

## SERVICES BRANCH DIRECTOR

**Mission:** The Services Branch is responsible for the provision of mental health, social services, spiritual care, childcare, public health, and victim services at the Family Assistance Center (FAC). The Services Branch has three groups, the Mental Health Services Group, the Public Health Services Group, and the Social Services Group, and it includes the Spiritual Care and Childcare units. The Services Branch Director reports to the Operations Section Chief.

### 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 the groups and units that report to you:
  - Mental Health Services Group.
  - Public Health Services Group.
  - Social Services Group.
  - Spiritual Care Unit.
  - Childcare Unit.
- Advise group supervisors to review their group's position checklists with staff, familiarize staff with the layout of their area, and review key processes or documentation helpful in accomplishing their mission.
- Report to your assigned workstation. Obtain information and job/task assignment from the Operations Section Chief. Review the 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. If bringing agency-owned equipment, report to the Resources Branch to obtain information on connection procedures, passwords, and other technology-related procedures.
- Ensure set-up and logistics are complete for subordinate areas.
- Ensure staff are familiar with the location of key resources, including the Family Assistance Plan and FAC forms.
- Review position checklists for subordinate positions. Brief staff and make task/job assignments.
  - Appoint a Mental Health Services Group Supervisor.
  - Appoint a Public Health Services Group Supervisor.
  - Appoint a Social Services Group Supervisor.
  - Coordinate with each group supervisor to develop a strategy for delivering services based on the layout of the facility and the objectives of the FAC.
- Monitor and provide direction as needed.
- Request additional staff and resources as needed.

## OPERATION

- Communicate with, organize, and prepare assignments for Services Branch personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Ensure mental health, public health, and social services are readily accessible to families. Follow up to ensure that requests for support are met.
- Inform Operations Section Chief of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Brief the incoming Services Branch Director if a subsequent operational period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan.
- Participate in meetings and briefings as needed.

## DEMOBILIZATION

- Conduct demobilization briefing for 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.

## MENTAL HEALTH SERVICES GROUP SUPERVISOR

**Mission:** The Mental Health Services Group ensures that services are provided for the emotional, mental, and spiritual needs of families and Family Assistance Center (FAC) staff. The Mental Health Services Group oversees and manages spiritual care personnel. The Mental Health Group Supervisor reports to the Services 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 and assigned staff, including the Spiritual Care Unit.
- 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. Advise the Spiritual Care Unit Leader of his/her unit's designated area and advise the conduct of a unit-specific briefing. Additional actions are noted below:
  - Review any key resources, processes, or documentation (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Mental Health Group.
  - Ensure that Mental Health Group staff understand resources available through the Services Branch (e.g., social services, victim services, public health, and spiritual care) as well as through the Mental Health Group, so resources are effectively communicated to families when appropriate.
- 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. If bringing agency-owned equipment, report to the Resources Branch to obtain information on connection procedures, passwords, and other technology-related procedures.
- Ensure set-up and logistics are complete for subordinate areas.
- Contact support services groups to provide resource support as appropriate.
- Brief subordinate staff and make task/job assignments.
- Monitor and provide direction as needed.
- Request additional staff and resources as needed through your supervisor.

### OPERATION

- Coordinate family and staff counseling services, including management and staffing of emotional, mental, and spiritual services. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Identify staff members who are bilingual, child specialists, and/or clinicians experienced in working in a crisis and assign them appropriately.
- Encourage staff to float to family areas (e.g., waiting area, lines) and assist as needed. Ensure one staff member is always present in the main area to provide support for those taken to designated area.

- Refer families to the Local Mental Health Authority or other 24-hour hotlines as needed.
- Coordinate with the Registration Group to discuss strategies for providing mental health support to families before, during, and after registration. Assist registration staff and other FAC staff as necessary in identifying any mental health needs requirements of families.
  - Observe families when arriving and while waiting in the reception area to determine by visual observation if individual family members have mental health support needs.
  - Provide assistance as requested.
- Ensure staff develops a plan for follow-up support to all families requiring services.
- Coordinate with the Notification Group to discuss strategies for providing mental health support to families as requested.
- Conduct mental health, spiritual, and psychological first aid.
- Oversee the Spiritual Care Unit.
- Conduct just-in-time sensitivity training for FAC staff who encounter families.
- Support coordination efforts for site visits and memorial services (if appropriate).
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Ensure that FAC staff are provided with an opportunity to be debriefed and/or to receive counseling individually or in a group setting at the end of their shift and as requested.
- Brief the incoming Mental Health Services 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.).
- Ensure all FAC staff are informed of the availability of counseling if requested.
- Collect activity logs of your subordinates and complete your own. Turn in all activity 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.

