Family Reunification

and

Assistance Center

Plan

Adapted from:

Family Assistance Guidance Plan

Metro Orlando Family Assistance Working Group December 2017

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# Background

An incident that causes mass fatalities and/or mass casualties will require a coordinated effort to provide assistance to survivors, families, and loved ones with multi-jurisdictional and multi-agency resources. The Metro Orlando Family Assistance Working Group comprised of emergency management, first responders, health and medical, private and non-governmental agencies from the tri-county (Orange, Osceola and Seminole counties) metro Orlando area collaborated to produce a strategic document to address the response and recovery aspects of the family assistance process.

Metro Orlando Family Assistance Working Group Membership:

* American Red Cross
* Central Florida Region Central Florida Disaster Medical Coalition
* Central Florida Region Domestic Security Task Force (RDSTF)
* City of Orlando Office of Emergency Management
* City of Orlando Police Department
* District Nine, Medical Examiner’s Office (Orange & Osceola)
* District Seven, Medical Examiner’s Office (Seminole & Volusia)
* Florida Division of Emergency Management
* Greater Orlando Aviation Authority
* Orlando International Airport
* Orange County Emergency Medical Services, Office of the Medical Director
* Orange County Office of Emergency Management
* Orlando Health, Inc.
* Orlando Sanford International Airport
* Osceola County Office of Emergency Management
* School Board of Orange County
* Seminole County Office of Emergency Management University of Central Florida

The Metro Orlando Family Assistance Working Group approved this guidance plan in December 2017 to assist local jurisdictions in the execution and management of family assistance services.

# Document Overview

The Family Reunification and Assistance Guidance Plan was developed to provide information and guidance to jurisdictions in the development, management and execution of their jurisdiction specific family assistance plan to encompass the implementation of the Family Reunification Center (FRC) and a Family Assistance Center (FAC). The premise of the document is based upon lessons learned, best practices, National Transportation and Safety Board (NTSB) Federal planning guidance and existing plans across the country. Subject matter experts from various multi-jurisdictional agencies and organizations were consulted throughout the process to ensure an accurate and comprehensive planning approach.

The document has four sections:

Section I is the “base plan” that describes the concept of operations including suggested staffing, organization structure, and services.

Section II consists of position checklists that can be adapted and utilized to help operationalize the plan.

Section III contains references which includes additional information on sample facility layout, equipment lists, organization charts, etc.

Section IV is the appendices which will contain the jurisdiction specific planning considerations.

Jurisdictions are encouraged to utilize this document as the basis for the planning process and generate discussion of the points pertinent to the jurisdiction. It is important to note that family assistance centers have their roots in mass casualty/mass fatality incidents, most specifically aviation/transportation incidents. Family assistance operations can be scalable based on the size and scope of the incident. Concepts introduced in this document can be applied in a variety of situations and jurisdictions are encouraged to utilize the holistic family assistance operations philosophy to address the wide range of situations that may trigger the need for some or all components of this plan.

## Planning Development Considerations

The National Association of County and City Health Officials, Advanced Practice Center, *Managing Mass Fatalities: A Toolkit for Planning* suggests the following considerations as part of the Family Assistance Center planning process.

* Consider the many contingencies that could impact effective response and what has been learned from previous mass fatalities.
* Recognize the importance of understanding the full range of people who have been impacted by the incident who will need assistance - families of survivors, families and individuals living in the area impacted by the incident, coworkers of victims, and families of missing persons.
* Be prepared to adjust planning based on the nature of the incident itself, in particular, the length of time recovery and identification of human remains will take.
* Plan from the perspective of the bereaved. It is important to realize that the families seeking assistance will remember how they were dealt with after the disaster for years to come.
* Careful planning and the pre-disaster relationships that you form will enable you to activate family assistance plans quickly and are the keys to successful family assistance operation.

