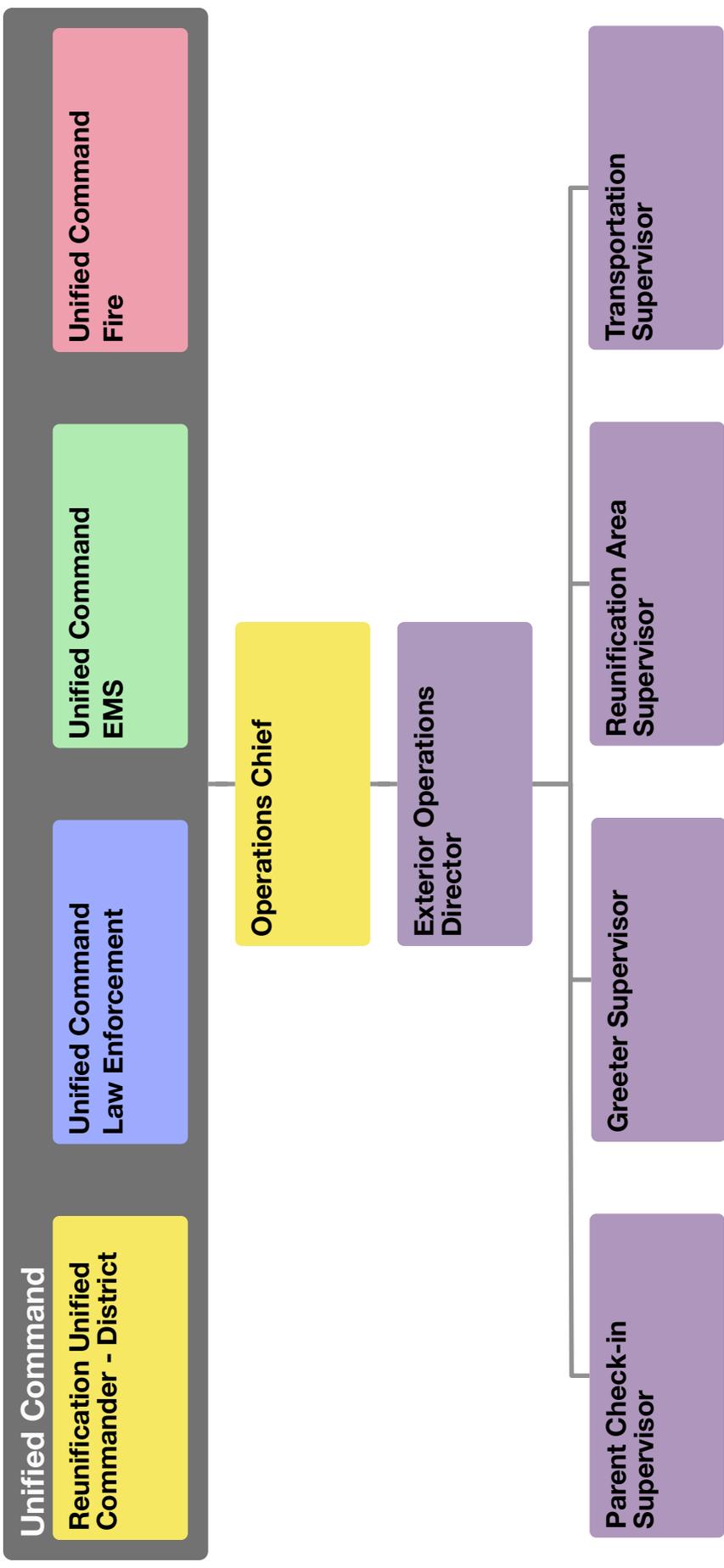
WRISTBANDS

Every Reunification Staff member should be issued a wristband during check-in at the Responder Staging Area.



Pink bands are used at the Reunification Site, Green bands are issued to the adults at the impacted site.

REUNIFICATION INCIDENT COMMAND ORGANIZATION CHART EXTERIOR OPERATIONS DIRECTOR





PARENT CHECK-IN SUPERVISOR

JOB ACTION SHEET

OVERVIEW

Your job is to supervise Parent Checkers to ensure the person requesting to pick up a student is a confirmed emergency contact. Resolve any issues as they arise. Make adjustments as needed.

