State of Missouri
Responder Reception Center
(RRC)
&
Emergency Management Assistance Compact
(EMAC)
Personnel Accountability & Processing Package
(EPAPP)
January 2012

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1 INTRODUCTION

A. In a major emergency or disaster situation, an adversely affected community, county or state often has the immediate or near-immediate need for many resources. In some cases, those resources can be supplied by in-state Mutual Aid, and/or State Executive Department assistance or possibly event contracted support, but in more severe disasters it may not be able to access enough resources in-state. Under these conditions a state often looks to other states through the use of the Emergency Management Assistance Compact (EMAC) for assistance in dealing with the needs of its people and infrastructure.

B. In a disaster situation, swift, sure action is critical, regardless of the source of the arriving resources. If procedures for securing assistance are not in place before a disaster occurs, vital response time is lost, which could lead to greater, more disastrous outcomes, greater loss of life, more damage to the infrastructure, longer recovery times, and ultimately, greater cost to the public. The time to plan and create agreed-upon procedures is before the need arises.

2 PURPOSE & FUNCTIONS OF THE RESPONDER RECEPTION CENTER (RCC)

A. When the scope of a disaster event necessitates that very large numbers of responders must be processed efficiently and expeditiously at a location separate from staging areas, a RRC may be established as a "report to" site for resources to in-process and out-process, including resources such as:

1. Mutual Aid Responders
2. State Employees Responding to the Disaster
3. Emergency Management Assistance Compact (EMAC) Responders
4. Vendors Contracted by the Local, State or Federal Government
5. Certain Volunteer Organizations (i.e., SAVE Coalition, CAP, ESF 8 Medical Volunteers, RACES, MARS, etc.)
6. Disaster Relief Volunteers (If no Volunteer Reception Center established by ESF 6)

B. The RRC normally will serve arriving response personnel from multiple Emergency Support Functions (ESF) such as Transportation (ESF 1) (Note: In Missouri, ESF 1 does not manage disaster movement of people or shipments. ESF 1 manages the design/construction/repair/operation of the multi-modal transportation systems and [along with ESF 13] the movement/flow of traffic using those systems), Communications (ESF 2), Infrastructure/ Utilities/Public Works (ESF 3), Fire (ESF 4), Operations (ESF 5), Logistics/Resources (ESF 7), Medial (ESF 8), Search & Rescue (ESF 9), HAZMAT (ESF 10), Law Enforcement (ESF 13), External Affairs (ESF 15). At times, depending upon the nature and scope of the disaster event, the RRC also may serve Agriculture (ESF 11), Energy (ESF 12).

C. In the unlikely event that Human Services (ESF 6) does not establish a separate Volunteer Reception Center, the RRC also could be called upon to process arriving volunteers.

D. When responders are arriving to support multiple communities (i.e., a catastrophic earthquake, for example), the State of Missouri most likely will be responsible for the establishment and operation of the RRC. In these cases, SEMA is solely in charge of the RRC and ESF staff from State of Missouri departments and agencies will staff the ESF stations and coordinate needs with multiple local Emergency Management Director(s) and/or likely only one Regional Multi-Agency Coordination Center Director/Chief. The RRC may respond to the taskings of the State Emergency Operations Center (SEOC), or it may be one of the functions of a State Area Coordination Center (SACC). In these events, the RRC may be supervised by the SEOC directly, or by a SACC Director/Operations Section Chief, or as a function under the supervision of the SACC Logistics/ Resources Section Chief.

E. When responders are arriving to support only one or a small number of communities (i.e., a very large tornado disaster, for example), the State of Missouri (when requested) may be responsible for the establishment (or supporting the establishment) and operations of the RRC. In these cases, however, ESF staff from State of Missouri departments and agencies may solely staff the RRC or they may work alongside local governmental counterparts to staff the ESF stations and respond to the needs of the local Incident Commander and/or Staging Area Manager, or local Emergency Management Director(s), or Regional Multi-Agency Coordination Center Directors/Chiefs. In these events, depending upon the scope of the disaster:

1. The RRC may be supervised by the local officials or co-supervised by the local officials and the SEOC, depending upon the agreement between the requesting local government officials and the SEOC.
2. The SEOC will serve as the interface and decision authority for EMAC support, State Mutual Aid, State employees, and state provided resources supporting the disaster response. With the exception of responders who are arriving to support State of Missouri operations, the SEOC will "hand-off" requested or otherwise arriving (Mutual Aid) response forces to the local authorities.
3. The local government officials will serve as the interface and decision authority for the local area response planning, duty assignments, local tactical frequency and call sign assignments, disaster area safety and other responsibilities, duties and authorities empowered to local government officials.
4. When requested, the State of Missouri may also operate (and possibly supervise) a Base Camp for responders and other disaster/emergency personnel depending upon the request of a local jurisdiction and the agreement between the requesting local government officials and the SEOC.
5. In any circumstance, close coordination between the SEOC and the local officials is essential.

F. The RRC provides accountability, security and mobilization assistance; verification of credentials and provision of site access identification or badging (if needed); threat, situational awareness and safety briefings; EMAC or Mutual Aid briefings (as appropriate); workload/duty assignment or verification of assignment and initial operational briefings (if appropriate); distribution of Incident Action Plans; coordination and assignment of tactical communications frequency, call sign, etc.; coordination for the provision of last minute supplies, fuel, life sustainment support, equipment and special gear (if needed and available); and documented check out for the arriving resources.

G. At the end of a resources duty tour, the RRC serves as a central location for demobilizing forces and equipment to debrief personnel, refurbish equipment and establish a documented jurisdiction check-out process as a step in the redeployment home.

H. The RRC may be co-located with other incident facilities, i.e. Base Camp. RRC resources may be dispatched to local incident staging area(s) or directly to operational areas based on the IAP/request of the local IC.

3 CONSIDERATIONS for ESTABLISHING RESPONDER RECPTION CENTERS (RRC)

A. When an RRC is required to support a drill or emergency, one or more may be established, depending on the size and scope of the emergency by one of these Site Establishing Entities:

1. The State Emergency Management Agency (SEMA), or
2. State Area Coordination Centers (SACC), or
3. A Regional Multi-Agency Coordination Center (RMACC), or
4. A local Emergency Management Director (EMD), or
5. A local Incident Commander (IC)

B. When the state establishes an RRC, SEMA and/or the SACC will coordinate with a local Emergency Management Director (EMD) or appropriate official or IC for the use of one or more local sites for the operation. Likewise, the RMACC will coordinate site usage with the appropriate official of the community or county in which the RRC is situated. Local EMDs and ICs will follow locally established procedures if they are establishing a RRC.

C. As part of establishing an RRC, the establishing entity will assign a Reception Center Manager. In cases where the RRC is part of a Responder Staging Area (RSA), the Staging Area Manager will coordinate with the establishing entity to assign the a Reception Center manager and any staging area staff necessary to operate the site. If a RRC is not co-located near an RSA, transport from equipment staging areas will be required to shuttle personnel between the RSA and RRC

D. RRCs will be assigned their own radio channel upon activation, if not part of a RSA. Responders who are dispatched to an RSA should check in with the reception/staging area by radio or phone when approaching the area. Members may be redirected to a specific assignment by the staging area manager while in route to the staging area. The radio channel and any RRC phone number will be announced on the net and repeated at 10-15 minute intervals.