The planning process should include a collaborative effort from the agencies and organizations that have a role in providing assistance/services in the aftermath of a mass fatality/mass casualty incident. Identifying these stakeholders and facilitating their involvement in this planning process is a critical step to developing an effective plan. Stakeholders for an FRC/FAC Plan may include, but are not limited to the following departments/agencies and partner organizations:

* Aging and Disability
* American Red Cross
* Call Center
* County Health Department
* Disaster Medical Coalition
* Disaster Mortuary Operations Response Team (DMORT)
* Economic Development
* Elected officials
* Emergency Management
* Emergency Mortuary Operations Response System
* Faith-based organizations
* Fire and Emergency Medical Services
* Foreign Missions (Embassies & Consulates)
* Hospitals
* Hotel & Lodging Association
* Human Services
* Immigration Services
* Law Enforcement
* Medical Examiner
* Morticians, funeral directors, and cemetery, cremation and funeral associations
* Non-government/volunteer organization(s)\*
* Private sector partners
* Regional Domestic Security Task Force
* Salvation Army
* Social Security/Department of Motor Vehicles/ Vital Statistics
* Social Services/Mental Health
* Transportation carriers/providers
* United Way
* Utility Providers
* Victim services organizations

\*Examples of non-government/volunteer organizations that may be considered include: Community Emergency Response Team (CERT), Medical Reserve Corps (MRC), etc.

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# Section I Base Plan

## Purpose

The Family Assistance Guidance Plan was developed to establish the framework for Family Reunification and Family Assistance Center operations within the metro area. While all emergencies are unique; this plan provides a concept of operations that allows for flexibility and scalability depending on the scope, complexity, and the needs of the situation. The plan identifies potential situations and triggers for establishing a FRC and transitioning to a FAC, if the incident warrants. In addition, the plan outlines the direction control, staffing, and organization of FRC/FAC operations, including virtual operations, and identifies potential essential and secondary services that may be offered in a FAC. The plan also provides resources and job aids such as forms and position checklists. The Appendices address the jurisdiction specific planning considerations to execute both FRC and FAC operations.

## Applicability and Scope

In the event of a mass casualty/mass fatality incident, a Family Reunification and/or Family Assistance Center can be established to facilitate the process of identifying fatalities and survivors of an incident, reuniting them with family, and ensuring the provision of emergency social services to survivors and families during the aftermath of an incident. These centers provide a centrally located venue for authorities and organizations to provide information to survivors, family, and friends, coordinate access to support services, and facilitate the collection of information from families that is necessary for identification while providing a responsive and sensitive environment for those affected. In the immediate aftermath, a FRC may be established to provide a secure initial gathering location for family and friends immediately after an incident. The FRC may provide for basic needs and should provide an avenue for sharing initial information about the incident and the next steps in the process to include the transition to a FAC. Establishing a FAC requires coordination of personnel and logistics and may take time to open. Survivors of the incident and their families should be able to receive an array of services, including family reunification aid, identification of loved ones, basic needs and support services, and other assistance through this overall family assistance process.

Effective family assistance operations will require the coordination, cooperation, and participation of local, state, and Federal government agencies, NGOs and private sector partners. This plan engages the support and services of the following functions/agencies:

* Aging and Disability
* American Red Cross
* Behavioral Healthcare
* Call Center
* Child and Family Services
* Disaster Mortuary Operations Response Team (DMORT)
* Economic Development
* Elected officials
* Emergency Management
* Faith-based organizations
* Fire and Emergency Medical Services
* Florida Emergency Mortuary Operations Response System (FEMORS)
* Florida morticians, funeral directors, and cemetery, cremation and funeral associations
* Hospitals
* Human Services
* Law Enforcement
* Medical Examiner’s Offices (MEO)
* Non-government/volunteer organization(s)
* Private sector partners
* Transportation carriers/providers
* Victim services organizations

Authorities

All “disasters” begin at the local level. When an incident occurs in a jurisdiction, the local authorities will be responsible for the initial response and will remain responsible for the duration of the response and recovery operations for coordination with all responding regional, state, and Federal agencies. Regardless of the cause of the incident or the state and Federal agencies or transportation organizations that may become involved, the local jurisdiction will always remain responsible for the overall initial response that establishes the direction, control, and coordination of the response.