1. Execute checklist
2. Supervise Checkers and No I.D. Leader
3. Ensure all staff has been checked in at Staging and issued a wristband

REPORTS TO

Exterior Operations Director

SUPERVISES

Checkers, School District Representative, Announcer

PRIORITIES

- Get initial briefing
- Staff Parent Check-In Area
- Equip, and brief Parent Checkers
- Communication and conflict resolution

OBJECTIVES

- Students are matched with custodial parent or emergency contact appropriately
- Ensure safety of the Reunification site

STRATEGIES

- Standard Reunification Method



FIRST 15 MINUTES COMPLETE THESE ITEMS

- Obtain initial briefing from Exterior Operations Director
- Review this Job Action Sheet in its entirety
- Request people from your supervisor to fill the position of:
 1. Checkers (up to 8 depending on the number of students you're reuniting)
 2. No I.D. Leader (1) and District representative
 3. Announcer
- Designate a specific location for personnel to meet you
- Review responsibilities with the personnel
- Review site maps for their designated work areas



FIRST 30 MINUTES COMPLETE THESE ITEMS

- Assign a Checker by sitting one person at each alphabet break at the Parent Check-In table
- Assign No I.D. Leader and District representative to the section that has the "No I.D." sign
- Receive the emergency contact cards and roster from Interior Operations Director
- Distribute the alphabetized attendance roster to each checker by their designated letters



FIRST 60 MINUTES COMPLETE THESE ITEMS

- Parent Check-In should be set up.
- If Checkers need to be replaced or given a break, request for more Checkers from Staging



ONGOING TASKS AND CONSIDERATIONS

- Stay in communication with the Interior Operations Director and Checkers
- Resolve any issues that arise
- If a security issue arises, contact the nearest Law Enforcement Officer
- Replace any personnel that are not able to function in their assigned job
- Add or delete positions as needed to make the process work