## MENTAL HEALTH SERVICES STAFF

**Mission:** The Mental Health Services Group ensures that services are provided for the emotional, mental, and spiritual needs of families and Family Assistance Center (FAC) staff. The Mental Health Services Group oversees and manages spiritual care personnel. The Mental Health Group Staff report to the Mental Health Services 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. Review position checklists.
- Review your position checklist(s), become familiar with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing your mission. Additional actions are noted below:
  - Review any key resources, processes, or documentation (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Mental Health Group.
  - Ensure you understand resources available through the Services Branch (e.g., social services, victim services, public health, and spiritual care) as well as through the Mental Health Group, so resources are effectively communicated to families when appropriate.
- Contact support services groups to provide resource support as appropriate.
- Request additional staff and resources as needed through your supervisor.

### OPERATION

- Coordinate family and staff counseling services, including management and staffing of emotional, mental, and spiritual services.
- Float to family areas (e.g., waiting area, lines) and assist as needed. Ensure one staff member is always present in the main area to provide support for those taken to designated area.
- Refer families to the Local Mental Health Authority or other 24-hour hotlines as needed.
- Observe families when arriving and while waiting in the reception area to determine by visual observation if individual family members have mental health support needs.
- Provide assistance as requested.
- Develop a plan for follow-up support to all families requiring services.
- Conduct mental health, spiritual, and psychological first aid.
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- In coordination with your supervisor, ensure you are provided with an opportunity to be debriefed and/or to receive counseling at the end of your shift or upon request.

## DEMOBILIZATION

- Attend a demobilization briefing with the Mental Health Services 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 activity 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.

## SPIRITUAL CARE UNIT LEADER

**Mission:** The Spiritual Care Unit ensures the provision of spiritual care service and support to Family Assistance Center (FAC) families. The Spiritual Care Unit ensures that the spiritual care provided meets the needs/religious preferences of all families of the FAC. The Spiritual Care Unit Leader reports to the Mental Health Services 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.
- Report to your assigned workstation. Obtain information and job/task assignment from Mental Health Services Group. 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. If bringing agency-owned equipment, report to the Resources Branch to obtain information on connection procedures, passwords, and other technology-related procedures.
- Ensure set-up and logistics are complete for the spiritual care area.
- Request additional staff and resources as needed.

### OPERATION

- Develop and execute a strategy for the provision of spiritual care at the FAC.
- Coordinate with the Registration Group to discuss strategies for providing spiritual care support to families before and after registration. Develop a plan for follow-up support to families requiring services.
- Encourage staff to float to family areas (e.g., waiting area, lines) and assist as needed/requested. Ensure one staff member is always present in the main area to provide support for those taken to the designated area.
- Coordinate with Notification Group on strategies for providing spiritual care support to families as needed.
- Support coordination efforts for site visits and memorial services (if appropriate).
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Brief the incoming Spiritual Care Unit Leader 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 (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.



## SPIRITUAL CARE STAFF

**Mission:** The Spiritual Care Unit ensures the provision of spiritual care service and support to Family Assistance Center (FAC) families. The Spiritual Care Unit ensures that the spiritual care provided meets the needs/religious preferences of all families of the FAC. The Spiritual Care Staff report to the Spiritual Care Unit Leader.

### 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.
- Report to your assigned workstation. Obtain information and job/task assignment from Spiritual Care Unit Leader. Review FAC Incident Action Plan for the operational period.
- Request additional staff and resources as needed through your supervisor.

### OPERATION

- Meet with the Spiritual Care Unit Leader to understand the strategy for the provision of spiritual care at the FAC.
- Float to family areas (e.g., waiting area, lines) and assist as needed/requested. Ensure one staff member is always present in the main area to provide support for those taken to the designated area.
- Support coordination efforts for site visits and memorial services (if appropriate).
- Maintain Unit/Activity Log (ICS Form 214).
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.

### DEMOBILIZATION

- Participate in the staff demobilization briefing.
- 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
Spiritual Care Area	Tables	1
	Chairs	6–10 chairs (more may be needed depending on number of family members)
	Signage	Directional signage as needed
	Tissues	1 box per table as well as individual packs
Mental Health Area	Tables	1 per 2 filled positions; additional as requested (e.g., extra table may be needed for staff administrative work)
	Chairs for tables	As needed based on table size
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Signage	1 sign per family station; directional signage as needed
	Staff computers	1 per filled Team Leader or higher position; additional upon request (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones (conference call capable)	1 per filled Command staff or higher position; additional as requested. (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
	Religious texts of different faiths	1-2 per identified faith within jurisdiction