The legal authorities that guide the structure and implementation of a FRC and/or FAC include Federal, state, and local plans, systems, acts, and select Emergency Support Functions (ESFs). In many situations a variety of agencies/organizations have “jurisdiction” or authority for certain aspects of a response to a mass fatality/mass casualty incident which will require a coordinated effort, in a unified command structure, among the local, state, and Federal agencies supporting the response.

Federal

* Emergency Management Accreditation Program (EMAP) Standards, 2016
* Incident Command System (ICS), 2008
* National Incident Management System (NIMS), 2008
* National Response Framework (NRF), 2013
* Public Law 104-264, Aviation Disaster Family Assistance Act of 1996, as amended
* Public Law 105-148, Foreign Air Carrier Family Support Act of 1997, as amended
* Public Law 110-432 Rail Passenger Disaster Assistance Act of 2008
* Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, 2013

State

* State Statutes – Emergency Management
* State Statutes Medical Examiners (Jurisdiction)

Local

* Comprehensive Emergency Management Plans (CEMPs)
* Emergency Operations Plans (EOP) and functional annexes
* Local Mass Casualty Plans

##### National Incident Management System

On February 28, 2003, the President issued Homeland Security Presidential Directive 5 (HSPD–5), “Management of Domestic Incidents,” which directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). This system provides a consistent nationwide template to enable Federal, State, tribal, and local governments, non-governmental organizations (NGOs), and the private sector to work together to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity. This consistency provides the foundation for utilization of NIMS for all incidents, ranging from daily occurrences to incidents requiring a coordinated Federal response.

In accordance with Homeland Security Presidential Directive (HSPD)-5 local jurisdictions are required to adopt the National Incident Management System (NIMS) and implement NIMS for incident management and emergency prevention, preparedness, response, recovery, and mitigation activities. The adoption of NIMS provides a consistent approach to the effective management of situations involving natural or man-made disasters, or terrorism. NIMS allows for the integration of response activities using a set of standardized organizational structures designed to improve interoperability between all levels of government, private sector, and non-governmental organizations and it incorporates the Incident Command System (ICS) as the national standard for incident management. This plan has been developed utilizing NIMS concepts and assumes all FRC, FAC and other emergency response and recovery operations should be conducted in accordance with the NIMS.

## Situation and Planning Assumptions

Situation

Many disasters result in at least some fatalities, and several types of hazards have the potential to produce multiple fatalities. Based on the Homeland Security Presidential Policy Directive – 8, the National Preparedness Goals National Planning Scenarios, and local hazard and vulnerability assessments, there are more than 20 scenarios that have the potential to result in multiple fatalities for which the metro area must plan to respond, including:

* Natural Disasters
  + Hurricanes
  + Floods
  + Tornadoes
* Natural biological disease outbreak
* Weapons of Mass Destruction Events
  + Chemical Attack: Toxic Industrial Chemicals; Chlorine Tank Explosion; Blister Agent;

Nerve Agent

* + Biological Attack: Aerosolized Anthrax; Plague, Food Contamination
  + Radiological Attack: Radiological Dispersal Device
  + Nuclear Detonation: 10 Kiloton Improvised Nuclear Device
  + Explosives Attack: Bombing using an improvised explosive device
* Technical or Human-Caused Disasters
  + Fires
  + Airliner jet crash
  + Small plane crash
  + Cruise ship crash
  + Multiple homicide / shooting
  + Building collapse
  + Train crash
  + Bus crash
  + Cyber attack

The size of the disaster will help guide expected resource needs, but the number of fatalities is not necessarily the best measure. When establishing how to classify the disaster from a mass fatality standpoint, the jurisdiction will consider the estimated number of fatalities as well as other factors, including:

* Magnitude: Overall size
* Type: Hurricane, bombing, pandemic, etc.
* Population (open vs. closed)
* Condition of Remains: Burned, severely traumatized
* Rate of Recovery: Speed at which remains can be brought to the morgue from the scene
* Contamination: Special precautions necessary
* Location of Incident: Roadway, water, building, etc.

