

Family Service Center Annex

**An Annex to the Washoe County District Board of
Health Multi-Casualty Incident Plan**

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1. Introduction

A Family Service Center (FSC) is an organized, calm, professional and coordinated method of assistance delivery in a safe and secure environment following a disaster. The FSC is opened to support a multi-casualty incident (MCI) by allowing for easier collection of information that will assist in identifying those injured or missing due to the disaster. Therefore, this plan is truly for the living.

The FSC Annex would typically activate when there is an incident that occurs with numerous casualties and limited fatalities.

Casualty: An individual injured (critical, moderate or minor) during an MCI.

Fatality: An individual fatality wounded during an MCI.

If the incident converts into a mass fatality with 10 or more decedents then responders would transition into operating under the Washoe County Family Assistance Center (FAC) Annex. This plan is part of the Washoe County Mass Fatality Plan, which is maintained by the Washoe County Medical Examiner Coroner's Office (WCMECO).

The FSC is designed to deliver compassionate care to the family member(s) of the missing, injured or deceased. The goals of a FSC are to:

- Provide a private and secure place for families to gather and to receive information about the response and recovery of the incident.
- Protect families from the media and curiosity seekers.
- Facilitate information sharing with hospitals to support family reunification with the injured.
- Address the informational, psychological, spiritual, medical and some logistical needs of families.
- Centralize and coordinate missing person inquiries.

The primary objective of this plan is to provide responding agencies the management framework to establish, operate and close the FSC.

1.1 Situational Overview

As a community, Washoe County is faced with a variety of potential threats that could result in multiple casualties or fatalities on a daily basis. These threats could manifest themselves as transportation accidents, natural disasters, terrorism or even pandemics.

After a multi-casualty or mass fatality incident, families and friends will anxiously seek assistance in accessing information about the event and locating their affected family members. In this environment of uncertainty and need for information, the FSC and community FAC are an important resource for helping a community and supporting the overall incident response.

In addition to providing a safe, protected, and supportive environment for families to gather and receive updates and information, the FSC can play a critical role in coordinating patient tracking and missing person information. FSC planning intersects with many multi-casualty response functions including patient tracking, behavioral health, public messaging, missing persons information management and victim identification.

Family: In this context, family is defined as any individual (family, friend, partner, distant relative) that considers themselves to be a part of the victim's family, even if there is not a legal family relationship. This includes individuals whom other family members characterize as family. It is important to note that this definition of family differs from the legal definition of next of kin.

Next of Kin: The closest blood relative or spouse who is legally authorized to make decisions regarding the deceased or the living during a medical emergency if the individual is incapacitated. The order of next of kin varies by state, but frequently includes spouse, then adult children, parents, siblings, etc.

Family Service Center: The Family Service Center is a secure facility established by public health agencies to serve as a location to provide information and assistance about unaccounted persons. The FSC may stand-up when there are 10 or more injuries during an incident. The FSC may expand and become the community FAC should the incident require additional resources during response and recovery.

Family Assistance Center: The Family Assistance Center is a secure facility established to serve as a centralized location to provide information and assistance about missing or unaccounted for persons and the deceased. The community FAC is organized by the WCMECO and is typically established when there are 10 or more fatalities during an incident.

1.2 Plan Maintenance

The Washoe County Health District (WCHD) is responsible for the maintenance and distribution of the FSC Annex to the Multi-Casualty Incident Plan (MCIP). The Annex should be reviewed and revised biennially, in coordination with the MCIP plan review. The FSC Annex may be revised more frequently as required to incorporate federal, state or regional guidelines and/or to address operational issues identified during exercises and incidents.

Changes could include additions of new material, or updates to old material. Proposed changes must be presented to the District Board of Health (DBOH) for approval.

As with any regional plan, changes should be documented. Below provides a table to record all approved changes to the FSC Annex. At a minimum, the plan is to be completely updated every five years.

Year	Update/Revision to Plan Component	Date	Initials
2016	Original FSC Annex		
2017			
2018			
2019			
2020			

2. FSC Overview

This plan serves as the FSC Annex to the MCIP for the WCHD. Incidents that involve ten or more patients, or exceed the normal operating capacity of the EMS system will be considered a MCI and will initiate the activation of the MCIP. Upon activation of the MCIP, the FSC Annex may also activate, depending on incident information.

The FSC Annex establishes the overall roles and responsibilities of personnel who may standup and operate a FSC during and after an incident. The Annex outlines the necessary collaboration with other response agencies involved in a MCI response, specifically for the WCHD and its responding community partners.

It is important to note that the WCMECO maintains the community FAC plan. The FSC Annex should only activate when there is a multi-casualty incident that does not result in a multiple fatalities. However, there is the possibility that the FSC may expand to become the community FAC, should the incident warrant additional services and ante-mortem data collection.

2.1 Purpose

The purpose of the FSC Annex is to guide responding agencies (i.e., the WCHD and its community partners) in coordinating family service responses related to a MCI. The establishment of an FSC will help accurately identify those involved in the incident and reunite them with their families and/or friends.

In the event of a MCI that triggers the activation of this Annex, the FSC serves as an authoritative source of information and services, providing a responsive and sensitive support system for all those affected by the incident.

The FSC is intended to serve as a location for exchange of information between families of victims and appropriate community and governmental agencies for the purposes of identifying victims and reunifying families. The establishment of a FSC

traditionally occurs after the initial impact of the incident and remains open during the short-term transition between immediate response and long-term recovery.

The FSC is scalable based on the incident and/or threat.

2.2 Scope

This Annex is for Public Health responders and community partners of the WCHD. For more in-depth information about the community FAC, which is run by the WCMECO, consult the Washoe County Family Assistance Center Annex to the Washoe County Mass Fatality Plan. This plan is maintained by the WCMECO.

The Washoe County Health District FSC Annex is applicable to all non-legislative incidents where there are multiple casualties, but few fatalities. Legislative disasters include occurrences covered by Federal legislation, like aviation or passenger rail incidents. In these instances, the local community is called to assist, but is not the lead agency during the disaster.

The FSC Annex is applicable for all other multi-casualty incidents that require coordinated and centralized information, victim information, and behavioral health services for the family/friends of missing or injured persons. In these instances, local responders will take the lead in determining the activation, response and demobilization of the FSC.

The FSC Annex:

- Provides a suggested concept of operations and roles and responsibilities for Family Service Center operations, as a result of a MCI, within Washoe County.
- Provides details on level of activation and resource information for essential services.
- Provides Job Action Sheets for positions that could be activated to serve within the FSC.

The FSC Annex is an addition to the Washoe County MCIP. The information included in this plan refers to the concept of operations, roles and responsibilities, and coordinated communications for establishing and operating a FSC in support of the multi-casualty and/or mass fatality plans.

2.2.1 Legislative Incidents

Legislative incidents are those which involve commercial aviation or passenger rail resources. Under the Aviation Disaster Family Assistance Act of 1996 and the Rail Passenger Disaster Family Assistance Act of 2008, in the event of a commercial aviation or passenger rail incident, the National Transportation Safety Board (NTSB) will be the primary agency responsible for coordinating family assistance. In the event of a legislative event, the FSC and community FAC Annexes will be supplied to the NTSB to provide an understanding of the local capabilities. Additionally, a liaison may be offered by the local government to

work with the NTSB.

During legislative incidents, the NTSB is also responsible for working with other government and non-government partners to provide additional services. Disaster Mortuary Operations Response Team (DMORT) may be contracted to assist the WCMECO with the victim identification, family interviews, and family notification processes.

Per the NTSB FAC Plan, in the event of an aviation or passenger rail incident the American Red Cross (ARC) is the primary provider, either directly or via referrals, of family care and crisis intervention after the incident. As such the ARC will coordinate the numerous organizations and personnel offering behavioral health support, spiritual guidance and other support services to the operation. Additionally local agencies may provide personnel and/or resource support as needed throughout the incident's duration, as requested by the NTSB.