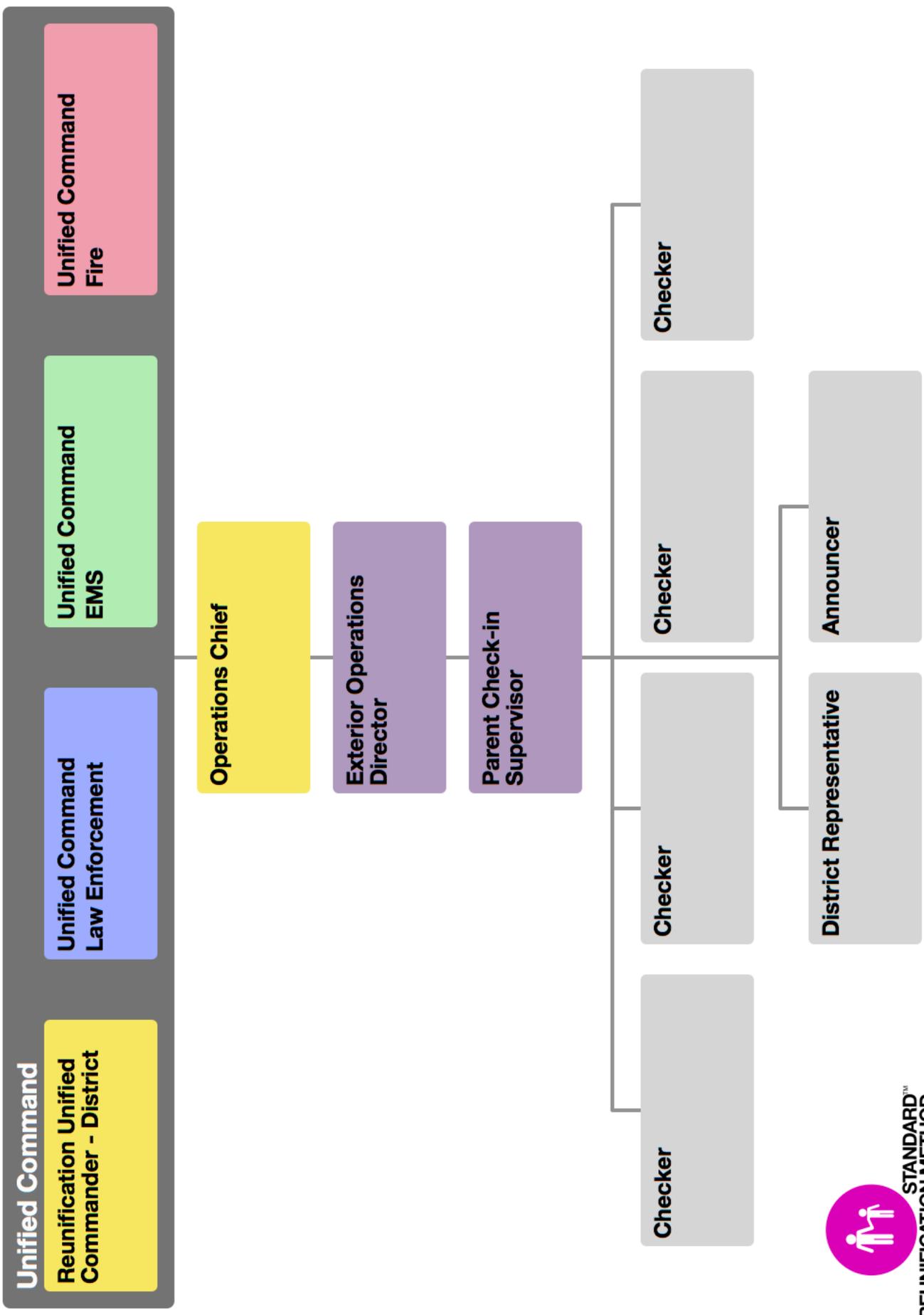
DEMOBILIZATION AND TEARDOWN

- Return all materials still in your possession to Staging Area
- Sign-out

MANIFEST

- Exterior Operations Director Binder
- Wristband
- Vest
- Role ID Badge
- Bullhorn for Announcer

REUNIFICATION INCIDENT COMMAND ORGANIZATION CHART PARENT CHECK-IN SUPERVISOR





GREETER SUPERVISOR

JOB ACTION SHEET

OVERVIEW

Your job is to supervise greeters. Greeters job is to guide parents from the parking lot to the Parent Check-In entrance and hand out *reunification* cards to parents, assist filling them out, answer questions pertaining to cards and ensure card is completely filled out prior to parent entering Parent Check-In area.

1. Complete Job Action Sheet
2. Supervise 6 Greeters
3. Ensure all staff has been checked in at Staging and issued a wristband and Role ID Badge

REPORTS TO

Exterior Operations Director

SUPERVISES

Greeters; Bilingual as needed

PRIORITIES

- Get initial briefing
- Staff Greeter positions
- Manage Greeters
- Communication and conflict resolution

OBJECTIVES

- Smooth people flow
- Minimum wait time for parents and students

STRATEGIES

- Standard Reunification Method



FIRST 15 MINUTES COMPLETE THESE ITEMS

- Obtain initial briefing from Exterior Operations Director
- Review this Job Action Sheet in its entirety
- Request 6 persons from Staging to fill the position of:
 1. Greeters (6)
 2. Clipboards with pens
- Designate a specific location for your officers to meet you
- Review responsibilities with Greeters, and distribute clipboards with Reunification Cards
- Review site maps for their designated work areas



FIRST 30 MINUTES COMPLETE THESE ITEMS

- Spread Greeters throughout designated area
- Place at least one Greeter at the entrance of Parent Check-In; It is their responsibility to ensure all reunification cards are filled out properly before parent enters Parent Check-In. If parent does not have ID with them at this point, direct them to the "No I.D." Line.



FIRST 60 MINUTES COMPLETE THESE ITEMS

- All greeters should be set up
- If more Reunification cards are needed contact Exterior Operations Director
- If Greeters need to be replaced or given a break, request for more Greeters from Staging



ONGOING TASKS AND CONSIDERATIONS

- Stay in communication with the Exterior Operations Director and Greeters
- Resolve any issues that arise
- If a security issue arises, contact the nearest Law Enforcement Officer