E. State RRCs will be located in the general vicinity of the emergency but away from immediate danger. Typical locations could be city parks, fairgrounds, or airports. Local RRCs may use similar large open areas or possibly areas such as supermarket/mall parking lots in close proximity to freeway on/off ramps. If the state activates the EMAC system, State RCC's will also serve/double as an EMAC EPAPP site.

F. The general strategy used in establishing an RRC is to:

1. Identify the location and damaged area of the event; establish scope of operations
2. Select a site that best supports the operations safely
3. Deploy equipment and personnel to the location
4. Set up equipment and begin operation
5. Receive response resources for transfer to the field
6. Demobilize equipment and return to long-term storage

G. Other considerations for locating the Reception Center/Responder Staging Area include:

1. Enough area for maneuvering anticipated equipment
2. The threat (360° – Over, Under, Through & Around) and security for the safe operation of the site
3. Space for receiving, temporary storage, maintenance, and deployment of responder equipment
4. Space (sheltered if possible) and equipment for repair and refurbishment of response equipment
5. Communications systems
6. Medical first aid and temporary shelter for arriving and departing responders and site crew
7. Space for storing and distributing supplies for responders
8. Space (or nearby Base Camp) to provide responder food, water, shelter, and sanitation facilities
9. Space for storing and providing supplies, fuel, and parts for responder equipment
10. Decontamination areas for personnel and equipment, if appropriate
11. Ease and safety in accessing anticipated modes of transport (truck, helicopter, boat, etc.)
12. Close proximity with easy access to the incident site
13. Electric power, telephone, and fax
14. Office space

H. Additional Logistical Support Components that may be needed:

1. Restroom Facilities (with/wo) Hand Wash Stations
2. Parking Area (for parking in designated areas)

I. The Reception Center Manager has overall administrative oversight over the Mobilization Unit (MU) and the Demobilization Unit (DMU) within the RCC. the Site Manager;

a. Is responsible for ensuring that all stations are initially set up, staffed, and operational and that equipment is secured and prepared to stand down when the RRC/EPAPP mission has been completed
b. Facilitates information exchange between the state emergency management operations center and the MU/DMU
c. Is the MU/DMU point of contact for coordinating operations with the JRSOI command
d. Makes final decisions on additional staffing needs and logistical support requests from functional station personnel and resolves any issues that may arise during the course of operation
e. Determines if arriving personnel can complete all stations of the MU and DMU within a reasonable amount of time without creating bottlenecks

I. Safety: Select and monitored RCC's/RSAs to ensure safe operations. Consider the following hazards:

1. Aircraft and heavy equipment operations
2. Slips, trips and falls
3. Hypothermia (Core Temperature Drop/Frost Bite/Trench Foot)
4. Hyperthermia (Core Temperature Drop/Heat Exhaustion/Heat Stroke)
5. Exposure to contamination and hazardous materials
6. Heavy equipment and crane operations
7. Hearing and Eye protection
8. Respiratory exposure, and
9. Site disaster environment (High winds, lightning, aftershocks; chemical/radiological/biological, gas lines/tanks, overhead wires, broken limbs...) (Note: Use PPE based on incident-specific Site Safety Plan)

J. Support Personnel: MUs and DMUs are designed to be flexible in size and can expand or shrink, depending on the demand for services. Staffing needs should be assessed daily and adjusted accordingly. The size and staffing of the MU are determined by the following factors:

1. Magnitude of the incident and the volume of mutual aid support entering and departing the Requesting State
2. Whether or not a Type I (stand-alone) or Type II (connected to a SMC/JRSOI) EMU is established
3. Number of shifts required to staff the EMU and DMU (24/7)
4. Whether or not the number of anticipated staff can support a service-oriented atmosphere that facilitates the safe, orderly, and efficient processing of resources
5. Staffing can include state, local, regional, or multi-agency involvement or may be requested from an Assisting EMAC Member State as a mutual aid resource (Mission Ready Package)

K. Resources for establishing a Responder Reception Center (RRC) will be determined by the size and the needs of the response. Generally, the RRC will be established as a Type I or Type II operation, with a Mobilization Unit and a Demobilization Unit. Resource sets may need to be refined as site-specific requirements dictate. Recommended "Start-Up" equipment and supplies are shown in the charts below:

Table 3.1 Recommended RCC - "Start-Up" equipment and supplies

Mobilization Unit Equipment and Supplies		
Item	**Type I**	**Type II**
State maps	200	100
Handheld radios (can be short range two-ways)	6	4
EMAC Mobilization Unit Personnel Form	500	500
Map software installed on laptop computers	1	1
Laptop computers	2	2
Air card for Internet access (*if wireless is not supplied)*	2	2
USB jump drive	2	2
All-in-one printers	1	1
Cell phones	6	5
GPS unit	1	1
Easel with paper pads	2	2
Color marker pens	5–10	5–10
Ball point pens	25	25
Clipboards	9	6
Tape—clear and masking (rolls each)	2	2
Correction tape	2	2
Stapler with extra staples	2	2
Paper clips and rubber bands (boxes)	2	2
Alphabetical accordion file (A–Z) for check-out station	2	2
RRC Annex to State Logistics Plan, Mutual Aid Agreements & Guidelines, EMAC Operations Manual, etc.	1	1
Station signage (one sign for each station)	9	6
Folding tables 6 ft	11	11
Chairs, folding	89	89
ID badge software/camera/printer (OPTIONAL EQUIPMENT)	1	1
ID badges with clips/Armbands/etc. (OPTIONAL EQUIPMENT)	500	250

Table 3.2 Recommended DMU - "Start-Up" equipment and supplies

Demobilization Unit Equipment and Supplies		
Item	**Type I**	**Type II**
State maps	100	100
Handheld radios (can be short range two-ways)	3	3
Laptop computers	2	2
Map software installed on laptop computers	1	1
Air Card for Internet access (*if wireless is not supplied)*	2	2
USB jump drive	2	2
All-in-one printers	1	1
Cell phones	6	5
GPS unit	1	1
Tape—clear and masking (rolls each)	2	2
Stapler with extra staples	2	2
Paper clips and rubber bands (boxes)	2	2
Station signage (one sign for each station)	5	5
Folding tables 6 ft	7	7
Chairs, folding	44	44

Table 3.3 Optional "Start Up" Equipment/Supplies

Optional Equipment and Supplies for all MU/DMU Operations		
Item	**Type I**	**Type II**
Shelter tent 10 x 12 ft min (with supporting electrical systems) or mobile trailer units	3 (Type I & II) (If no other provisions)	
Portable toilets, self contained with daily service contract	Planning factor: See Table 3.4 OSHA Minimums	
Hand wash station, self contained (if no running water) with daily service contract	Planning factor: 1 hand wash station per 10 persons (If no other provisions)	

Upon activation, "start-up" equipment and supplies should be ordered and/or delivered to the RRC Mobilization Unit

Table 3.4 OSHA Water Closet Minimums (OSHA Reg. 1910.141(c)(1)(i))

Number of employees	Minimum number of water closets [1]
1 to 15	1
16 to 35	2
36 to 55	3
56 to 80	4
81 to 110	5
111 to 150	6
Over 150	[2]

[1]Where toilet facilities will not be used by women, urinals may be provided instead of water closets, except that the number of water closets in such cases shall not be reduced to less than 2/3 of the minimum specified.
[2]1 additional Water Closet for each additional 40 employees

4 PROCEDURES FOR OPERATING RESPONDER RECEPTION CENTERS (RRC)

A. Procedures for activating the RRC are similar to those followed for activating an EMAC Personnel Accountability & Processing Package site, so both are referred to in the details to follow. The decision to activate the RRC or EPAPP will be coordinated by the SEOC Operations Chief, based upon whether or not there is a defined need. The activation and staffing of each component of the RRC/EPAPP Mobilization Unit (MU) and Demobilization Unit (DMU) and the number of each established should be paralleled to the amount of resources needed to efficiently and effectively process resources for the disaster response.