If a legislated disaster occurs at the Reno-Tahoe International Airport a Friends and Relatives Center (FRC) will be established by the Reno-Tahoe Airport Authority (RTAA) during the initial response to the incident.

Friends and Relatives Center: The FRC is an interim place where friends and family can gather to learn information and provide basic information on their unaccounted loved ones. It is meant to serve as a bridge between the incident and the opening of a FAC. The FRC is only setup if there is a disaster involving the RTAA.

In the case of a multi-casualty or mass fatality resulting from a criminal event, the Department of Justice assumes jurisdiction over the investigation of the event. In both of these instances Health and Medical Area Command will work directly with the federal partners to provide support as needed.

2.2.2 Non-Legislative Incidents

All multi-casualty, non-legislative incidents in Washoe County will follow the response elements identified in the MCIP and other regional plans, as necessary.

If the incident exceeds local capacity, the WCHD may make a request to Washoe County Emergency Management and Homeland Security (WCEMHS) who will in turn make a request to other local jurisdictions, or to the State of Nevada for resources, personnel, equipment and/or supplies. If the incident expands into a mass fatality scenario, which is defined as 10 or more fatalities, then a DMORT may be necessary to assist with the WCMECO with morgue operations. The DMORT Family Assistance Center Team may also be requested to assist in establishing and operating the community FAC. The DMORT team(s) would be requested through the WCEMHS.

2.3 FSC Planning Assumptions

There are several assumptions that must be taken into account when potentially activating the FSC Annex:

1. The activation of a FSC may occur as a result of many different types of incidents.
2. A FSC will be part of a larger emergency response, requiring coordination and information sharing among multiple community organizations and agencies.
3. Coordination among responding agencies about family member welfare inquiries, missing persons reports and patient tracking will be necessary.
4. On average 8-10 family members will arrive or need assistance for each potential victim.
5. After an incident, family members will immediately call or self-report to many agencies/locations seeking information about their loved ones. This could include the incident site, 9-1-1, 2-1-1, hospitals, clinics, fire departments, police stations or the WCMECO.
6. When selecting a FSC site, it will be away from and not within viewing distance of the incident and should be conveniently located near hospitals.
7. Not all family members will come to the FSC. Some services need to be available virtually to support and provide information to those who are not physically on site at the FSC.
8. If the incident transitions from multi-casualty to mass fatality, a short term FSC may need to be provided to give families a place to convene until the community FAC is established. This may occur at an airport, hotel or other community site, and should be established within two hours of the incident.
 - The community FAC could begin operations within 6 hours of the incident and would be fully operational until the decision to deactivate.
9. The FSC can be scaled depending on the need.
10. The FSC may need to operate 24 hours per day during the initial days/weeks after an incident.
11. It will be a challenge to provide security and control access at the FSC to ensure that only those working or receiving services are allowed in the location.
12. While media will not be allowed in the FSC, space will need to be provided nearby for media briefings and for family members who may wish to speak to the media.

In addition to planning assumptions for FSC operations, it is also necessary to keep in mind the concerns of the family members that may arrive at a FSC. Below is a list of items about family members that may visit the FSC:

1. Family members will have high expectations regarding:
 - The identification of the injured
 - The prompt return of loved ones to their family
 - Ongoing information and updates
 - Access to a point of contact to ask questions
 - Ability to visit the scene of the incident
 - Information regarding release of personal property

2. Not all families will grieve in the same way.
3. Family dynamics may pose different challenges and needs, especially regarding security and staff work load.
4. Ethnic and cultural practices will be important factors in how the families grieve, communicate and practice pre-burial rituals.
5. Family members may travel to the FSC and/or the community FAC and need assistance with basic resources (e.g., lodging, toiletries, clothes, prescriptions, etc.).
6. Family members that live locally may chose to remain overnight at the FSC and/or community FAC, especially in the initial days after an incident.
7. Family interviews may need to be conducted with multiple family members in order to collect sufficient information to assist with the reunification or victim identification.
8. Disaster behavioral health and spiritual care resources are necessary at the FSC.

3. FSC Operations

3.1 NIMS/ICS

The National Incident Management System (NIMS) Incident Command System (ICS) will be used in all emergency and disaster situations. At all points within this plan, as well as operationally, FSC representatives should utilize ICS in all responses and integrate with other agencies through established liaison.

Once a multi-casualty incident occurs, all responses will be done in conjunction with NIMS, the National Response Framework (NRF) and applicable incident management within Washoe County. It is important to note, as soon as the incident begins, no matter what level activated; a multi-casualty tracking system must be established, which is outlined in the MCIP.

At any time during multi-casualty operations, should the WCHD or partner FSC agencies find themselves in need of resources it has either exhausted or does not currently possess and is essential for operational integrity; a resource request must be placed with the WCEMHS. The WCEMHS personnel will work within the county, the state, or at a federal level to ensure the resource is acquired.

3.2 Notification

Following a multi-causality incident the decision to activate the FSC should be made as quickly as possible to support family inquires, document potentially missing and/or deceased victims, and begin collection information to aid in victim identification. Timely activation of a FSC dramatically decreases the psychological burden on family members and loved ones of the missing and helps redirect the surge placed on other response systems such as 911, hospitals and the WCMECO.

When an incident occurs that may fit FSC activation criteria, agencies should notify the following two agency representatives, or their designees:

- Washoe County Health Officer or his/her designee.

- Washoe County Emergency Manager or his/her designee.

3.3 Activation

The activation of the FSC Annex may be simultaneous to the activation of the MCIP. The need to activate all, or even some components of this Annex, will be dictated by the specifics of the incident. Typically, ten (10) or more casualties in one incident will trigger the need and scope of the FSC Annex activation.

The number of victims outlined in Table 1 will help agencies identify conditions when a FSC will be needed. It is important to note that in a catastrophe there are many potential variables that will influence the decision to activate the FSC including:

- A large number of casualties.
- A large number of missing persons being reported.
- Mass displacement of the population due to evacuation of community area or healthcare facility and mass sheltering.
- Widespread distribution of patients and/or injured across multiple jurisdictions.
- Widespread need to obtain victim information and/or provide psychological and spiritual care support.

It is possible that in a disaster or other multi-casualty incident multiple conditions identified above may occur concurrently. In these instances, a full FSC activation is recommended, knowing there is the likely potential to transition in the Washoe County FAC plan.

**Table 1
Family Service Center Triggers**

Number of Victims	FSC Activation	Building Size*
< 10	Optional	Small*
10 – 25	Automatic	Small*
26 – 50	Automatic	Medium**
50+	Automatic	Large***

* A small building can be an office suite or single floor of a building.

** A medium building can be a hotel ballroom in conjunction with one or two meeting rooms, or a school building.

*** A large building can be a larger hotel utilizing all ballroom and meeting room space, or a convention center.

3.4 Levels of Activation

The WCHD and partner agencies will determine the appropriate level of activation of the FSC Annex after receiving pertinent information from the community partners that responded and activated the MCIP.

The thresholds for levels of activation are based upon local capacity. The level of activation will depend on the anticipated number of injuries, the scope of destruction/level of difficulty in recovery, and whether or not there are possible biological, chemical, physical, or radiological hazards.

Table 2
FSC Activation Levels

FSC Activation Level	Level Determination
Level 1	1 - 10 victims/fatalities – Approx. 20-60 family members
Level 2	10 – 25 victims/fatalities – Approx. 60-100 family members
Level 3	26 – 50 victims/fatalities – Approx. 100-200 family members
Level 4	50+ victims/fatalities – Over 200 family members

3.5 FSC Services

The services provided at the FSC are scalable depending upon the size of the event.

3.5.1 Mental and Spiritual Care

An incident can be overwhelming and lead to traumatic stress for both family members and responding personnel. Support for responders, volunteers, and staff at the FSC is essential from the onset of the FSC operations. This includes both mental and spiritual care services.