DEMOBILIZATION AND TEARDOWN

- Return all materials still in your possession to Staging Area
- Sign-out

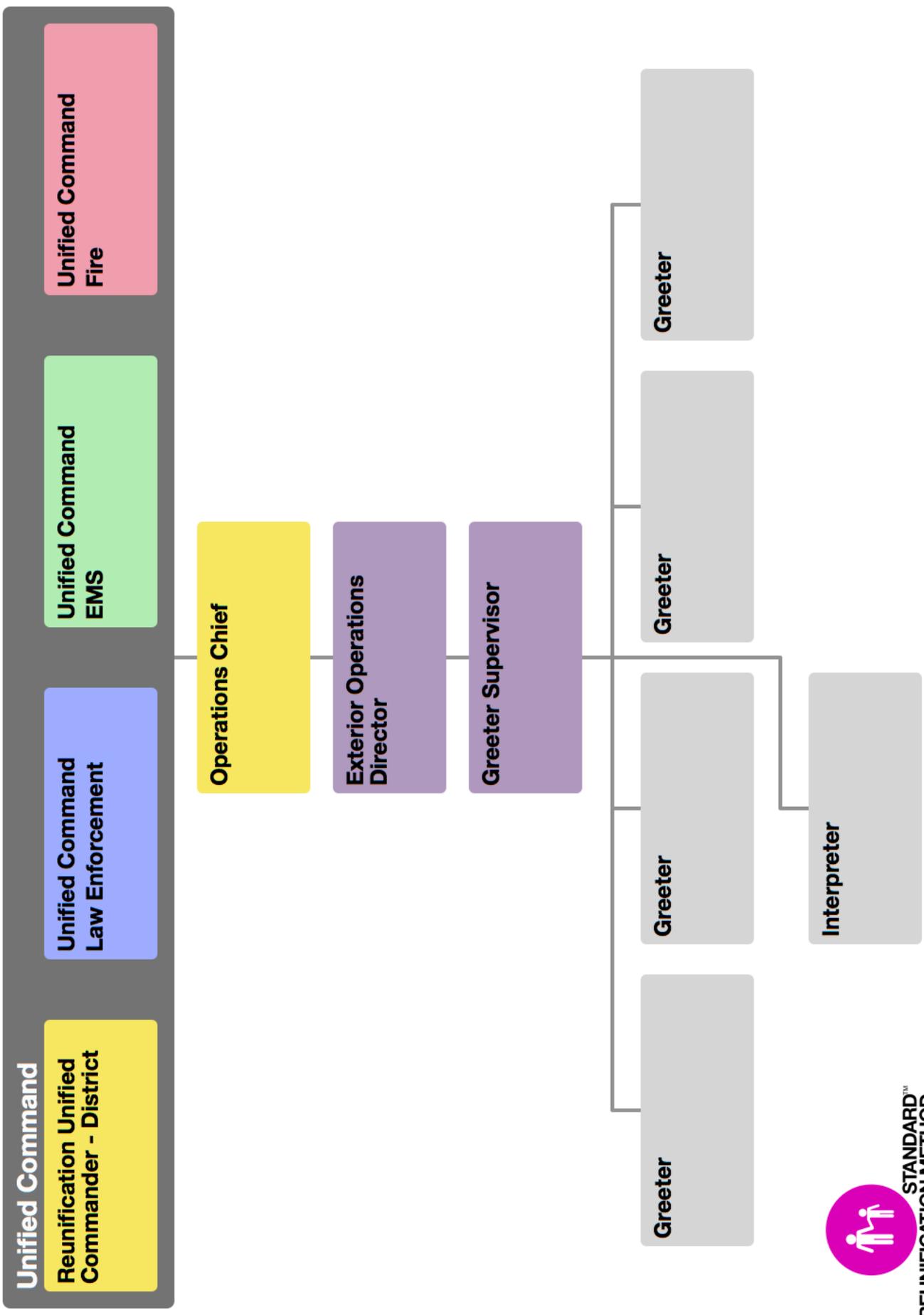
MANIFEST

- Wristband
- Vest
- Role ID Badge
- Greeter Role ID Badges
- Clipboards with pens (Note shrinkage)

RADIO CHANNELS

School Radio	Law Enforcement
Fire	EMS

REUNIFICATION INCIDENT COMMAND ORGANIZATION CHART GREETER SUPERVISOR





REUNIFICATION AREA SUPERVISOR

JOB ACTION SHEET

OVERVIEW

Your job is to oversee overall effectiveness of Parent Waiting areas. Work closely with Victim Services, Law Enforcement assigned in your area, and staff assigned to you. Ensure parents are informed; that they remain calm and are made as comfortable as possible while they wait for the child. If excess amount of parents fill the Parent Waiting Area, employ the Parent Overflow Area by expanding staff.