Assumptions and Considerations

* This plan does not supersede existing plans maintained by the entity that has jurisdiction and the authority for providing family assistance services but does provide a framework for the jurisdiction to provide support to these response operations.
* The command structure for the FRC and FAC should follow the NIMS/ICS structure.
* The FRC and FAC operations should follow all local credentialing policies and procedures in regards to staff and volunteers.
* FRC and FAC service requirements may differ depending on type of incident. One or both of these centers could be needed.
* The jurisdiction should be prepared to initiate support to survivors and families of all affected when a mass casualty/fatality incident occurs even if the event falls under the authority or jurisdiction of another entity, e.g. National Transportation Safety Board (NTSB), school system, etc.
* The jurisdiction should employ existing protocols, agreements, and data systems that are relevant to the functioning of the FRC and/or FAC and should develop new protocols, agreements, and data systems when required to successfully execute all duties described in this plan.
* A mass casualty/fatality incident may be caused by a variety of naturally occurring (weather related), accidental or intentional human-caused events including but not limited to tornados, floods, transportation incidents (such as a plane crash, train derailment, or multiple vehicle highway accident) or criminal/terrorist events (such as active shooter and bombings).
* In the event of an act of terrorism, the affected jurisdiction should consider contacting the Region 5 Regional Domestic Security Taskforce (RDSTF) to provide additional support.
* Family members will have high expectations regarding the identification of the deceased, notifications, the return of loved ones to them, and ongoing information and updates.
* Family members and friends may begin congregating at the incident site or at local hospitals and will begin to seek information almost immediately. Plans should take into account the need to receive family and friends in a safe and secure environment located away from the immediate incident scene as soon as possible after the incident. (See Reference E – Family Reunification Center Set-up Considerations).
* Hospitals will likely be overwhelmed by a massive surge of patients. They will be pressed to perform family reunification activities in conjunction with providing life-saving care and will be heavily reliant on rapid, continued support from the local/area authorities.
* A FRC is designed to be short-term and has short-term tasks, goals, and expectations, while FAC operations may be long-term (1-2 weeks).
* Responding to a mass fatality incident can be overwhelming, leading to traumatic stress. Support for responders is essential to monitoring and minimizing the impact.
* Although often limited to the location of the incident it is not uncommon for adjacent residential areas to be damaged and casualties/fatalities identified.
* An incident may occur in neighboring jurisdictions that quickly overwhelms the capability of the jurisdiction to provide FAC operations. Surrounding jurisdictions may consider providing support directly to the impacted jurisdiction or operating a FAC within their own jurisdiction on behalf of the impacted jurisdiction. Appropriate coordination should be available to ensure survivor and family briefings are live and interactive and services can be applied equally to all.
* Family and survivors in the FAC may or may not be residents of the affected jurisdiction. It is likely family and survivors from outside of the affected area will descend on the incident site seeking information and services.
* Should the emergency preclude the establishment of a physical FAC, a virtual FAC may be established if deemed necessary.
* If a FAC is activated, other plans may also be activated. Families who do not travel to the FAC may expect to receive the same services and information as those in the FAC. Resources need to be in place to ensure interface via internet, telephone bridging for briefings and other needed technology. Coordination with the appropriate organizations/agencies in the families’ communities may be necessary to provide resources outside of the impacted area.
* Families who reside outside of the affected area may travel to the incident site and may require accommodations coordinated by the FAC. At the same time a number of people who live in the impacted area may also be seeking accommodations.
* There may be family members who will not travel to the FAC. Support for these family members should be considered in the planning and response process.
* The ratio of family members seeking assistance from the FAC to victims is estimated to be 10 to 1. Based on this ratio, if 1,000 casualties occur due to man-made or natural disaster, 10,000 family members and friends could seek FAC services and information.