B. If Missouri needs to request EMAC's EPAPP MU or DMU support from another state; the Missouri EMAC Authorized Representative follows the same procedures as with any EMAC request. (Refer to EMAC Operations Manual or internal operating procedures for guidance.)

C. When the RCC is to be activated, the Logistics Section at the SEOC will coordinate with the adversely affected local government(s) official(s) and appropriate state ESFs to:

1. Identify EMU site location and type of EMU needed (Type I or Type II)
2. Confirm location survivability and availability
3. Confirm utility capabilities
4. Establish hours of operation
5. Identify/notify the RRC Site Manager of:

    a. The date/time and level of activation
    b. Available Staffing (see table U-4.1 for sample)
    c. Date and time RRC must be operational and anticipated duration of operation
    d. Hours of operation
    e. Disaster number or finance code (EMAC) to which RRC operations are to be charged
    f. Compile report of resources expected to arrive at the RRC

Table 4.1 - RRC/EPAPP Staff Activation Contact List

Use to capture pertinent contact information of personnel assigned to staff EMU stations

RRC Site	Name & E-Mail	Office Phone #	Mobile Phone #
RRC Site Manager			
MU Check-In, Credential & Mission Verification Staff			
MU Site	Name & E-Mail	Office Phone #	Mobile Phone #
MU Manager			
ESF 1			
ESF 2			
ESF 3			
ESF 4			
ESF 5			
ESF 7			
ESF 8			
ESF 9			
ESF 10			
ESF 13			
ESF 11			
ESF 12			
ESF 6			
ESF 14			
MU Check-Out Staff			
ESF 15 – (PIO) Public Information Officer			
DMU Check-In, Debrief (ESF, EMAC, Mutual Aid, Other), Check-Out & Demobilize/Redeploy Staff			
DMU Manager			
Check-In/Out Staff			
Debriefing Staff			

D. the Mobilization Unit (EMU) facilitates the reception and processing of incoming personnel, thus expediting forward movement to their assigned duty stations within the disaster area(s). These tasks are accomplished by these six processing stations: (Figure 4.1

1. Reception, Check-In & Mobilization Assistance (RCMA) Station: Queries and assists arriving personnel with any immediate personal needs. Helps arriving personnel complete the *EMAC Mobilization Unit Personnel Form.*

2. Credential & Mission Verification (CMV) Station: Uses documents provided by arriving personnel to ascertain/verify and document the individual's credentials, skills/qualifications and assignment of deployed resources. Tracks arrival of deployed resources to ensure accountability by maintaining a roster and where possible a database of deployed individuals assigned to their ESF. Coordinates and confirms assigned duty missions, call signs and tactical frequencies for the deployed resources.

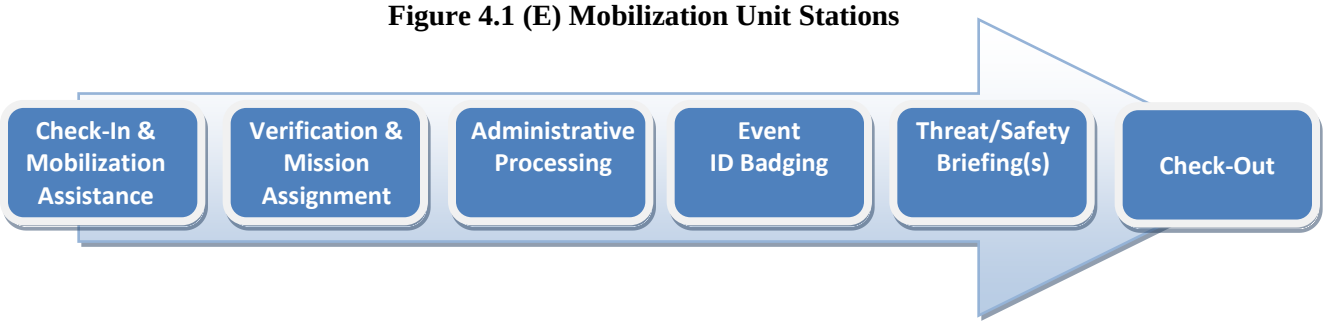
3. Administrative Processing (AP) Station: Assists personnel with administrative assistance to arrange lodging and food, instructions for issues such as reimbursements and emergency protocols, a map "…to the assigned Area of Operation (AO)… and other assistance deemed necessary and appropriate."

4. Event ID (EID) Station (optional): Provide an opportunity to issue event identification (state option to issue wristband, picture or photo identification, vehicle hang tag/placard, etc.).

5. Threat & Safety Briefing (TSB) Station: Provide a safety briefing to deployed personnel on state and local situations to relay personal safety and security concerns within impacted areas.

6. Check-Out (CO) Station: Turn in paperwork and depart the MU to begin assigned mission.

Figure 4.1 (E) Mobilization Unit Stations



E. Stations, Processes and Timelines: All personnel entering the disaster area on a mission, with the possible exception of initial EMAC A-Team personnel, are expected to pass through the functional stations of both the MU and the DMU, as described below. Timelines may vary based upon staffing and volume of resources being requested, arriving, and departing the state/disaster area.

1. The MU Stations and Timelines are:

a. Reception, Check-In & Mobilization Assistance (RCMA) Station:

1) Arriving personnel will report to the Reception, Check-In & Mobilization Assistance Station and assisted with any injuries, medical support requirements or other needs. If the situation is

severe, the MU RCMA staff will take appropriate steps to resolve the situation, including assisting in transporting the individual to medical care or documenting the individuals arrival and departure, assisting the individual to return immediately to home station.
2) Volunteers may be directed to an ESF 6 Volunteer Reception Center, if established. Otherwise, they may be processed through the Responder Reception Center, as indicated below.
3) Those who continue processing will be given an *EMAC Mobilization Unit Personnel Form* upon to record their arrival time, personal, and licensure/ certification information. See attached *EMAC Mobilization Unit Personnel Form.* Non-EMAC deployed responders will use the same form, but the station's staff will line through the word "EMAC."
4) Upon completion of the form, personnel will hand the form and the following documentation to the MU RCMA staff for review:

a) EMAC Mission Order Authorization Form or EMAC REQ-A copy/Mutual Aid Request
b) State-issued identification card (e.g., driver's license)
c) Agency-issued identification card (Local, State, Federal) or EMAC qualification card
d) Professional License, badge, etc.
e) Valid Vendor Purchase Agreement (ESF 7)
f) Other valid reason for deploying to the disaster

5) MU RCMA staff will examine the information and items to ensure they are available and complete, initial the boxes on the *EMAC Mobilization Unit Personnel Form* in the space provided and direct the arriving personnel to move to their assigned Emergency Support Function (ESF) representative at the Credential & Mission Verification Station and provide the information to their assigned ESF representative there.
6) Timeframe for completion: 15-20 minutes

b. Credential & Mission Verification (C MV) Station:

1) Receive the *EMAC Mobilization Unit Personnel Form* and other documents offered and use them to ascertain/verify and document the individual's credentials, skills/qualifications and assignment of deployed resources.

a) EMAC Mission Order Authorization Form or EMAC REQ-A copy/Mutual Aid Request
b) State-issued identification card (e.g., driver's license)
c) Agency-issued identification card (Local, State, Federal) or EMAC qualification card
d) Professional License, badge, etc.
e) Valid Vendor Purchase Agreement (ESF 7)
f) Other valid reason for deploying to the disaster.