1. Complete Job Action Sheet
2. Ensure all staff has been checked in at Staging and issued a wrist band.

REPORTS TO

Exterior Operations Director

SUPERVISES

Principal from Impacted School, Parent Control Officer, Reunifiers (4+ depending on student population)

PRIORITIES

- Get initial briefing
- Request, brief, assign staff to Reunification area
- Assign a School Principal or other district official to Reunification Site

OBJECTIVES

- Parents are informed, calmed and comforted
- Ensure orderly flow of parents by expanding staff or opening a Parent Overflow Area

STRATEGIES

- Standard Reunification Method



FIRST 15 MINUTES COMPLETE THESE ITEMS

- Obtain initial briefing from Exterior Operations Director
- Review this Job Action Sheet in its entirety
- Request persons from Staging for:
 1. Reunifiers (4+ depending on student population)
 2. Parent Control Officer
 3. Principal (or known official) from Impacted Site
- Designate a specific location for your subordinates to meet you
- Review responsibilities with personnel
- Review site maps for their designated work areas



FIRST 30 MINUTES COMPLETE THESE ITEMS

- Create a script for the Parent Control Officer in order to inform them of the situation and process
- Coordinate script with Victim Advocate and Public Information Officer
- Parent reunification area should be set up



ONGOING TASKS AND CONSIDERATIONS

- Stay in communication with the Exterior Operations Director and Parent Waiting Area staff
- Resolve any issues that arise with Parent Waiting Area
- Add or delete positions as needed to make the process work