Disaster behavioral health services should:

- Assist family members, FSC staff and volunteers in understanding and managing the full range of grief reactions.
- Triage mental health needs to identify at risk individuals.
- Provide Psychological First-Aid, crisis intervention, mediation, and management of ‘at risk’ family members, including child and adolescent counseling, as well as FSC staff and volunteers.
- Provide referrals, as requested, to mental health professionals and support groups.
- Provide Psychological First-Aid and grief process educational materials for the FSC.

Spiritual care services should:

- Provide inter-denominational pastoral counseling and spiritual care for people of all faiths who request it.
- Conduct religious services and provide worship opportunities.
- Provide emotional support/crisis intervention and assist mental health staff as needed, including providing Psychological First-Aid.
- Offer a bridge to faith resources.

To ensure the continued mental health of staff and volunteers, end of shift debriefs and/or check-ins should be conducted prior to leaving the FSC. For additional information and resources consult the MCIP and Washoe County Regional Emergency Operations Plan Disaster Behavioral Health Annex.

3.5.2 Other Essential Services

In addition to mental and spiritual care, there are other services essential to any FSC operation. Essential FSC services are detailed as follows:

- A. **Reunification Coordination:** The FSC will house services for family members or others attempting to locate and reunify with loved ones missing as a result of the incident. Reunification includes persons injured or uninjured and living or deceased. Services will be provided to family members, other individuals seeking to locate a missing person after the emergency, and persons who may have been located but remain unidentified and separated from family members.

Child Reunification Coordination is not something that will occur within the FSC. The Washoe County School District has a child reunification system and team that should be requested to assist.

- B. **Communication Management Services:** A FSC will serve as reliable source of information regarding incident-related information and services. A FSC will receive information from the REOC, callers and FSC clients, and release information only as it is verified by the REOC and the FSC Manager. Any information that will be shared through the Public Information Officers (PIO) should be provided to the family members first.
- C. **Disaster Call Center:** A single, centralized call center, staffed by qualified, trained call coordinators, is vital to successfully and effectively managing the reunification process and assisting those in need of disaster information. Nevada 211 and/or the Crisis Call Center can act as the Disaster Call Center and can provide information during and after the emergency event. The information given out by call center personnel will include only the information verified by the REOC. The Disaster Call Center may also serve to complement the physical FSC. The REOC and/or Incident Commander and/or responding jurisdiction will advertise a sole number to the public for emergency information prior to, during, and after a disaster.

- D. **Disaster Behavioral Health (Mental Health Services):** The FSC will house on-site disaster behavioral health services to support families and individuals as they begin to cope with the loss of a loved one, loss of home or community, and other emergency-induced stressors. Behavioral health counselors will be available to interview clients and assist those at risk of long-term psychological or emotional ramifications due to the crisis, including referrals for ongoing behavioral health support and case management. Should the need arise, FSC staff and volunteers could also be supported by counseling services as they cope with stresses from providing services to disaster victims and their families.
- E. **Food Services:** Due to the complex process of identifying and locating missing and injured persons, families and staff will likely remain at the FSC for long periods of time. Daily meals, including breakfast, lunch, dinner and snacks, should be provided, and such meals should accommodate babies/infants and individuals with special dietary food allergies or requirements.
- F. **Medical Services:** A qualified professional may be on-site to administer basic first-aid care to persons at the FSC. Anyone requiring full medical attention will be transported to an appropriate medical facility.

3.5.3 Optional Services

There are also optional FSC services, depending on situational information of the incident. Optional FSC services are detailed as follows:

- A. **Clothing/Personal Care Services:** The FSC may provide emergency clothing and personal care hygiene items for FSC consumers of all ages.
- B. **Referral Services:** The FSC may provide on-site expertise for referrals to appropriate off-site services such as funeral services, transportation, housing/shelter, and financial support.
- C. **Transportation:** A FSC may provide services to assist victims, their families and staff obtain appropriate public or private transportation as needed.

3.6 Emergency Facilities

The Washoe County Regional Emergency Operations Center (REOC) is located at 5190 Spectrum Blvd, Reno 89506. The alternate EOC is located in the Central Conference Room at 1001 E. 9th Street, Reno 89512.

4. Local Hospitals

Immediately following a multi-casualty incident, hospitals may see an influx of families and unaccompanied children calling or arriving at their facility. To respond to the flood of families with information needs, hospitals are advised to set up a family reception area within their hospital to specifically address this need.

Hospitals are also advised to set up a pediatric safe area within their facility to ensure the safety and well-being of any unaccompanied children who may also arrive at their facility.

A single identified FSC staff member will maintain close communication with local hospitals to verify the whereabouts of unaccounted persons and help identify patients involved in the incident. It is highly encouraged that hospitals notify family members about the FSC (or community FAC) and the services available at the given location.

5. Regional Victim Information Form

In an effort to minimize the impact of questions family members must answer about their loved ones, Washoe County has developed a Regional Victim Information (RVI) form. This form was developed and printed in quadruplicate copies so that family members do not need to repeat questioning at each location they may visit during a disaster. The WCMECO, hospital FACs, the FSC, the FRC and community FAC shall all maintain and use the regional form, as appropriate.

Appendix A - Terms and Concepts

Ante-Mortem Data: Information about the missing or deceased person that can be used for identification. This includes demographic and physical descriptions, finger prints, medical and dental records, and information regarding their last known whereabouts. Ante-mortem information is gathered and compared to post-mortem information when confirming a victim's identification.

Casualty: An individual injured (critical, moderate or minor) during an MCI.

Death Notification: The formal or official notification to the legal next of kin that their loved one is deceased and has been positively identified.

Disaster Behavioral Health Support: The provision of mental health, substance abuse, and stress management to disaster survivors and responders.

Disaster Mortuary Operational Response Team (DMORT): DMORTs are federal teams within the National Disaster Medical System (NDMS) that provide support for mortuary operations following a mass-fatality disaster. In addition to the general DMORT teams, the DMORT capabilities include Disaster Portable Morgue Units (DPMU), a Weapons of Mass Destruction (WMD) Team, and a FAC Team.

District Board of Health (DBOH): The District Board of Health, through the Washoe County Health District, has jurisdiction over all public health matters in the Health District. The District Board of Health is a policy-making board composed of seven members, which includes two representatives each from Reno, Sparks, and Washoe County, and a physician licensed to practice medicine in Nevada.

Family: Family is defined as any individual that considers them to be a part of the victim's family, even if there is not a legal familial relationship. This includes individuals other family members characterize as family. It is important to note that this definition of family differs from the legal definition of next of kin.

Family Assistance Center (FAC): The Family Assistance Center is a secure facility established to serve as a centralized location to provide information and assistance about missing or unaccounted for persons and the deceased. The community FAC is organized by the WCMECO and is typically established when there are 10 or more fatalities during an incident.

Family Service Center (FSC): The Family Service Center is a secure facility established by public health agencies to serve as a location to provide information and assistance about unaccounted persons. The FSC may stand-up when there are 10 or more injuries during an incident. The FSC may expand and become the community FAC should the incident require additional resources during response and recovery.

Friends and Relative Center (FRC): The Friends and Relatives Center is an interim place where friends and family can gather to learn information and provide basic information

on their unaccounted loved ones. It is meant to serve as a bridge between the incident and the opening of a FAC. The FRC is only setup if there is a disaster involving the RTAA.

Fatality: An individual fatality wounded during an MCI.

Incident: An occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Command System (ICS): A standardized emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Multi-Casualty Incident (MCI): A single geographically focused event, which produces casualties of a sufficient number and severity that special operations and organizations are required at the scene. These resources respond for the purpose of hazard mitigation, triage, treatment and transportation of victims.