2) Track arrival of deployed resources to ensure accountability by establishing and maintaining a roster and where possible a database of deployed individuals assigned to their ESF.

3) Provide an update on current mission conditions and concerns, as pertains to the deployed individual's ESF and assigned mission.
4) Provide guidance on

a) Resource request priorities – identifying and assignment of critical needs resources
b) Equipment repairs/maintenance – Procedures, services and locations available.
c) Food/lodging and sustainment resources available to incoming personnel
d) Re-supplying - procedures for requesting additional resources, refuel, restock, etc.
e) Rotation of personnel – crew rest, shift times, replacing deployed personnel, etc
f) Other mission guidance

5) Coordinate with local officials and ESF 2 to confirm assigned duty missions, call signs and tactical frequencies for the deployed resources.
6) Direct the person to move to the next station.
7) Timeframe for completion: 20-30 minutes

c. Administrative Processing (AP) Station:

i. Personnel will receive basic administrative assistance, to include the following:

a) Explain Lodging and Meals (makes arrangements for them).
b) Explain reimbursement guidelines (EMAC/Mutual Aid/State Resources/Contractors).
- Equipment and Supply purchases
- Travel Expense allowances (if any) and documentation guidelines
- Submitting mission documentation to receive reimbursement

c) Explain emergency protocols.
- Injury or medical treatment
- Law Enforcement issues and special rules in effect

d) Provide assistance with maps and/or travel directions to the assigned Area of Operation (AO), and as appropriate, City Hall, Emergency Operations Center (EOC), Incident Command Post (ICP), Police, Fire, Medical, Public Works, etc.; Responder Staging Areas, Logistics Staging Areas, Responder Fuel PODs, Base Camps, hotels, etc.; Mobilization Center/JRSOI; Regional Multi-Agency Coordination Center (RMACC); State Area Coordination Center (SACC), FEMA operational elements, and other assistance deemed necessary and appropriate.

ii. AP staff will provide any other administrative assistance deemed necessary/appropriate

vi. AP Staff may be given the option to direct the deploying person to stop next at the EID Station to begin the badging process, then move on to the TSB Station for briefings, then return to the EID Station to retrieve their finished badge before moving to the CO Station.

vii. Direct the person to move to the next station.

Timeframe for completion: 10-20 minutes

d. Event Identification (EID) Station:

i. Identification badges (with or w/o picture), hang tags, wrist or arm bands, or other event identification may be issued to personnel. (Optional)

ii. Depending upon the sophistication of the badging system employed, the identification item information on an ID card may be used to: gain access to the disaster area, base camp (if used), food, fuel, etc. and possibly to track associated costs.

iii. Direct the person to move to the next station.

Timeframe for completion: 10–15 minutes

e. Threat/Safety Briefing (TSB) Station:

i. Personnel will receive a short briefing on any ongoing threat, as well as a briefing about state and local safety concerns and personal safety identified within the impacted areas.

ii. Description of the process for notification of dangerous or threatening conditions while deployed.
iii. Any personnel needing vaccination or inoculation prior to forward deployment will be referred to an appropriate location.

vi. Direct the person to move to the next station.

Timeframe for completion: 10–15 minutes

f. Check-Out (CO) Station:

i. Personnel departing the RRC will stop at Check-Out Station prior to deploying.

ii. While at the Check-Out Station, they will:

a) Hand in EMAC Mobilization Unit Personnel Form
b) Confirm mission assignment and location

Timeframe for completion: 5 minutes

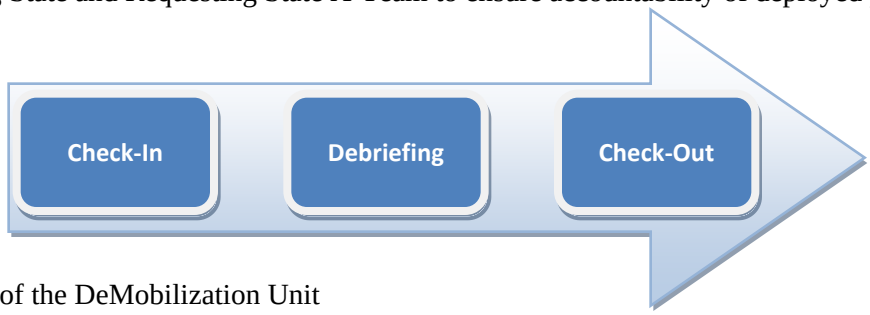
2) General instructions for all stations:

a. Please make every attempt to be sensitive to symptoms of stress in locals in the disaster area and try to understand if they become irritable and overly demanding. Stress affects everyone differently. Some may react with patience and hard labor, while others may demonstrate frustration at levels up to and including outright rage. Be understanding, be helpful and be careful!!!

b. Please also make every attempt to ensure everyone makes all arriving personnel feel welcome. Everyone has placed their personal and in some cases professional lives on hold to answer the call for assistance. Many have traveled extensive distances, endured personal hardships and inconveniences to help; and will be working long hours, living in less than ideal conditions and sometimes engaged in dangerous conditions. Many people may be arriving with different degrees of experience and levels of skill; but all will be able to make a contribution, if allowed and supported. All should remember this, be respectful and supportive of each other (at every response site, support location, (local, regional, state, federal) coordination center, etc.). This is a stressful environment, so be extra patient when someone “says the wrong thing” or seems inconsiderate or unduly irritable. Please try to remain cheerful and extra thoughtful. If that is not possible due to fatigue or stress, please ensure to make this known to the RRC manager so some time off, stress counseling, early rotation (due to stress), etc. can be arranged. Thank you for serving!!!

F. The Demobilization Unit (DMU) facilitates the checkout process of personnel demobilizing and returning to their home states by utilizing the following process stations:

1) Check-In Station: Check in arrival of personnel being demobilized and explain the demobilization process.
2) Debriefing Station: Debrief personnel on the mission completed and obtain pertinent information relative to the mission that would likely assist the Requesting State in determining response and recovery planning priorities. Receive instructions and set expectations for the submission of reimbursement documents and the process of reimbursement. Personnel can take this opportunity to confirm that all mission expense documentation is in their possession prior to departing the state.
3) Check-Out Station: Turn in all identification, badging, or credentialing materials issued by the Requesting State when processed through the EMU, and ensure that all demobilization requirements are complete. Demobilization roster will be routed daily to all appropriate levels determined by the Requesting State and Requesting State A-Team to ensure accountability of deployed personnel.