* For purposes of family assistance, family member should be defined broadly and include the many individuals that consider themselves to be the victim’s ‘family,’ even when the law does not formally recognize the relationship. Any time family is used in this document, it includes all friends and loved ones that have identified themselves as ‘family’ to the victim.
* A mass casualty/fatality event may generate an extraordinary interest by unaffiliated persons offering to volunteer time and/or services. It is likely there will be a large influx of donations as well. Volunteers and donations should be managed according to the jurisdiction’s Donations and Volunteer Management plans.
* The incident may generate witness reports and other information as well as inquiries that could overwhelm existing systems such as 911 and information and referral organizations and agencies. A call center may be needed.
* In addition to local media interest, national and international media outlets are likely to descend on the incident area seeking interviews from officials, survivors and family/loved ones. Public information officers (PIO), through established procedures (e.g. joint information center (JIC) operations), in collaboration with FAC management should coordinate official public information releases and news conferences. Families and survivors in the FAC should not be restricted from speaking with the media, however media access to families and survivors should not be done within the FAC. A designated location outside the FAC should be available if family and survivors choose to speak with the media.
* The services provided at a FAC are scalable depending upon the size, scope, and needs of the situation.
* Financial responsibility for the support to the survivors and family members of all affected may rest with transportation carrier or government aid, but in many cases there are no specific requirements for the provision of services or financial compensation. This may include but is not limited to the financial requirements of the FAC, transportation, lodging, meals, and other miscellaneous expenses.
* Staff members should have the appropriate capability, training, and experience to deliver assistance or make referrals to appropriate resources. Credentialing for these staff members should be considered for additional safety and security.
* The ability to establish and support FAC operations will be dependent on the scope of the incident and the resources available. In a widespread incident, jurisdiction resources may be directly impacted and/or the incident priorities may require allocation of resources that precludes the establishment of a FAC.
* This plan assumes that there is one event for which a FAC will be implemented. However, if there are multiple events or incidents to which the jurisdiction must respond, the staffing plans may require more staffing resources beyond the capabilities of the impacted jurisdictions.
* State and Federal agencies will normally participate in the FAC in support and coordination roles. In some circumstances, state and Federal agencies may be the lead agency for functional tasks inside the FAC.
* A liaison may be provided to state/Federal agencies that establish separate facilities for their operations. In aviation incidents, a jurisdiction liaison may be sent to the impacted airport(s).
* Family assistance in response to aviation incidents will be handled in accordance with the National Transportation Safety Board Federal Family Assistance Plan for Aviation Disasters which adheres to the Aviation Disaster Family Assistance Act of 1996 and the Foreign Air Carrier Family Support Act of 1997.
* Family assistance in response to rail incidents will be handled in accordance with the Rail Passenger Disaster Assistance Act of 2008.
* The Federal Bureau of Investigation’s (FBI) Office for Victim Assistance may be deployed to a terrorist incident and assist in establishing a FAC.
* The American Red Cross (ARC), the Salvation Army, and other nationally organized volunteer groups active in disaster may also provide assistance to family and survivors.
* Local professional and volunteer organizations and charitable groups, including religious groups that normally respond to emergency situations will do so if requested.
* The jurisdiction should train on and exercise this plan to refine its execution and applications.
* Agencies with roles and responsibilities in FAC operations should develop policies and procedures that provide further detail on the execution of those responsibilities.
* When the incident grows outside of the jurisdiction’s capabilities/resources it is important to request outside assistance via mutual aid agreement or memorandums of understanding. Localities have the responsibility to establish and seek support for a FAC through existing resource request/management processes.
* A FAC may be established by another agency having jurisdiction, such as when a mass casualty incident occurs on state or federally owned property. Local resources may be incorporated into this type of FAC.
* Elected officials and their representatives should be included in the planning process and should be provided a copy of the plan to ensure their familiarity with how their jurisdictions will respond to an incident that requires a family assistance operation.