Multi-Casualty Incident Plan (MCIP): Guidelines maintained by the Washoe County District Board of Health for the Reno, Sparks, and Washoe County area to effectively, efficiently and safely organize multi-casualty incidents utilizing ICS as the management tool.

National Incident Management System (NIMS): A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private sector; and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multiagency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

National Transportation Safety Board (NTSB): The National Transportation Safety Board is an independent Federal agency charged by Congress with investigating every civil aviation accident the United States and significant accidents in other modes of

transportation – railroad, highway, marine and pipeline. The NTSB determines the probable cause of the accidents and issues safety recommendations aimed at preventing future accidents.

Next of Kin: The closest blood relative or spouse who is legally authorized to make decisions regarding the deceased or the living during medical emergency if the individual is incapacitated. The order of next of kin varies by state, but frequently includes spouse, then adult children, parents, siblings, etc.

Washoe County Emergency Management and Homeland Security (WCEMHS): The Washoe County Emergency Management Program functions as a coordination agency during a disaster, to provide such assistance as may be needed by the affected communities to safeguard life and property. The intent is to assess and address the effects of the event. We use the Incident Command System (ICS) as part of the National Incident Management System (NIMS) during the response phase. Mutual aid assistance is often available from other communities, state and federal agencies or from private sources.

Washoe County Medical Examiner/Coroner Office (WCMECO): The medico-legal authority at the county level responsible for investigating suspicious or unnatural deaths and determining cause and manner of death and positive identification of the decedent.

Missing Person: In the context of disasters, an individual whose whereabouts, status, or wellbeing is unknown.

Positive Identification: Confirming, scientifically, an individual is deceased.

Regional Emergency Operations Center (REOC): The Regional Emergency Operations Center provides a single, secure and safe location for the participating agencies to support public safety, field Incident Commanders, determine situational status, coordinate and collaborate response strategies and activities, make critical decisions and initiate policy level support for critical decisions when needed during emergency and disaster situations.

Regional Victim Information Form (RVI): The regional victim information form is utilized for the reporting and tracking of possible persons involved in a declared disaster in Washoe County.

Reunification: The process of reuniting family members with their missing or deceased loved one.

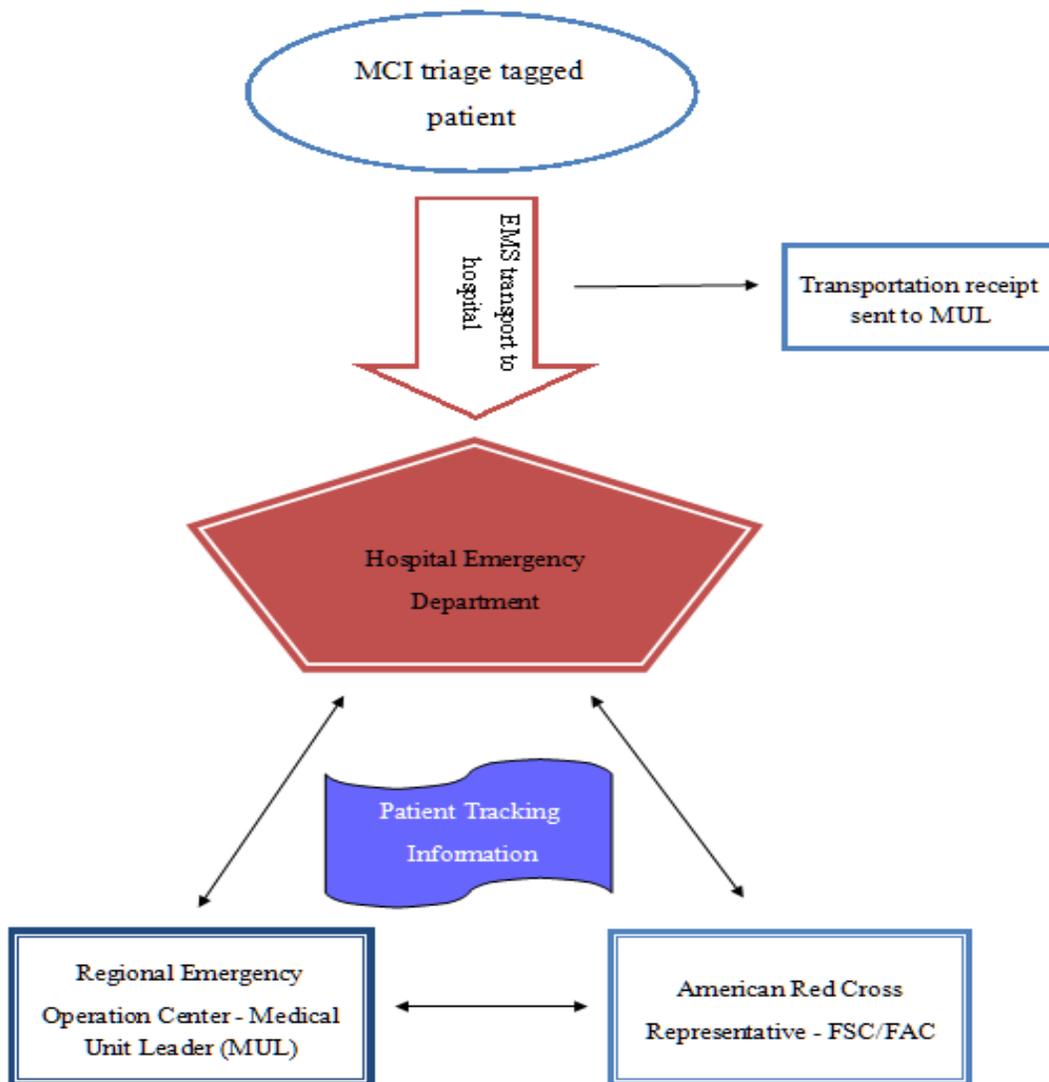
Reno-Tahoe Airport Authority (RTAA): The Reno-Tahoe Airport Authority is the owner and operator of the Reno-Tahoe International and Reno-Stead Airports.

Washoe County Health District (WCHD): The Washoe County Health District has jurisdiction over all public health matters in Reno, Sparks, and Washoe County through the policy-making District Board of Health.