Three Stations of the DeMobilization Unit

G. The Demobilization Unit (DMU) Stations and Timelines include:

1). Check-In Station:

Personnel receive instructions on the demobilization process.
Timeframe for completion: 5 minutes

2). Debriefing Station:

Personnel are debriefed on their mission and receive reimbursement guidance.
*Timeframe for completion: 1*5 minutes

3). Check-Out Station:

Personnel submit event badges and other credentialing materials, as well as any equipment not already turned in that was issued by SEMA, the RMACC, or locals for the deployment.
Timeframe for completion: 5 minutes

H**.** Positions: Roles and Responsibilities**:** All staff positions are responsible for transporting supplies and equipment to and from identified site(s) selected by the state and setting up functional stations within the MU or DMU with signage, tables and chairs, and other miscellaneous supplies (such as staplers, pens, paper clips, self-sticking notes, and hole punch). The following responsibilities defined below are specific to each functional station:

1) Reception, Check-In & Mobilization Assistance (RCMA) Station Staff:

a. Staffing: Minimum of two (2)

b. Responsibilities:

i. Receive, Check-In, Provide Mobilization Assistance to:

- Mutual Aid Responders
- State Employees Responding to the Disaster
- Emergency Management Assistance Compact (EMAC) Responders
- Vendors Contracted by the Local, State or Federal Government
- Certain Volunteer Organizations (i.e., SAVE Coalition, CAP, ESF 8 Medical Volunteers, RACES, MARS, etc.)
- Disaster Relief Volunteers (No ESF 6Volunteer Reception Center established)

ii. Query and assist arriving personnel with any injuries, medical support requirements or other needs that should be addressed before further deployment into the disaster area.

iii. Direct volunteers to an ESF 6 Volunteer Reception Center, if established. Otherwise, they may be processed through the Responder Reception Center, as indicated.

iv. Provide all arriving personnel the *EMAC Mobilization Unit Personnel Form* upon which to record their arrival time, personal, and licensure certification information. Non-EMAC deployed responders will use the same form, but this station's staff will line through the word "EMAC."

v. Upon receiving the completed form and documents below, review for:

a) EMAC Mission Order Authorization Form or EMAC REQ-A copy/Mutual Aid Request
b) State-issued identification card (e.g., driver's license)
c) Agency-issued identification card (Local, State, Federal) or EMAC qualification card
d) Professional License, badge, etc.
e) Valid Vendor Purchase Agreement (ESF 7)
f) Other valid reason for deploying to the disaster

vi. Examine the information and items to ensure they are available and complete, initial the boxes on the *EMAC Mobilization Unit Personnel Form* in the space provided and direct the arriving personnel to move to their assigned Emergency Support Function (ESF) representative at the Credential & Mission Verification Station and provide the information to their assigned ESF representative there.

2) Credential & Mission Verification (C MV) Station Staff:

a. Staffing: Minimum of one (1) per ESF or combination of ESFs, as determined by the RRC manager

b. Responsibilities:

i. Receive the *EMAC Mobilization Unit Personnel Form* and other documents offered and use them to ascertain/verify and document the individual's credentials, skills/qualifications and assignment of deployed resources.

ii. Track arrival of deployed resources to ensure accountability by maintaining a roster and where possible a database of deployed individuals assigned to their ESF.

iii. Provide an update on current mission conditions and concerns, as pertains to the deployed individual's ESF.
iv. Provide guidance on

- Any mission changes
- Resource request priorities
- Equipment repairs/maintenance
- Re-supplying
- Rotation of personnel
- Demobilization Instructions
- Other mission guidance

v. Coordinate with local officials and ESF 2 to confirm assigned duty missions, call signs and tactical frequencies for the deployed resources.
vi. Direct the person to move to the next station.

3) Administrative Processing (AP) Station:

a. Staffing: Minimum of two (2)

b. Responsibilities:

i. Provide basic administrative assistance, to include the following:

a) Explain Lodging and Meals (make arrangements for them).
b) Explain reimbursement guidelines (EMAC/Mutual Aid/State Resources/Contractors).
   - Equipment and Supply purchases
   - Travel Expense allowances (if any) and documentation guidelines
   - Submitting mission documentation to receive reimbursement
c) Explain emergency protocols.
   - Injury or medical treatment
   - Law Enforcement issues and special rules in effect
d) Provide assistance with maps and/or travel directions to the assigned Area of Operation (AO) and other assistance deemed necessary and appropriate.

ii. Provide any other administrative assistance deemed necessary/appropriate

4) Event Identification (EID) Station Staff: (optional)

a. Staffing: Minimum of two (2)

b. Responsibilities:

i. Issue event identification to deployed resources

- Photo identification cards
- Authorization letters
- Wristbands
- Armbands
- Vehicle hang tag

ii. Depending upon the sophistication of the badging system employed, use the identification item information on an ID card to enable deployed personnel to: gain access to the disaster area, base camp (if used), food, fuel, etc. and possibly to track associated costs.

5) Threat/Safety Briefing (TSB) Station Staff:

a. Staffing: Minimum of one (1) safety officer
b. Responsibilities:

i. Ensure general welfare and safety of EMU staff positions and personnel deployed

ii. Provide a short briefing on any ongoing threat, as well as a briefing about state and local safety concerns and personal safety identified within the impacted areas.

- Provide personnel briefings on threats and safety conditions in the state and impacted areas
- Answer questions about safety or security concerns
- Describe the process for notification of dangerous or threatening conditions while deployed.
- Advise deploying personnel about vaccinations or inoculations that have been recommended, and refer them to an appropriate location administering the needed vaccinations prior to clearing them for forward deployment
- Initial the *EMAC Mobilization Unit Personnel Form* upon completion of safety briefing with personnel

6) Check-Out (CO) Station Staff:

a. Staffing: Minimum of one (1)
b. Responsibilities:

- Serve as the EMU Team Leader
- Collect the *EMAC Mobilization Unit Personnel Form* and verify for completeness.
- Provide a copy of all completed *EMAC Mobilization Unit Personnel Forms* to be packaged and shipped to SEMA (Note: SEMA may further ship the copies of the forms to the National Emergency Management Association, Attention: EMAC Program Director, 2760 Research Park Drive, Lexington, KY 40511. Original documents remain as the property of SEMA - the EMAC Requesting State.)

7) Public Information Officer Staff: Optional

a. Staffing: Minimum of one (1). This position is optional and may be needed only if media inquiries exceed the capabilities of the normal EMU staff to manage.

b. Responsibility: Answer media inquiries regarding the EMU operation

8) RRC Site Security Staff: Optional

a. Staffing: Minimum of two (2). This position is optional and may be needed only if the RRC Site Manager determines a potential threat to security exists.

b. Responsibility: Coordinate with local law enforcement and any other security officials to secure the RRCC and associated staging areas.