## Plan, Development, Maintenance and Distribution

This plan has been developed through a collaborative effort of the following agencies:

* American Red Cross, Central Florida Region
* Central Florida Disaster Medical Coalition
* Central Florida Region Domestic Security Task Force
* City of Orlando Office of Emergency Management
* City of Orlando Police Department (OPD)
* District Nine, Medical Examiner’s Office (Orange & Osceola)
* District Seven, Medical Examiner’s Office (Seminole & Volusia)
* Florida Division of Emergency Management
* Greater Orlando Aviation Authority, Orlando International Airport
* Orange County Emergency Medical Services, Office of the Medical Director
* Orange County Office of Emergency Management
* Orange County Public School System
* Orlando Health, Inc.
* Orlando Sanford International Airport
* Osceola County Office of Emergency Management
* Seminole County Office of Emergency Management
* University of Central Florida

The above agencies formed the Metro Orlando Family Assistance Working Group and are responsible for developing and maintaining the base plan. This plan should be reviewed after each implementation, training, or exercise and/or at least every two years and updated accordingly. Those individuals charged with responsibilities for managing various activities are responsible for developing standard operating procedures and supporting plans for the implementation of those activities.

## Training and Exercises

* A comprehensive training and exercise program is essential for the effective operation of a Family Reunification Center (FRC) and a Family Assistance Center (FAC). Each department and organization with assigned roles and responsibilities should ensure that staff members are trained for their emergency roles and responsibilities and provided the opportunity to participate in exercises.
* The FRC and FAC operations should be exercised regularly. When possible it should be incorporated into comprehensive response exercises as a component of an overall mass causality/fatality incident response. Exercises should be evaluated so that shortcomings in the plans, training, coordination, and operational procedures can be identified and corrected accordingly.

References

Below is a list of references utilized in the development of this plan:

* Family Assistance Center Plan, Virginia Department of Emergency Management, October 2012
* Family Reception Center Exercise Guidelines, Disaster Mental Health: A Critical Response Instructor’s Guide, University of Rochester, 2006.
* Los Angeles County Family Assistance Center Plan, December 2010
* Napa Valley Local Assistance Center Plan, January 2009
* National Association of County and City Health Officials, Managing Mass Fatalities: A Toolkit for Planning
* National Capital Region Family Assistance Center Planning Template and Guidance Document, May 2016
* National Incident Management System (NIMS), 2008
* National Response Framework (NRF), 2013
* National Transportation Safety Board, Federal Family Assistance Plan for Aviation Disasters, 2008 (https://www.ntsb.gov/tda/TDADocuments/Federal-Family-Plan-Aviation-Disasters- [rev-12-2008.pdf](https://www.ntsb.gov/tda/TDADocuments/Federal-Family-Plan-Aviation-Disasters-rev-12-2008.pdf))
* Response to the Terrorist Attack on the Pentagon: Pentagon Family Assistance Center (PFAC)
  + After Action Report;
  + Appendix A, PFAC Management Component Source Documents;
  + Appendix B, PFAC Administrative Component Source Documents; and
  + Appendix C, PFAC Operations Component Source Documents, Department of Defense, 2003 [(http://www.defenselink.mil/mapcentral/actionrpt.html).](http://www.defenselink.mil/mapcentral/actionrpt.html))
* Reuniting the Families of Katrina and Rita: Final Report of the Louisiana Family Assistance Center, Louisiana Department of Health and Hospitals, 2006

(http://www.dhh.louisiana.gov/offices/publications/pubs-303/Full%20Report.pdf).

* Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, 2013
* State of Florida, Fatality Management Response Plan of the Florida Medical Examiners Commission, Version 3.0, May 25, 2012 (http://www.fdle.state.fl.us/cms/MEC/Publications-and-Forms/Documents/MEC-Fl-Mass-Fatality-Plan-2012-Ver-3-Final.aspx)
* State of Florida, Florida Emergency Mortuary Operations Response System (FEMORS), Field Operation Guide (FOG), Sixth Edition, May 15, 2013
* US Department of Justice and the National Transportation and Safety Board, Mass Fatality Incident Family Assistance Operations: Recommended Strategies for Local and State Agencies (https://ntsb.gov/tda/TDADocuments/Mass%20Fatality%20Incident%20Family%20Assistanc [e%20Operations.pdf](https://ntsb.gov/tda/TDADocuments/Mass%20Fatality%20Incident%20Family%20Assistance%20Operations.pdf))

## Concept of Operations

Over the duration of the incident, the FRC and/or FAC should be modified both operationally and structurally/physically. The demands on the FRC and/or FAC will change as the response efforts move through different stages. At the beginning of the response, there will be a surge of requests, calls, families, and survivors to the FRC and/or FAC. The ability to accommodate this surge will require an analysis of the incident and the anticipated needs of the affected public. Once these needs have been identified, the appropriate FRC and/or FAC organizational structures can be determined and adequate staffing, facilities, and other resources can be acquired and operations implemented.

Guiding Principles

* Maintain a single focus–supporting the families and survivors.
* Convey this single focus in all communications and actions, both internally and externally.
* Deliver only unequivocal, accurate information to families and survivors with honesty and empathy—although painful, the truth is always most supportive to the families.
* Guide family and survivor expectations from the beginning of the operation.
* Accommodate family and survivor requests—group or individual situations—to the maximum extent possible and recognize that some requests cannot be met. Understand limitations and set boundaries by establishing realistic expectations with families and survivors from the beginning.
* Work closely with area hospitals, who are caring for survivors and helping with family reunification, to ensure they receive the maximum level of support.
* Remain flexible, allowing room to adapt and evolve to meet new requirements and needs.
* Provide every opportunity for family and survivors to make decisions to regain control of their lives to support individual resiliency.

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 incident information. Not all families will travel to the jurisdiction and a call center offers the opportunity for them to provide information and to receive information just as those present at a physical FRC and/or FAC. The call center should screen callers, provide initial telephone intake, and refer appropriate callers to a physical FRC and/or FAC. The call center may also assist with reunification by entering basic data provided by family on victims to send to the Medical Examiner’s Victim Identification Team, referring callers to appropriate services, and helping family locate injured victims in local hospitals. All information provided through a call center should be validated through a predetermined process so that only official information is provided to callers. A call center should be established as early in the incident as possible to facilitate communication with those not on-site.

Each jurisdiction should develop a call center activation process (see Section IV: Appendices – Appendix D: Call Center Procedures). The following functions/organizations may have roles and responsibilities within a call center: 311, American Red Cross, information technology, mental and behavioral health, and public information. This call center should have a liaison that works directly and communicates with the EOC.

*County 311 may be an available resource in your region. County 311 is able to provide trained crisis staff to answer phone calls and provide information following a mass casualty incident.*

\*Note in the aftermath of a major transportation accident that falls under Federal family assistance legislation, the affected carrier is required to establish a toll-free number. It is important for local agencies to understand that this is happening and there needs to be communication and a flow of information between the local agencies collecting information and the carrier that is also collecting information, especially victim information that needs to be forwarded to the district medical examiner’s victim identification team.

Information Portal (website)

A web-based information system may be established to provide and collect information. The jurisdiction website may be utilized and frequently updated with bulletins containing available information and links to local, state, and Federal resources. These web pages should be designed ahead of time and activated immediately after the incident occurs or when the FRC and/or FAC is established.

The information portal should be operational as soon as possible after an incident. Plans and processes for the use of social media platforms such as Facebook, Twitter, Person Finder, etc. should also be considered.

All information provided through the information portal should be validated through a predetermined process so that only official information is provided. The information portal can direct media to the JIC and/or the PIO to help protect family and survivors from public scrutiny and from receiving information from unauthorized sources.