DEMOBILIZATION AND TEARDOWN

- Return all materials still in your possession to Staging Area
- Sign-out

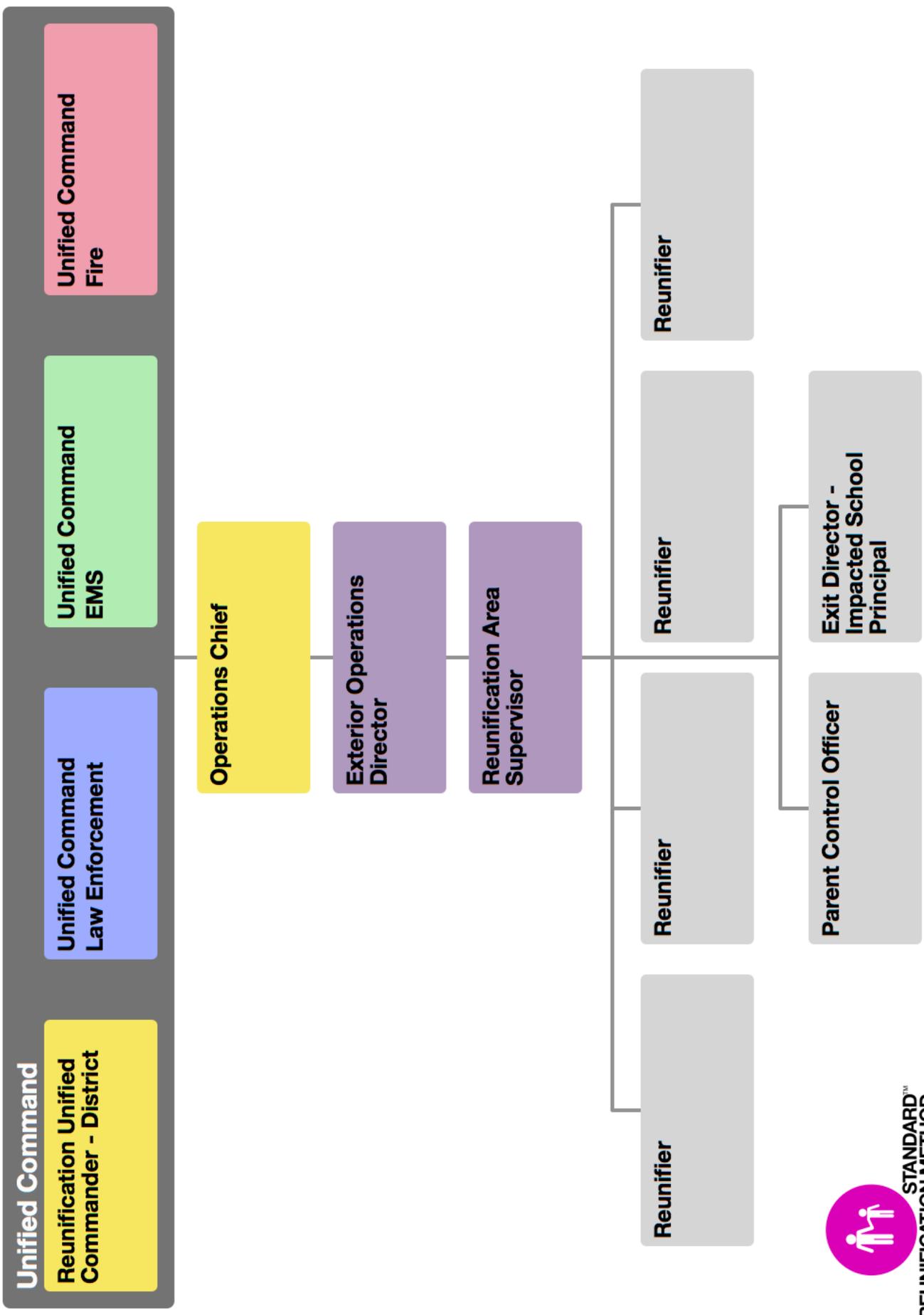
MANIFEST

- Wristband
- Vest
- Role ID Badge
- Reunification Area Supervisor ID Tag
- Megaphone

RADIO CHANNELS

School Radio	Law Enforcement
Fire	EMS

REUNIFICATION INCIDENT COMMAND ORGANIZATION CHART REUNIFICATION AREA SUPERVISOR





TRANSPORTATION SUPERVISOR

JOB ACTION SHEET

OVERVIEW

Your job is to activate the busing plan to receive students and staff from Impacted Site.

1. You may be working with drivers from other districts
2. Develop bus routes
3. Mobilize buses and drivers
4. Assign off-site Staging Area for buses
5. Set up and deliver briefings to Bus Drivers and Bus Controllers
6. Complete Job Action Sheet

REPORTS TO

Exterior Operations Director

SUPERVISES

Bus Drivers and Controllers

PRIORITIES

- Get initial briefing
- Staff, equip, and brief Controllers and Bus Drivers
- Transportation of reunification personnel to reunification site.
- Communication and conflict resolution

OBJECTIVES

- Transportation of students and staff is done smoothly with minimum wait time

STRATEGIES

- Standard Reunification Method



FIRST 15 MINUTES COMPLETE THESE ITEMS

- Obtain initial briefing from Exterior Operations Director
- Review this Job Action Sheet in its entirety
- Request 2 persons from Staging for:
 1. Bus Controller 1 (at Impacted Site)
 2. Bus Controller 2 (at Reunification Site)
- Review responsibilities with Drivers and Controllers
- Provide transportation for Reunification Personnel to Reunification Site if parking area is limited



FIRST 30 MINUTES COMPLETE THESE ITEMS

- Brief Bus Drivers on the location of Reunification Site, Off-Site Staging (if needed) bus routes, and any other concerns
- Retrieve copies of Red/Green Roster Assembly cards from the Command Post and give to Bus Controller 1 to bring to Impacted Site



FIRST 60 MINUTES COMPLETE THESE ITEMS

- All transportation needs should be addressed and plans implemented.
- Buses should be Staging off-site until summoned by Bus Controller 1 to approach impacted site



ONGOING TASKS AND CONSIDERATIONS

- Stay in communication with Exterior Operations Director and Transportation staff
- Resolve any issues that arise with Bus Drivers, Bus Controller 1, Bus Controller 2
- Have a contingency plan in place for break-downs, blocked route and rotating drivers as needed
- If a security issue arises, contact the nearest Law Enforcement Officer