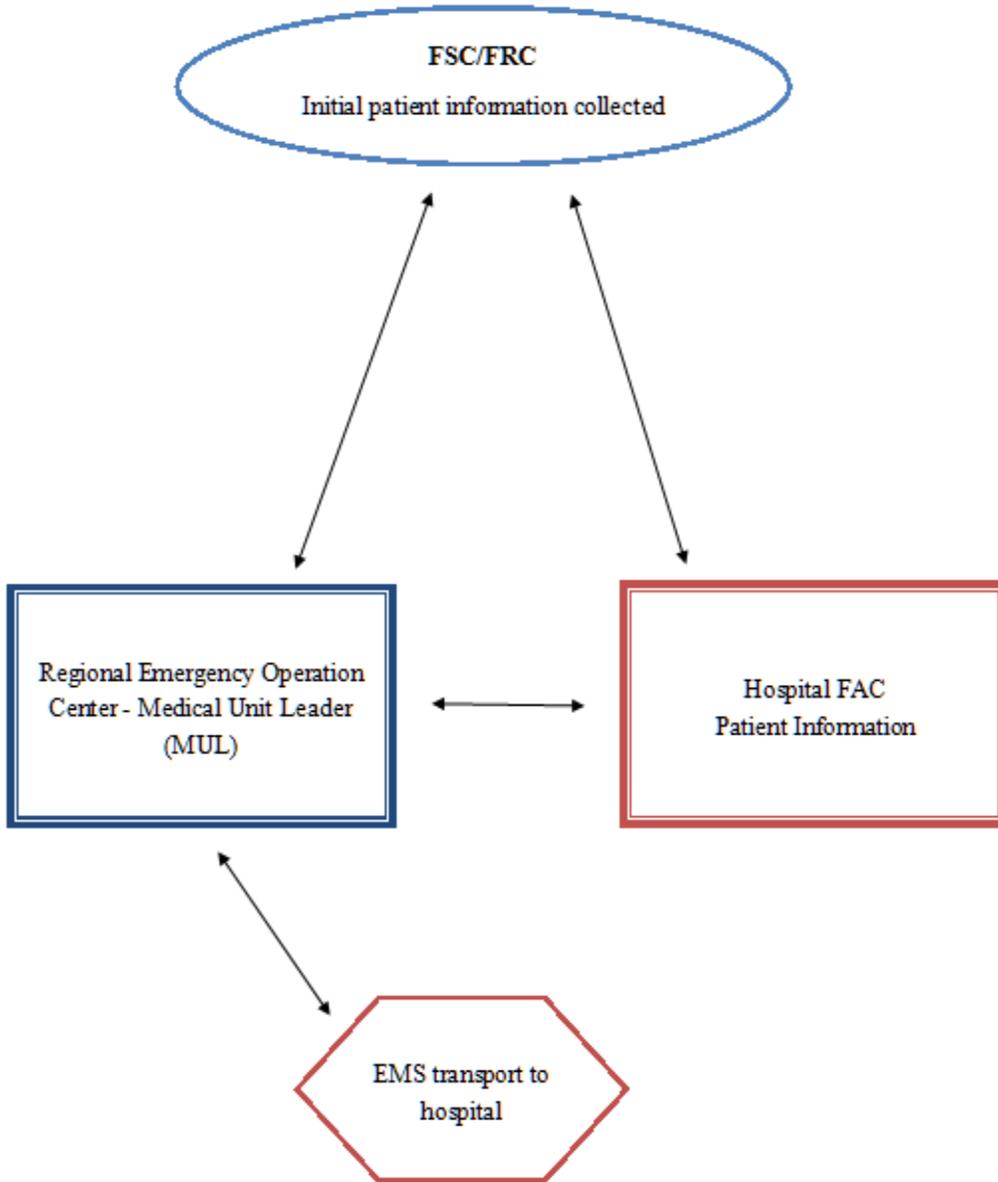
Appendix B – Patient Tracking Flow Charts

After a multi-casualty or mass fatality incident occurs patient tracking becomes an essential element of incident response. The tracking of all the individuals involved is necessary in order to reconnect them with family and friends. Appendix B describes the various manners in which patient tracking can begin, either from the scene, from family members visiting an FSC/FRC/FAC, or from family members using the various community resources.

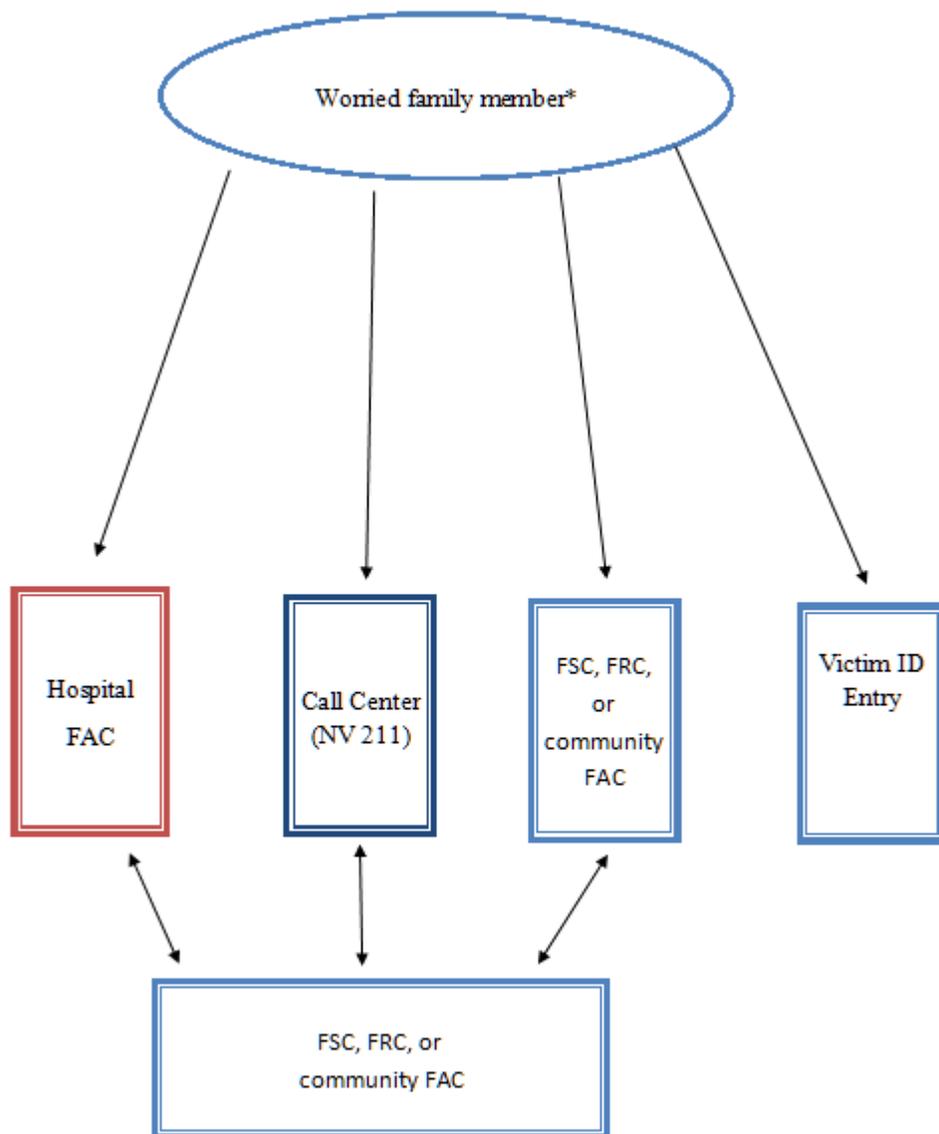
Patient Tracking from Scene



Patient Tracking Beginning with Family Member



Family Member Inquiry of Missing Loved One - No Known EMS
Information



*When a family members calls one of the identified entry points, the regional form would be employed. However, if the partner agency does not have the capability to fill out the form at that time, the family member will be referred to the FSC, FRC or the community FAC.

Appendix C - FSC Activation Checklist

- Receive notification of a multi-casualty incident.
- Notification to the WCHD, WCEMHS and WCMECO about operating a FSC.
- Notification to the Point of Contacts for FSC response and operations.
- FSC Manager notified:
 - FSC Manager initiates activation
 - Initial Response Team notified
 - Command staff to report to pre-designated location
- Incident Command Sections begin functioning:
 - Admin/Finance – Secure approval for activation, funding for personnel, supplies and equipment.
 - Logistics – FSC location, identification for each FSC worker, opens cache for supplies and equipment.
 - Planning – Updates information to command staff, reviews previously developed response plan for situational consistency, and anticipates changes in plan based on situational analysis.
 - Operations – Gathers support team.
 - Hospital Coordinator (Liaison Officer) – Establishes contact with hospital Family Assistance Centers.
 - PIO – Monitors event media coverage, activates previously prepared background information releases, coordinate information flow to families and media, works with JIC/JIS as appropriate.
 - IT Representative – Coordinates the equipment that will be set-up ensures a secure Wi-Fi connection for the FSC workers.

