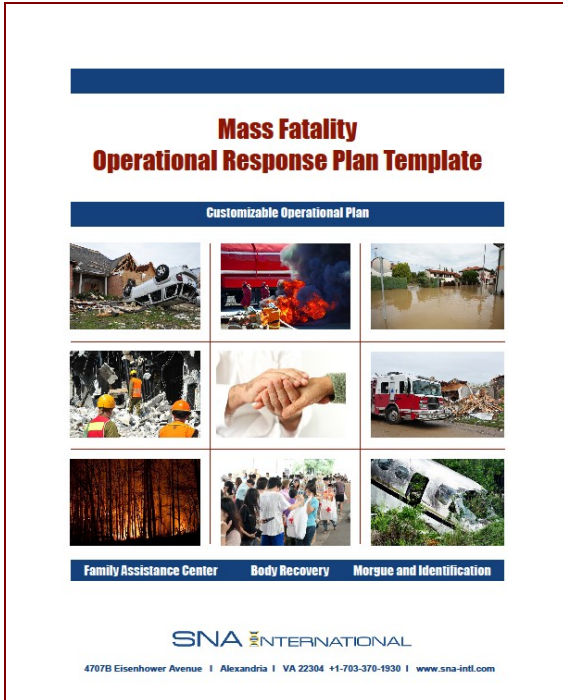


Mass Fatality Operational Response Plan Template



The Mass Fatality Operational Response Plan Template is designed as an easy and inexpensive tool for communities to begin the important process of planning in case of a mass fatality. This type of incident results in an overwhelming number of deaths which inundates local agencies and available resources. The 300-plus page customizable template outlines the operational response and also comes with five hours of SNA International consultation (an \$875 value) to help communities as they plan for their emergency responses.

Recovery of the deceased is the first stage in the identification process. There will be tremendous pressure from surviving family members, public officials, the media, and others to rapidly recover and identify the deceased following a mass fatality incident. The template outlines the operations required for the efficient and effective recovery of remains, including scene evaluation and the tasks associated with forensic body recovery.

Morgue Operations following a mass fatality are much different from those of the day-to-day flow of operations typically performed in a morgue. The template outlines which forensic specialties will be needed, the size and infrastructure requirements of the morgue itself, ancillary support needed, and other specifics necessary to establish a morgue operation that meets the unique requirements of the mass fatality response.

Mass Fatality Family Assistance Center (MF FAC) Operations are often the most misunderstood aspect of a mass fatality response. Because this is the portion of the response that interfaces with the public (i.e., families), it is critical that all participants in the MF FAC understand the operations and their roles and responsibilities. The public will judge the entire mass fatality response by what occurs at the MF FAC. The template details logistics and staffing, security, reception of families, support services, call center, intake, record management, information technology, collection of ante mortem information, family notification, and body release.

Victim Identification Operations will coordinate the identification of human remains. The ultimate goal of any mass fatality response is the identification and reunification of the deceased with their surviving family members. The template outlines the generally accepted guidelines for human identification. Additionally, the template outlines the collection and comparison of ante-mortem and post-mortem information for making identifications.

A mass fatality incident may be caused by natural hazards (earthquakes, floods, hurricanes), accidental disasters (airline crashes, bridge or tunnel collapses), pandemic outbreaks, or acts of terrorism. Therefore mass fatality response planning should be based on a scalable plan that can be tailored to any specific situation.

The purpose of this template is to provide a framework for an organized and effective response to a mass fatality event. The template provides an excellent structure for coordination and communication among multiple agencies and organizations to provide an efficient and effective mass fatality management.

Meet the Authors



Dr. Amanda Sozer, founder and president of SNA International, has received much recognition for her invaluable contributions to the forensic industry during 9/11 and Hurricane Katrina. She has extensive international forensics experience and has served on *numerous* committees and panels in an advisory capacity. Dr. Sozer facilitated the writing of the AABB Guidelines for Mass Fatality DNA Identification Operations, and is currently an advisory member of the Federal Bureau of Investigation's Scientific Working Group on Disaster Victim Identification (SWGDIV) Data Management Committee. Dr. Sozer has also written strategic plans and mass fatality response plans for a number of organizations in the U.S., and is leading a SME group developing guidelines for scientists working on human rights projects for the American Academy for the Advancement of Science. Dr. Sozer is a speaker at international mass fatality meetings and NTSB mass fatality trainings.



Arbie Goings specializes in family assistance, with more than 10 years experience in mass fatality work. His career includes many notable achievements such as 9/11, American Airlines flight 587, Comair flight 5191, Continental Airlines flight 3407, and the Columbia Space Shuttle search operations. Mr. Goings has also worked on several hurricane relief efforts, including Katrina, Rita, Gustav, and Ike. Mr. Goings' extensive contributions to numerous mass fatality incidents have earned him industry-wide recognition.

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Retail Price: \$4,900

- ♦ Each template will be customized.
- ♦ Price includes five hours of SNA International mass fatality subject matter expert consulting assistance.
 - ◊ Additional hours may be purchased at \$175 per hour.
- ♦ Price is set per a designated office location specified at time of sale.



More Specifically, This Template:

- Is fast and easy to implement into a sound and comprehensive emergency management response program.
- Recognizes the potential for mass fatality incidents and the need to respond efficiently to an event that results in a catastrophic loss of life.
- Provides a concept of operations and describes the roles and responsibilities in the management of mass fatality responses.
- Recognizes that the local authority has the legal responsibility for mass fatality response operations in their community.
- Establishes an organized structure for a coordinated and scalable response to a mass fatality incident that is ICS and NIMS compliant.
- Identifies the capabilities needed and provides options for integrating outside supporting resources.
- Is organized into sections that can be individually distributed to the many different mass fatality responders and put into immediate action.
- Focuses on the critical personnel, equipment, supplies, and important activities needed in the response.
- Provides detailed instructions and forms for the response operations including:
 - Body recovery
 - Morgue/body processing
 - Family Assistance Center
 - Identification of human remains
 - Information technology
 - Public information
 - Instructions for hospitals and healthcare facilities
- Serves as an affordable and effective foundation for further development and refinement of local community preparedness and response to events resulting in mass fatalities.

Strengthen Your Current Plan

Ideal for communities that already have a plan or a partial plan in place. At the operational level, the customized template will strengthen and complete existing plans. It is designed to go from the shelf to the response and provides guidance, job actions, and forms. This template can be a next step in expanding current plans. The template may be purchased in its entirety and also in individual sections: *Body Recovery, Family Assistance Center, Morgue Operations and Identification, and Hospital/Healthcare Roles and Responsibilities.*

SNA International, a mass fatality response and forensic consulting firm, empowers organizations to achieve public confidence through optimal performance in their human identification and forensic initiatives. SNA International develops and implements solutions for operational challenges ranging in scope from evidence handling to a comprehensive response for large mass fatalities. Our technical and managerial capacity building expert consulting services add measurable value to our customers' operations. Our services are designed to increase productivity, staff morale, and operational efficiency thus providing our customers with the ability to garner public satisfaction and confidence during the times when it is most needed.

For more information or to order your copy of the **Mass Fatality Operational Response Plan Template** contact:

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