DEMOBILIZATION AND TEARDOWN

- Return all materials still in your possession to Staging Area
- Sign-out

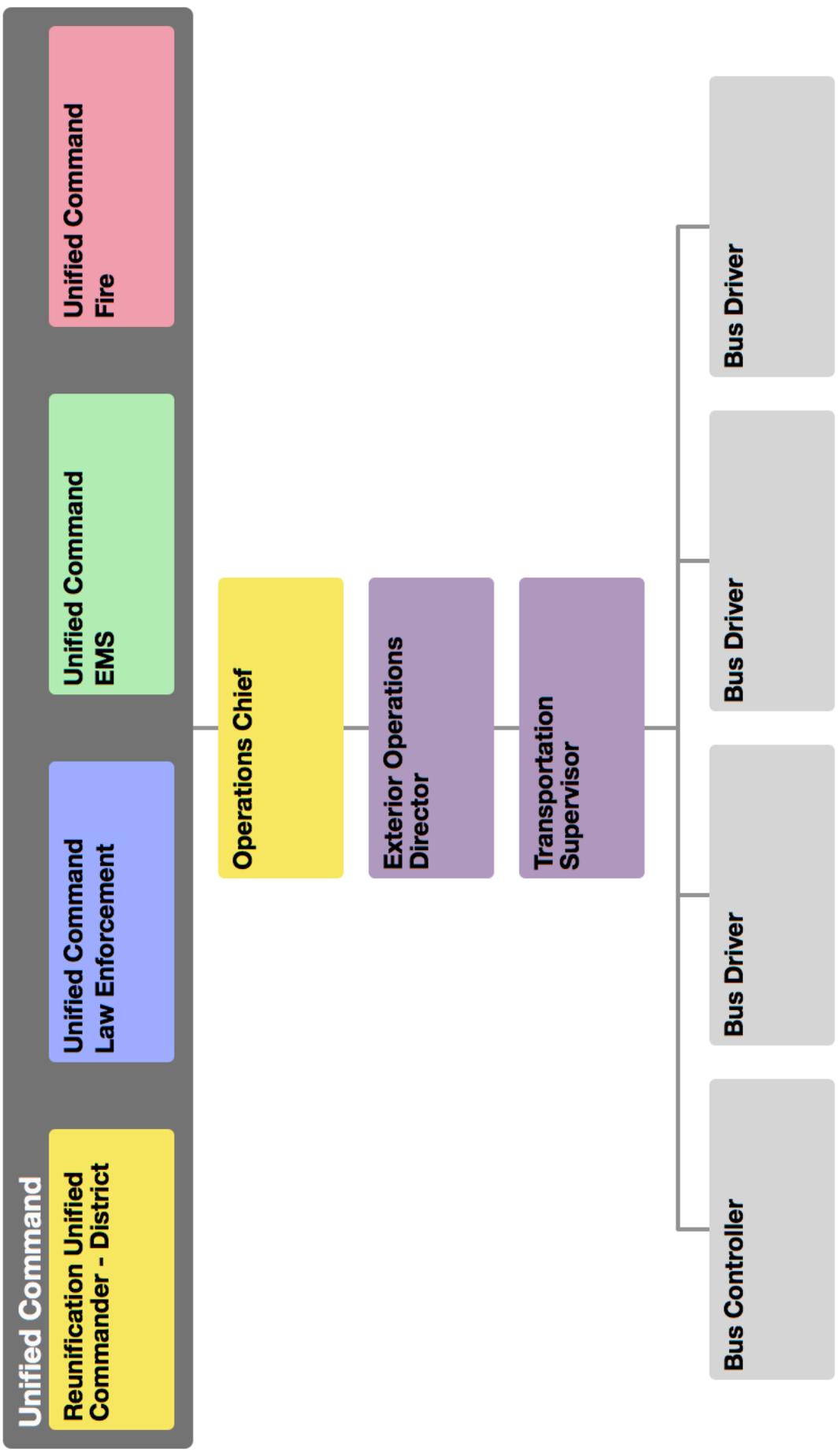
MANIFEST

- Wristband
- Vest
- Role ID Badge

RADIO CHANNELS

School Radio	Law Enforcement
Fire	EMS
Transportation	

REUNIFICATION INCIDENT COMMAND ORGANIZATION CHART TRANSPORTATION SUPERVISOR





MANIFEST EXTERIOR OPERATIONS DIRECTOR BINDER

Job Action Sheet

REUNIFICATION AREA SUPERVISOR
JOB ACTION SHEET

OVERVIEW
Your job is to oversee overall effectiveness of Parent Waiting areas. Work closely with XPOS Services, Law Enforcement assigned in your area, and staff assigned to the Event. Parents are informed that they remain calm and are made as comfortable as possible while in the Parent Waiting Area. Empty the Parent Overflow Area by expediting staff.