9) RRC Site Manager:

a. Staffing: One (1) This position is optional but suggested for the overall management of the mobilization unit.

b. Responsibility:

- Maintains oversight of the mobilization unit and serves as the communication link between EMU and state emergency operations center (SEOC)
- Ensures that stations are initially set up, staffed, and operational and that equipment is secured and prepared to stand down when the EPAPP function has been completed
- Is the EMU point of contact for coordinating operations with the JRSOI command
- Makes final decisions on additional staffing needs and logistical support requests from functional station personnel and resolves any issues that may arise during the course of operation

RRC/ EPAPP Site Layouts (See Appendix 1)

EMAC Mission Ready Packages for Personnel Accountability and Processing Package Typing and Components and Mission Ready Packages (See Appendix 2)

References

The following best practices from across the United States were used as the model for this plan:

- State of Florida Unified Logistics Plan
- Southern Area Mobilization Center Plan
- California Office of Emergency Services Mobilization Center Guide for State and Local Government
- National Guard Joint Reception, Staging, Onward Movement, and Integration (JRSOI) Center Planning
- Los Angeles Fire Department, Auxiliary Communications Service, ACS Field Operations Guide V.5–12/21/10 http://www.lafdacs.org/pdf_files/ACS_FOG_V5_REV_Final_122110b.pdf
- State of Alaska http://www.dec.state.ak.us/spar/perp/star/27stagingarea.pdf

Appendix 1
Missouri State Emergency Management Agency (SEMA)
State Emergency Operations Center (SEOC)
Responder Reception Center Guidelines

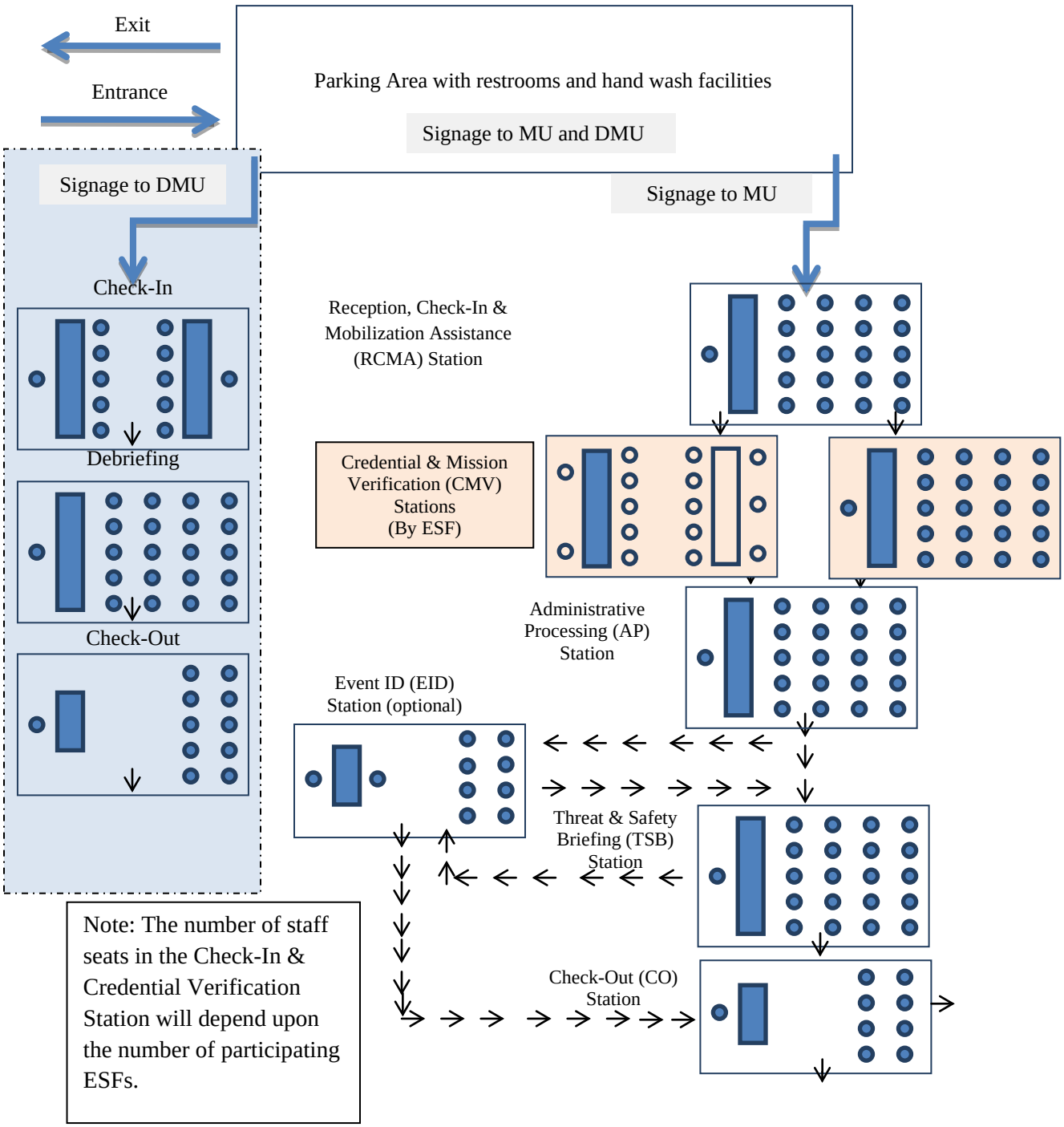
JANUARY 2012

State of Missouri
Responder Reception Center
(RRC)
&
Emergency Management Assistance Compact (EMAC)
Personnel Accountability & Processing Package
(EPAPP)