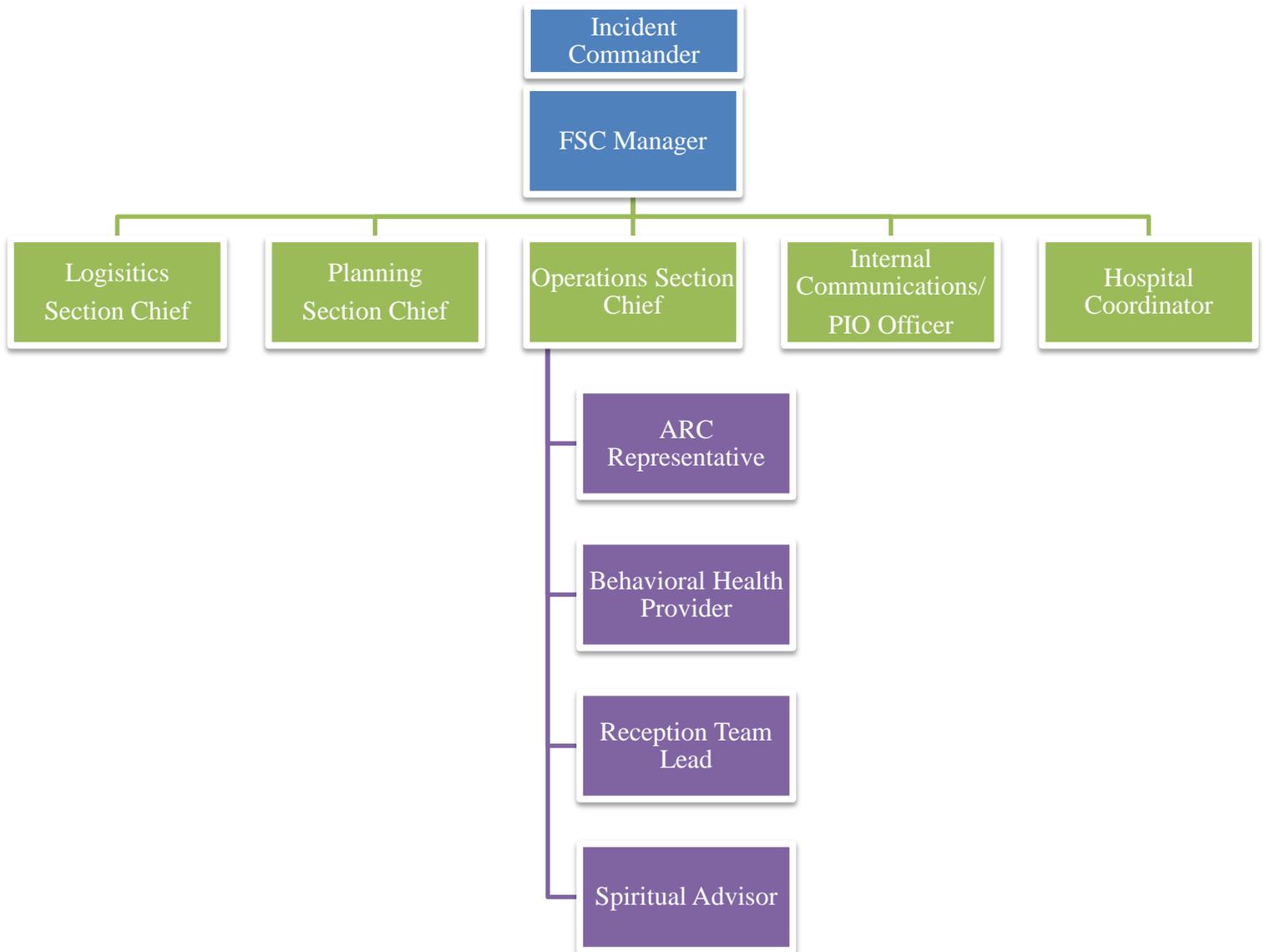
Appendix D – FSC/FAC Resources and Services

The following table should be utilized by the FSC and/or FAC Command team in determining requirements and needs.

Facility Requirements	< 10 Victims		10 – 25 Victims		26 – 50 Victims		50+ Victims	
	Yes	#	Yes	#	Yes	#	Yes	#
Building Infrastructure								
Transportation Accessibility	•		•		•		•	
ADA (Americans With Disabilities Act) Accessibility	•		•		•		•	
Electricity	•		•		•		•	
Heat/HVAC	•		•		•		•	
Parking	•		•		•		•	
Restrooms	•		•		•		•	
Security	•	2	•	4	•	8	•	15+
Designated Areas								
Reception	•	5	•	5	•	5	•	10
Registration/Intake	•	2	•	4	•	10	•	15
Child Care Area	•	2	•	5	•	10	•	15
Adult Care Area					•	2	•	4
Prayer Room			•		•		•	
Kitchen Area	•		•		•		•	
Waiting/Common Area	•		•		•		•	
Death Notification Area	•		•		•		•	
Ante Mortem Collection Area	•		•		•		•	
Team Areas/Mental Health Room	•		•		•		•	
Administrative Supplies								
General Office Supplies	•	-	•	-	•	-	•	-
Laptops (Staff and Public)	•	2	•	4	•	8	•	16+
Wireless Router or Wireless Cards for Laptops	•	2	•	4	•	8	•	16+
Communications Equipment								
Telephones (Staff and Public)	•	3/10	•	5/10	•	8/10	•	10/10+
Radios	•	4	•	8	•	12	•	16+
Furniture								
Chairs	•		•		•		•	
Cots (for staff)			•		•		•	
Tables	•		•		•		•	
Stanchions					•	2-4	•	5+
Privacy Barriers					•		•	

Information Management Supplies								
Information Management Database	•		•		•		•	
Posters/Signage	•		•		•		•	
Medical Supplies								
First Aid Supplies/Kits	•		•		•		•	
EMS On-Site			•	2	•	4	•	6
Provisions								
Food	•		•		•		•	
Baby Food and Diapers	•		•		•		•	
Clothing	•		•		•		•	
Personal Care Packets	•	10	•	15	•	50	•	50+

Appendix E – FSC Organization Chart and Job Action Sheets



001 - AMERICAN RED CROSS REPRESENTATIVE

Reports to: Operations Section Chief or designee

Mission: The American Red Cross Representative serves as the coordination piece for FAC and family needs.

FSC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FSC. This function is exclusively reserved for the Washoe County EOC.

Signature: _____ **Date:** _____

Immediate:	
<input type="checkbox"/>	Obtain packet containing section's Job Action Sheets.
<input type="checkbox"/>	Read this entire Job Action Sheet and review organizational chart.
<input type="checkbox"/>	Obtain briefing from Team Lead.
<input type="checkbox"/>	Establish link to the ARC database according to policies and procedures.
<input type="checkbox"/>	Establish your assigned work area within the FSC.
<input type="checkbox"/>	Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead.
<input type="checkbox"/>	Verify important phone numbers from master contact list that was given.
<input type="checkbox"/>	Work within the prescribed ARC roles and responsibilities for disaster response.
<input type="checkbox"/>	Review entries/records for accuracy and completeness.
<input type="checkbox"/>	Attend team transition briefings at shift change.
<input type="checkbox"/>	Read Team Action Plan that is created for each operational period.
Extended:	
<input type="checkbox"/>	To be determined based on situational needs

002 - BEHAVIORAL HEALTH PROVIDER

Reports to: Operations Section Chief or designee

Mission: To provide disaster behavioral health services to family members and staff in need.

FSC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FSC. This function is exclusively reserved for the Washoe County EOC.

Signature: _____ **Date:** _____

Immediate:	
<input type="checkbox"/>	Obtain packet containing section's Job Action Sheets.
<input type="checkbox"/>	Read this entire Job Action Sheet and review organizational chart.
<input type="checkbox"/>	Obtain briefing from Team Lead.
<input type="checkbox"/>	Establish your assigned work area within the FSC.
<input type="checkbox"/>	Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead.
<input type="checkbox"/>	Verify important phone numbers from master contact list that was given.
<input type="checkbox"/>	Provide those waiting for psychological first aid with comfort caring and direction.
<input type="checkbox"/>	Provide and obtain disaster behavioral health services to families moving through the FSC.
<input type="checkbox"/>	Observe all internal and external customers of the FSC looking for signs and symptoms critical incident stress.
<input type="checkbox"/>	Recommend corrective action when stress is observed. Provide support where indicated.
<input type="checkbox"/>	Ensure the families of FSC workers are safe and needs are taken care of to reduce stress, anxiety and fear.