1. Complete Job Action Sheet
2. Ensure all staff has been checked in at Staging Area

REPORTS TO
Event Operations Director

SUPERVISES
Principal from Impacted School, Parent Control Officer, Reunifiers (if depending on student population)

PRIORITIES
● Get initial briefing
● Reunify level assign staff to Reunification area
● Assign a School Principal or other district official to Reunification Site

OBJECTIVES
● Parents are informed, calmed and comforted
● Ensure smooth flow of parents to expediting staff to opening a Parent Overflow Area

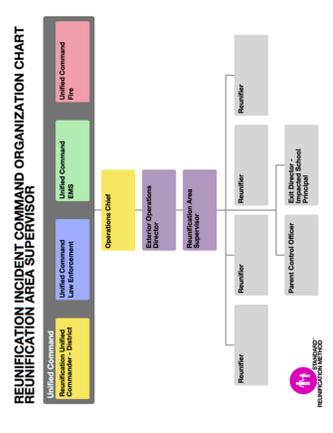
STRATEGIES
● Standard Reunification Method

FIRST 15 MINUTES COMPLETE THESE ITEMS

- Obtain initial briefing from Exterior Operations Director
- Review this Job Action Sheet in its entirety
- Request names from Staging for:
 1. Reunifiers (if depending on student population)
 2. Parent Control Officer
 3. Principal or school official from Impacted Site
- Designate a specific location for your subordinates to meet you
- Review responsibilities with personnel
- Review site maps for their designated work areas

RADIO CHANNELS
Law Enforcement
School Radio
File
EMS

Org Chart



Envelope Role IDs

EXIT DIRECTOR	REUNIFIER
REUNIFIER	REUNIFIER
REUNIFIER	REUNIFIER

Job Action Sheet

TRANSPORTATION SUPERVISOR
JOB ACTION SHEET

OVERVIEW
Your job is to activate the staging plan to receive students and staff from impacted site. You may be working with buses from other districts.

1. Develop bus routes
2. Mobilize buses and drivers
3. Assign off-site Staging Area for buses
4. Set up and driver briefing to Bus Drivers and Bus Controllers
5. Complete Job Action Sheet

REPORTS TO
Event Operations Director

SUPERVISES
Bus Drivers and Controllers

PRIORITIES
● Get initial briefing
● Staff, setup, and brief Controllers and Bus Drivers
● Transportation of reunification personnel to reunification site
● Communication and conflict resolution

OBJECTIVES
● Transportation of students and staff is done smoothly with minimum wait time

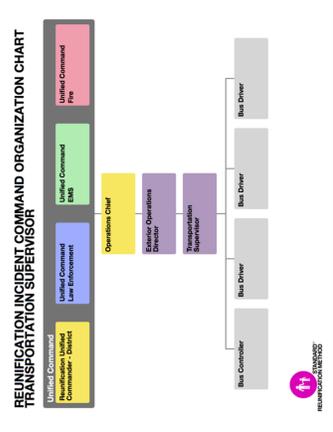
STRATEGIES
● Standard Reunification Method

FIRST 15 MINUTES COMPLETE THESE ITEMS

- Obtain initial briefing from Exterior Operations Director
- Review this Job Action Sheet in its entirety
- Request 2 persons from Staging for:
 1. Bus Controller 1 (at Impacted Site)
 2. Bus Controller 2 (at Reunification Site)
- Provide transportation for Reunification Personnel to Reunification Site if parking area is limited

RADIO CHANNELS
Law Enforcement
School Radio
File
EMS
Transportation

Org Chart



Process Section

THE PROCESS

Resources Section

RESOURCES

Manifest

MANIFEST EXTERIOR OPERATIONS DIRECTOR BINDER

Content: Job Action Sheet, Org Chart, Envelope Role IDs

Manifest

MANIFEST EXTERIOR OPERATIONS DIRECTOR BINDER

Content: Job Action Sheet, Org Chart, Process Section, Resources Section

Clipped to interior

PARENT CHECK-IN SUPERVISOR

GREETER SUPERVISOR

REUNIFY AREA SUPERVISOR

TRANSPORTATION SUPERVISOR