RRC/EPAPP Site Layout

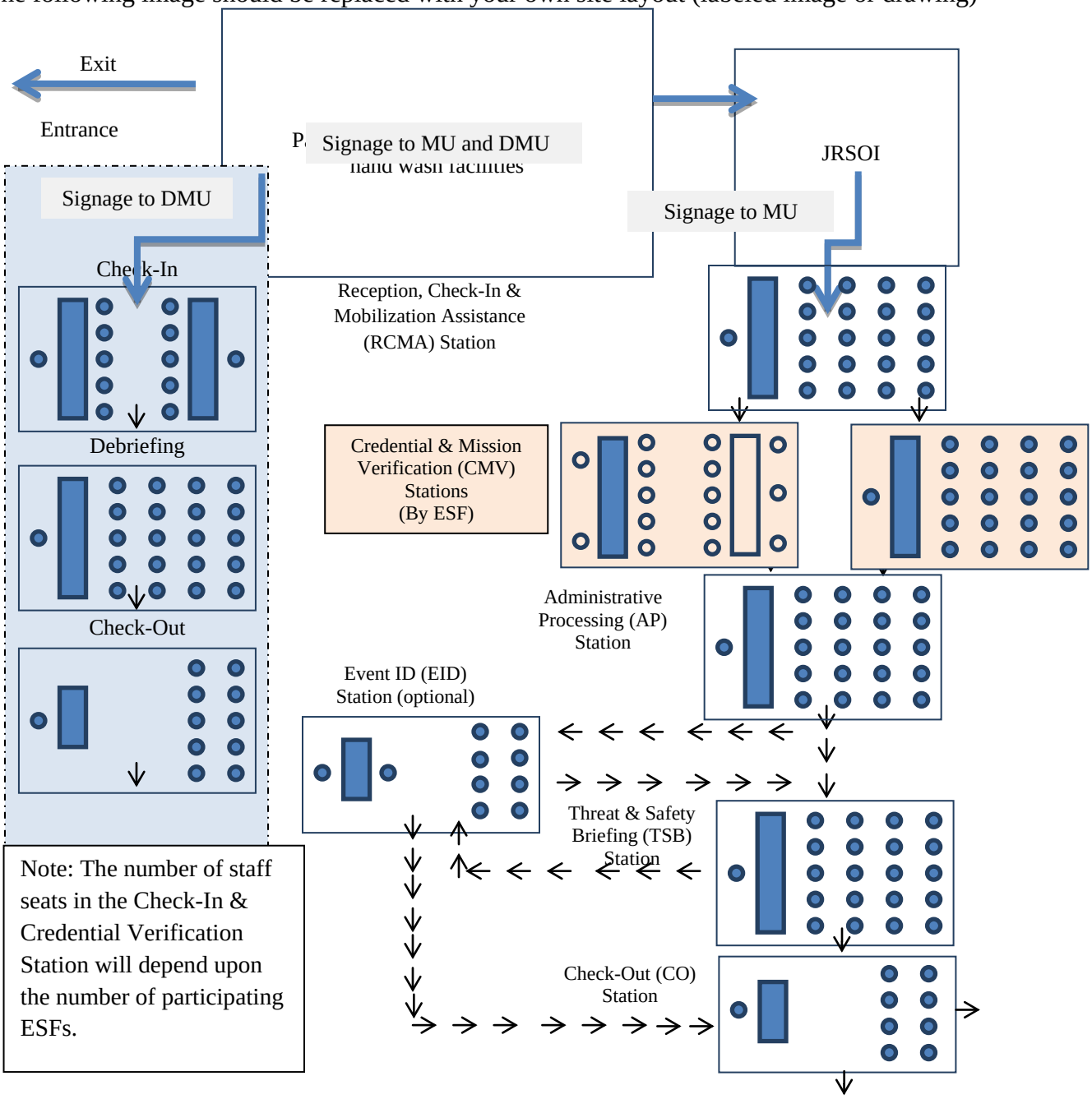
RRC/ EPAPP Type I Site Layout

Signage will be used to direct personnel to the EMU or the DMU once they arrive from the parking area. The following image should be replaced with your own site layout (labeled image or drawing)



RRC/EPAPP Type II Site Layout

The following image should be replaced with your own site layout (labeled image or drawing)



Appendix 2

Missouri State Emergency Management Agency (SEMA)
State Emergency Operations Center (SEOC)
Responder Reception Center Guidelines

JANUARY 2012

State of Missouri
Responder Reception Center
(RRC)
&
Emergency Management Assistance Compact (EMAC)
Personnel Accountability & Processing Package
(EPAPP)

EMAC Mission Ready Packages for Personnel Accountability and Processing Package Typing and Components

EMAC Mobilization Unit Types and Components

The EMAC Mobilization Unit (EMU) can be deployed into the field as a stand-alone (Type I) or as a plug-in (Type II) to a State Mobilization Center or Joint Reception, Staging, Onward Movement, and Integration Area (SMC/JRSOI).

Type I EMAC Mobilization Unit

A Type I EMAC Mobilization Unit (also called a stand-alone) consists of five (5) functional stations, one (1) optional functional station, two (2) additional logistical support components, and one (1) optional support component (see table below).

Functional EMAC Mobilization Unit Stations					
Check-In Credential & Mission Verification	Event Identification Issued**	Safety Briefing	EMAC Briefing	Mobilization Assistance	Check-Out
Additional Support Components					
Restroom Hand Wash Facilities		Parking Area	Public Information Officer**		Site Manager

** = Optional and activated at the discretion of the Requesting State.

Type II EMAC Mobilization Unit

A Type II EMAC Mobilization Unit that will be a plug-in component of SMC(s) or JRSOI(s) will utilize the following five (5) functional stations (with one (1) optional).

Functional EMAC Mobilization Unit Stations					
Check-In Credential & Mission Verification	Event Identification Issued**	Safety Briefing	EMAC Briefing	Mobilization Assistance	Check-Out

** = Optional and activated at the discretion of the Requesting State.

EMAC Demobilization Unit Types and Components

Type I EMAC Demobilization Unit

A Type I EMAC Demobilization Unit (also called a stand-alone) consists of three (3) functional stations. When a Type I DMU is operated in a forward position (in relative proximity to points of egress) without support from a JRSOI/EMU, additional logistical support will be necessary: Parking area and security personnel to accommodate personnel arriving in vehicles to be out-processed

Comfort station with portable toilets, wash station, refreshments

Functional EMAC Demobilization Unit Stations		
Check-In	Debriefing	Check-Out
Additional Support Components		
Parking Area	Restroom/Hand Wash Facilities	

Type II EMAC Demobilization Unit

A Type II EMAC Demobilization Unit (also called a plug-in unit) consists of three (3) functional stations. When a Type II DMU is operated in conjunction with support from a Type I or II EMU/JRSOI, additional logistical support will not be necessary, as shown below.

Functional EMAC Demobilization Unit Stations		
Check-In	Debriefing	Check-Out

EPAPP Mission Ready Packages

EMAC Mobilization Unit

Mission ready packaging the EMAC Mobilization Units for response allows for a more organized and rapid deployment of the asset.

The Mission Ready Package identifies the following:

- Task and purpose of the package
- Mission(s) supported
- ESF(s) utilized within the package
- Personnel
- Equipment
- Required support
- Who will work with the asset
- Timeline for setup
- Special instructions
- Daily equipment cost
- Daily personnel cost
- Cost per day

NOTE:

The Mission Ready Packages for Type I and Type II EMUs are shown on the pages that follow below. Resource providers should develop their own cost estimates (using the EMAC cost estimate form found on the EMAC Web site at http://www.emacweb.org).

1. Type I EMU Mission Ready Package

	TYPE I EMAC MOBILIZATION UNIT MISSION READY PACKAGE		
a.	**TASK & PURPOSE:** The task of the Type I EMAC Mobilization Unit is to serve as a field deployable stand-alone unit to receive, process, and account for incoming resources mobilized through the EMAC system.	b.	**MISSION SUPPORTED: Provides oversight and management in the following areas:** • Resource accountability and tracking • Verification of credentials • Maintain roster and database of deployed individuals • Provide event identification (optional) • Provide safety briefing • Provide basic EMAC information • Provide mobilization information and maps • Support emergency public information (optional)
c.	**ESFs:** #5, 7	d.	**LIMITATIONS:** Will require facility support
e.	**PERSONNEL: (7 PAX w/2 optional – 9 PAX total)** (2) Reception/Credentialing & Mission Verification Staff (1) Event Identification Staff (optional) (1) Safety Officer Staff (1) EMAC Briefing Staff (1) Mobilization Assistance Staff (1) Check-Out Staff (1) Public Information Officer (optional) (1) Site Manager	f.	**EQUIPMENT:** (4) Staff vehicles (6) Short range radios (VHF or UHF) (6) Cell phones (1) GPS units (1) Map software (2) Air cards (2) USB jump drives (1) All-in-one printers (2) Laptop computer with power supply and printer (1) ID badge equipment and supplies (2) Easels with paper and markers (1) Kit with office supplies and (500) EMU Personnel Forms
g.	**REQUIRED SUPPORT:** • Fixed facility or mobile trailer units or tents • Restrooms or portable toilets, hand wash Stations, parking area • (11) Folding tables, (89) chairs, Internet, supplies, and equipment	h.	**WORKS WITH:** •EMAC Mission Packages •Emergency Management
i.	**N-HOUR SEQUENCE:** N+48	j.	**SPECIAL INSTRUCTIONS:** Most logistical support will be provided by requesting agency unless other arrangements are agreed upon in EMAC REQ-A
k.	**COST PER DAY: PERSONNEL: $4,800.00**	**EQUIPMENT: $1,500.00**	**TOTAL: $6,300.00**