002 - BEHAVIORAL HEALTH PROVIDER (Continued)

Intermediate:	
<input type="checkbox"/>	React and provide support to clients for any behavioral issues identified by you or the staff.
<input type="checkbox"/>	Consider CISD diffusing where appropriate.
<input type="checkbox"/>	Provide as much family contact and interaction as possible.
<input type="checkbox"/>	Notify security/law enforcement of clients acting in an averment manner.
<input type="checkbox"/>	Attend Behavioral Health Team briefing.
<input type="checkbox"/>	Review entries/records for accuracy and completeness.
<input type="checkbox"/>	Attend team transition briefings at shift change.
<input type="checkbox"/>	Read Team Action Plan that is created for each operational period.
Extended:	
<input type="checkbox"/>	Maintain your ability to deal with the public under stressful circumstances.
<input type="checkbox"/>	Act upon information reported by Team Lead regarding stress in FSC workers or families.
<input type="checkbox"/>	Take appropriate rest periods and relief.
<input type="checkbox"/>	Self-examine the stress elements that this crisis put you under.
<input type="checkbox"/>	Plan for the possibility of extended deployment.
<input type="checkbox"/>	Keep and retain good notes and files for possible transition to jurisdiction in charge for post-incident use.
<input type="checkbox"/>	Prepare end of shift report and present to oncoming Behavioral Health Provider.
<input type="checkbox"/>	Report situations/problems/progress to Team Lead.

003 - FSC MANAGER

Reports to: EOC/Incident Commander

Mission: The FSC Manager oversees the entire FSC operation, while the section chiefs have assigned responsibilities. The Management Team is scalable. For smaller operations, the FSC Manager can serve as Planning, Operations and Logistics Section Chief.

FSC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FSC. This function is exclusively reserved for the Washoe County EOC.

Signature: _____ **Date:** _____

Immediate:	
<input type="checkbox"/>	Read this entire Job Action Sheet.
<input type="checkbox"/>	Obtain a full briefing of the incident.
<input type="checkbox"/>	Notify Washoe County Emergency Manager of FSC activation and choose appropriate FSC site.
<input type="checkbox"/>	Appoint all section chiefs that are required for the FSC; distribute section packets containing Job Action Sheets for each position and any forms pertinent to section and positions.
<input type="checkbox"/>	Appoint person to be responsible for maintaining facility essential day-to-day services.
<input type="checkbox"/>	Confer with section chiefs and consultants and develop an Incident Action Plan (IAP) for a defined period of time, establishing priorities (section chiefs will communicate IAP to each team and pertinent consultants).
<input type="checkbox"/>	Confer with section chiefs to implement necessary services identified in the FSC Annex.
<input type="checkbox"/>	Consider and assign communication responsibilities to FSC staff, EOC/IC and external agencies.
<input type="checkbox"/>	Assure that contact has been established and resource information shared with all internal and external agencies identified in the FSC Annex.

003 - FSC MANAGER (Continued)

Intermediate:	
<input type="checkbox"/>	Participate in daily briefings to families regarding incident status, the victim identification process and time constraints.
<input type="checkbox"/>	Authorize resources as needed or requested by section chiefs, through the Finance/Administration Section Chief.
<input type="checkbox"/>	Schedule routine briefings with section chiefs to receive status reports and update the action plan regarding the continuance and/or termination of the action plan.
<input type="checkbox"/>	Maintain contact with EOC/IC and all relevant agencies.
<input type="checkbox"/>	Approve media releases submitted to the Public Information Officer (PIO).
Extended:	
<input type="checkbox"/>	Observe all staff for status and signs of stress.
<input type="checkbox"/>	Provide for rest periods for staff.
<input type="checkbox"/>	Prepare end of shift report and update with incident tracking board and present to chief health official, County Executive and oncoming FAC Manager.
<input type="checkbox"/>	Plan for the possibility of extended deployment.
<input type="checkbox"/>	Prepare for the transition to the jurisdiction in charge, if required.

004 – HOSPITAL COORDINATOR

Reports to: FSC Manager

Mission: Serves as the FSC Liaison to area hospitals to assist with the identification of victims hospitalized during the crisis.

FSC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FSC. This function is exclusively reserved for the Washoe County EOC

Signature: _____ **Date:** _____

Immediate:	
<input type="checkbox"/>	Obtain packet containing section's Job Action Sheets.
<input type="checkbox"/>	Read this entire Job Action Sheet and review organizational chart.
<input type="checkbox"/>	Obtain briefing from Team Lead.
<input type="checkbox"/>	Establish your assigned work area within the FSC.
<input type="checkbox"/>	Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead.
<input type="checkbox"/>	Verify important phone numbers from master contact list that was given.
<input type="checkbox"/>	Access other patient tracking systems utilizing experience working with hospitals.
<input type="checkbox"/>	Establish communications with hospital Family Assistance Centers or Social Workers to ensure quality of information.
Intermediate:	
<input type="checkbox"/>	Work with incident Medical Unit Leader to ensure the validity of information and compare/crosscheck with missing person.
<input type="checkbox"/>	Notify security/law enforcement of clients acting in an aggressive or forceful manner.
<input type="checkbox"/>	Attend Reunification Team briefing.
<input type="checkbox"/>	Review entries/records for accuracy and completeness.
<input type="checkbox"/>	Attend team transition briefings at shift change.
<input type="checkbox"/>	Read Team Action Plan that is created for each operational period.

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004 – HOSPITAL COORDINATOR (Continued)

Extended:	
<input type="checkbox"/>	Maintain ability to deal with the public under stressful circumstances.
<input type="checkbox"/>	Observe co-workers for signs of stress. Report issues to Team Lead.
<input type="checkbox"/>	Take appropriate rest periods and relief.
<input type="checkbox"/>	Self-examine the stress elements that this crisis put you under.
<input type="checkbox"/>	Plan for the possibility of extended deployment.
<input type="checkbox"/>	Keep and retain good notes and files for possible transition to Disaster Resource Center (DRC) or for post-incident use.
<input type="checkbox"/>	Prepare end of shift report and present to oncoming Hospital Coordinator.
<input type="checkbox"/>	Report situations/problems/progress to Team Lead.

005 – RECEPTION TEAM LEAD

Reports to: Operations Section Chief

Mission: The Reception Team Lead oversees the registration process for victims and family at the FSC.

FSC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FSC. This function is exclusively reserved for the Washoe County EOC

Signature: _____ **Date:** _____

Immediate:	
<input type="checkbox"/>	Obtain packet containing section's Job Action Sheets.
<input type="checkbox"/>	Read this entire Job Action Sheet and review organizational chart.
<input type="checkbox"/>	Obtain briefing from Operations Chief.
<input type="checkbox"/>	Establish a work area within the FSC according to the operational layout.
<input type="checkbox"/>	Ensures FSC reception team is staffed in an appropriate manner.
<input type="checkbox"/>	Brief team members.
<input type="checkbox"/>	Ensure utilized software system is functional and ready for data input.
<input type="checkbox"/>	Arrange for equipment needs through Logistics Section Chief.
<input type="checkbox"/>	Identify important phone numbers from master contact list and give to team personnel for internal and external distribution.
<input type="checkbox"/>	Review entries/records for accuracy and completeness.
Intermediate:	
<input type="checkbox"/>	Conduct team transition briefings at shift change.
<input type="checkbox"/>	Identify and prioritize reception needs.
<input type="checkbox"/>	Ensures Team Action Plan is created for each operational period.
<input type="checkbox"/>	Track deadlines for the team.

005 – RECEPTION TEAM LEAD (Continued)

Extended:	
<input type="checkbox"/>	Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Operations Chief.
<input type="checkbox"/>	Observe all staff for signs of stress. Report issues to Operations Section Chief.
<input type="checkbox"/>	Provide rest periods and relief for staff.
<input type="checkbox"/>	Plan for the possibility of extended deployment.
<input type="checkbox"/>	Store files for possible transition to Disaster Resource Center (DRC) or for post-incident use.
<input type="checkbox"/>	Prepare end of shift report and present to oncoming Reception Team Lead.
<input type="checkbox"/>	Review Team Action Plans from Operations Section Chief as appropriate.
<input type="checkbox"/>	Report progress of team to Operations Chief.

**006 – INTERNAL COMMUNICATIONS /
PIO OFFICER**

Reports to: FSC Manager

Mission: The FSC spokesperson and person responsible for forwarding information regarding the incident to the media the JIC/EOC or release information to other agencies and the public if authorized to do so by the JIC/EOC.

FSC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FSC. This function is exclusively reserved for the Washoe County EOC.

Signature: _____ **Date:** _____

Immediate:	
<input type="checkbox"/>	Receive appointment from FSC Manager.
<input type="checkbox"/>	Read this entire Job Action Sheet and review organizational chart.
<input type="checkbox"/>	Maintain restrictions in contents of sensitive information.
<input type="checkbox"/>	Establish a Public Information area away from FSC Manager and other activity areas.
<input type="checkbox"/>	Obtain a full briefing from the JIC and/ or EOC regarding the incident and participate in planning meetings to formulate and evaluate the FSC Action Plan.
<input type="checkbox"/>	Coordinate all internal communications.
<input type="checkbox"/>	Participate in informational briefings for families.

**006 – INTERNAL COMMUNICATIONS /
PIO OFFICER (continued)**

Intermediate:	
<input type="checkbox"/>	Ensure that all news releases have the approval of the JIC/EOC.
<input type="checkbox"/>	Issue an initial incident information report to the EOC/FSC Manager.
<input type="checkbox"/>	Inform on-site media of the accessible areas which they may have access to and those which are restricted.
<input type="checkbox"/>	Coordinate with FSC Manager.
<input type="checkbox"/>	Contact other on-scene agencies to coordinate release of information with respective PIO's.
<input type="checkbox"/>	Coordinate with JIC and/or EOC on all external communications.
<input type="checkbox"/>	Monitor incident as to the need to modify or change family alerts or risk communications.
<input type="checkbox"/>	Approve initial and updated scripts for interviews, hotlines and web sites.
<input type="checkbox"/>	Direct ongoing evaluation of message contents.
Extended:	
<input type="checkbox"/>	Review progress reports from section chiefs as appropriate.
<input type="checkbox"/>	Serve as PIO with media at the request of the JIC/EOC.
<input type="checkbox"/>	Draft a termination press release that acknowledges all the agencies and organizations who assisted in staffing the FSC.

007 - PLANNING SECTION CHIEF

Reports to: FSC Manager

Mission: Organize and direct all aspects of Planning Section operations. Ensure the distribution of critical information/data. Identify data elements and data sources and implement data collection and analysis procedures so that trends and forecasts can be identified related to the incident. Compile scenario/resource projections from all section chiefs and perform long range planning. Document and distribute Incident Action Plan and measure/evaluate progress.

FSC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FSC. This function is exclusively reserved for the Washoe County EOC.

Signature: _____ **Date:** _____

Immediate:	
<input type="checkbox"/>	Obtain packet containing Section's Job Action Sheets.
<input type="checkbox"/>	Read this entire Job Action Sheet.
<input type="checkbox"/>	Obtain briefing from FSC Manager.
<input type="checkbox"/>	Activate the Planning/Section team and distribute Job Action Sheets.
<input type="checkbox"/>	Brief Team Leaders after meeting with FSC Manager.
<input type="checkbox"/>	Determine data elements required by the Incident Action Plan (IAP) and Team Action Plan.
<input type="checkbox"/>	Identify and establish access to data sources as needed.
<input type="checkbox"/>	Communicate all technical support and supply needs to Logistics Section Chief.
<input type="checkbox"/>	Establish planning/data collection protocols and data entry sites as needed.
<input type="checkbox"/>	Ensure standardization of information/data collection.
<input type="checkbox"/>	Collect, interpret, and synthesize data regarding status of the activation and response of the FSC and provide reports to FSC Manager.
<input type="checkbox"/>	Assemble information in support of the IAP and or projections relative to the FSC activation.

007 - PLANNING SECTION CHIEF (Continued)

Extended:	
<input type="checkbox"/>	Continue to receive projected activity reports from section chiefs and Planning Section at appropriate intervals.
<input type="checkbox"/>	Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to FSC Manager.
<input type="checkbox"/>	Assure all requests for data or plan information/status are routed/ documented through the EOC Public Information Officer (PIO).

008 - SPIRITUAL ADVISOR

Reports to: Operations Section Chief or designee

Mission: Provide multi-denominational spiritual support to help alleviate suffering or facilitate coping with great stress.

FSC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FSC. This function is exclusively reserved for the Washoe County EOC.

Signature: _____ **Date:** _____

Immediate:	
<input type="checkbox"/>	Receive appointment from Reunification, Death Notification and Behavioral Health Team Leads. Obtain packet containing section's Job Action Sheets.
<input type="checkbox"/>	Read this entire Job Action Sheet and review organizational chart.
<input type="checkbox"/>	Obtain briefing from Reunification and Death Notification Team Leads.
<input type="checkbox"/>	Establish a designated quiet work area conducive to spiritual counseling within the FSC.
<input type="checkbox"/>	Verify important phone numbers from master contact list as provided.
<input type="checkbox"/>	Provide those waiting for psychological first aid with pastoral comfort, caring and direction.
<input type="checkbox"/>	Support/augment disaster behavioral health services to families moving through the FSC.
<input type="checkbox"/>	React and provide pastoral support to clients with any behavioral issues identified by staff if requested.
<input type="checkbox"/>	Provide as much family contact and interaction as possible.
<input type="checkbox"/>	Notify security/law enforcement of clients acting in an aggressive or forceful manner.
<input type="checkbox"/>	Attend Death Notification Team briefing.
<input type="checkbox"/>	Review entries/records for accuracy and completeness.
<input type="checkbox"/>	Attend team transition briefings at shift change.
<input type="checkbox"/>	Read Team Action Plan that is created for each operational period.

008 - SPIRITUAL ADVISOR (Continued)

Extended:	
<input type="checkbox"/>	Maintain ability to deal with the public under stressful circumstances.
<input type="checkbox"/>	Observe co-workers for signs of stress. Report issues to Team Lead.
<input type="checkbox"/>	Extend pastoral support to all FSC personnel as needed.
<input type="checkbox"/>	Take appropriate rest periods and relief.
<input type="checkbox"/>	Self-examine the stress elements that this crisis put you under.
<input type="checkbox"/>	Plan for the possibility of extended deployment.
<input type="checkbox"/>	Prepare end of shift report and present to oncoming Spiritual Advisor.
<input type="checkbox"/>	Report situations/problems/progress to Team Lead.

Appendix F – Regional Victim Information Form

Regional Victim Information Form

The RVI form is utilized for the reporting and tracking of possible persons involved in a declared disaster in Washoe County. When completing this form please be specific and complete as much as possible:

Victim Information:

Adult Child Date/Time of Report: _____

Name of Missing Person: _____ Nickname: _____

Age: _____ Date of Birth (MM/DD/YY): _____ Gender: _____ US Citizen: Y / N

Hair Color/Style: _____ Eye Color: _____

Distinguishing Characteristics (scars, birth mark, tattoos, etc.): _____

Contact Information: _____

Any additional information regarding the victim not addressed on this form:

Reporting Party Information:

Name of Reporting Person: _____

Relationship to Missing: _____ Phone Number: _____

Other Contact Information: _____

Received By: _____

Hospital WCMECO FSC FRC Community FAC