2. Type II EMU Mission Ready Package

	TYPE II EMAC MOBILIZATION UNIT MISSION READY PACKAGE		
a.	**TASK & PURPOSE:** The task of the Type II EMAC Mobilization Unit is to serve as a field deployable unit to receive, process, and account for EMAC resources mobilized and deployed through the EMAC system. A Type II EMU may co-exist with a state mobilization center, JRSOI, or other mobilization center, at identified locations within an affected state.	b.	**MISSION SUPPORTED: Provides oversight and management in the following areas:** • Resource accountability and tracking • Verification of credentials • Maintain roster and database of deployed individuals • Provide event identification (optional) • Provide safety briefing • Provide basic EMAC information • Provide mobilization information and maps
c.	**ESFs:** #5,7	d.	**LIMITATIONS:** Dependent upon logistical support that can be provided by the state mobilization center or JRSOI
e.	**PERSONNEL: (7 PAX w/1 optional – 8 PAX total)** (2) Reception/Credentialing & Mission Verification Staff (1) Event Identification Staff (optional) (1) Safety Officer Staff (1) EMAC Briefing Staff (1) Mobilization Assistance Staff (1) Check-Out Staff (1) Site Manager	f.	**EQUIPMENT:** (4) Staff vehicles (6) Short range radios (VHF or UHF) (6) Cell phones (1) GPS units (1) Map software (2) Air cards (2) USB jump drives (1) All-in-one printers (2) Laptop computer with power supply and printer (1) ID badge equipment and supplies (2) Easels with paper and markers (1) Kit with office supplies and (250) EMU Personnel Forms
g.	**REQUIRED SUPPORT:** • Billeting/meals, showers/restroom facilities, space for reception/briefing area/parking, fuel, telephone, Internet, supplies, and equipment • (11) Folding tables, (89) chairs, Internet, supplies, and equipment	h.	**WORKS WITH:** •Mobilization center •JRSOI •Agency mobilization center/staging area
i.	**N-HOUR SEQUENCE:** N+48	j.	**SPECIAL INSTRUCTIONS:** Most logistical support must be provided at the Mobilization Center or JRSOI
	COST PER DAY: PERSONNEL: $4,200.00	**EQUIPMENT: $1,200.00**	**TOTAL: $5,400.00**

Mission Ready Packaged EMAC Demobilization Unit

Mission ready packaging the EMAC Demobilization Units allows for a more organized and rapid demobilization of the asset.

The Mission Ready Package identifies the following:

- Task and purpose of the package
- Mission(s) supported
- ESF(s) utilized within the package
- Personnel
- Equipment
- Required support
- Who will work with the asset
- Timeline for setup
- Special instructions
- Daily equipment cost
- Daily personnel cost
- Cost per day

3. Type I DMU Mission Ready Package

	TYPE I EMAC DEMOBILIZATION UNIT MISSION READY PACKAGE		
a.	**TASK & PURPOSE:** The task of the Type I EMAC Demobilization Unit is to serve as a field deployable stand-alone unit to check in, debrief, and check out EMAC resources who have completed their missions and are ready to deploy to their home states.	b.	**MISSION SUPPORTED: Provides oversight and management in the following areas:** • Check-In • Debrief and provide reimbursement information • Check-Out
c.	**ESFs:** #5, 7	d.	**LIMITATIONS:** Will require facility support
e.	**PERSONNEL: (4 PAX)** (2) Check-In Staff (1) Debriefing Staff (1) Check-Out Staff	f.	**EQUIPMENT:** (2) Staff vehicles (2) Short range radios (VHF or UHF) (4) Cell phones (1) GPS units (1) Map software (2) Air cards (1) USB jump drives (1) All-in-one printers (2) Laptop computer with power supply and printer (2) Easels with paper and markers (1) Kit with office supplies
g.	**REQUIRED SUPPORT:** • Fixed facility or mobile trailer units or tents • Restrooms or portable toilets, hand wash stations, parking area • (7) Folding tables, (44) chairs, Internet, supplies, and equipment	h.	**WORKS WITH:** •EMAC Mission Packages •Emergency Management
i.	**N-HOUR SEQUENCE:** N+48	j.	**SPECIAL INSTRUCTIONS:** Most logistical support will be provided by requesting agency unless other arrangements are agreed upon in EMAC REQ-A
k.	**COST PER DAY: PERSONNEL: $2,400.00**	**EQUIPMENT: $1,000.00**	**TOTAL: $3,400.00**

4. Type II DMU Mission Ready Package

	TYPE II EMAC DEMOBILIZATION UNIT MISSION READY PACKAGE		
a.	**TASK & PURPOSE:** The task of the Type II EMAC Demobilization Unit is to serve as a field deployable stand-alone unit to check in, debrief, and check out EMAC resources who have completed their missions and are ready to deploy to their home states.	b.	**MISSION SUPPORTED: Provides oversight and management in the following areas:** • Check-In • Debrief and provide reimbursement information • Check-Out
c.	**ESFs:** #5,7	d.	**LIMITATIONS:** Dependent upon logistical support that can be provided by the State Mobilization Center or JRSOI
e.	**PERSONNEL: (4 PAX)** (2) Check-In Staff (1) Debriefing Staff (1) Check-Out Staff	f.	**EQUIPMENT:** (2) Staff vehicles (2) Short range radios (VHF or UHF) (4) Cell phones (1) GPS units (1) Map software (2) Air cards (1) USB jump drives (1) All-in-one printers (2) Laptop computer with power supply and printer (2) Easels with paper and markers (1) Kit with office supplies
g.	**REQUIRED SUPPORT:** • Billeting/meals, showers/restroom facilities, space for reception/briefing area/parking, fuel, telephone, Internet, supplies, and equipment • (11) Folding tables (89), chairs, Internet, supplies, and equipment	h.	**WORKS WITH:** •Mobilization Center •JRSOI •Agency mobilization center/staging area
i.	**N-HOUR SEQUENCE:** N+48	j.	**SPECIAL INSTRUCTIONS:** Most logistical support must be provided at the Mobilization Center or JRSOI
	COST PER DAY: PERSONNEL: $2,400.00	**EQUIPMENT: $1,000.00**	**TOTAL: $3,400.00**

EMAC Mobilization Unit Personnel Form

1. Incident Name:	2. EMU Location:	3. EMU State:
4. Date:	5. Time In:	7. EMAC Assisting State Mission Tracking Number:

Personnel Information

8. First Name	9. Last Name	10. Home State	10. Phone (for duration of mission) ( ) -	11. E-mail Address

12. Does this mission require personnel certification or licensure that is considered reciprocal under EMAC Article V for work in the Requesting State? Please check the box below)

☐ Yes ☐ No

13. If yes, please list.

14. If you listed any certifications or licenses above, please certify that you are licensed or otherwise certified to perform this mission as required. By checking "Yes" above and signing here, you certify that you carry a valid license, permit, or certification. By checking "No" above and signing, you certify that you are not transferring licensure or certification for the purpose of this mission.

15. Signature:

16. EMU Station Completion

Reception Credential & Mission Verification				**Event ID Issued:**	**Safety Briefing:**	**EMAC Briefing:**	**Check-Out:**
Form Complete	State Issued ID:	Agency Issued ID:	EMAC Mission Order/EMAC REQ-A:				
Time Out:							