The following functions/organizations may have roles and responsibilities associated with this:

* Emergency Management
* ESF 14 Public Information
* ESF 16 Law Enforcement
* Human Services
* Information Technology
* Legal

## Definitions

The Family Assistance Planning Working Group developed and adopted the definitions of a Family Reunification Center and a Family Assistance Center found below. Each jurisdiction is encouraged to utilize these definitions to promote consistency throughout the metro area.

*“A* ***FRC*** *is established in the immediate hours after a mass casualty or mass fatality incident. This designated community space is established as a centralized location for families (and friends) to gather, receive information about the victims and grieve, protect families from the media and curiosity seekers, facilitate information sharing to support family reunification (e.g., direct families to Hospital if victims are known to have been transported to the location), and provide death notification when patients die and identity is known. This Center is short-term and may be replaced by a Family Assistance Center in the event the jurisdiction/agency deems this to be necessary. (A FRC transition to a FAC may be time or task driven. For example, a FRC may close when the last death notification is made to the next of kin or simply whenever the FAC is staffed and ready to open.)”*

*“A* ***FAC*** *is established following a large mass casualty or mass fatality incident. This designated space is established as a centralized location for families (and friends) to gather, receive information about the victims and grieve, protect families from the media and curiosity seekers, facilitate information sharing to support victim and family needs, and to provide necessary social services. This Center can be intermediate or long-term in scope and may target delivery of a range of services and/or may focus on families and friends of missing or deceased victims.”*

## Family Reunification Center (FRC) Operations

Below are the general procedures and goals of an FRC. Additional set-up considerations for a FRC can be found in Section III: Reference E.

Purpose

* Protection and privacy from general public, media immediately after an incident occurs; serves as a buffer, but not a sequester
* Introduce order during a chaotic time
* Establish positive rapport early in the operation
* Information sharing from the source(s)
* Place to brief initial information
* Begin to establish accountability
* Support reunification effort

Goals

* Reunify persons affected by or involved in a disaster or emergency incident with loved ones (friends and family) in a thoughtful and timely manner and with concern for those who are still searching.
* Provide supportive services in a safe location while friends and family are waiting for information.
* Coordinate with the responsible agencies (i.e. Medical Examiner, Emergency Management, Social Services, etc.) to assess the situation and determine if there is a need to establish a family assistance center or other services.
* Collection of missing person reports and subsequent collection of ante-mortem data, if necessary.
* Coordinate the collection of available data from incident shelters, hospitals, or other medical treatment facilities, as well as search and rescue operations, to compare with the missing persons list in order to reunite families.
* Ensure availability of psychological, spiritual, and logistical support and services to survivors and family in a continuous manner; 24 hours a day while the FRC is operational.
* Assist law enforcement and/or crisis counselors in making initial notification to family members of victims that their loved ones might have/or have been confirmed to have been injured or deceased from the incident based on available information.
* Ensure accurate information is being received in a timely and consistent manner and is only provided by qualified individuals who will control the information flow outside of the FRC
* Provide briefings to families, prior to briefings to the media on a regular daily schedule, on the progress of recovery efforts, identification of victims, the investigation, and any other areas of concern.

Reunification operations considerations

* Upon arriving at the FRC, survivors should be directed to go through a registration process and then be directed to a waiting area where they will have access to basic needs, medical care, behavioral health resources, and other forms of support.
* As family members and friends arrive seeking information they should also go through registration and then directed to a separate waiting area. Staff members who are responsible for accountability should try to determine if the person they are looking for is on site, in a hospital, or whereabouts unknown.
* Verification of all survivors and family members should always be carried out. Especially if it involves a minor. (picture ID):
* Contact National Center for Missing and Exploited children
* Child Protection Services

FRC Base Services

Essential base services are the services that should be available when the FRC opens and becomes operational. They include the following:

Reunification Services

A FRC should house services for family 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 should be provided to family to locate a missing person after the emergency and persons who may have been found but remain unidentified and separated from family.

Consideration may be given to establishing a FRC separate from the FAC for reunification of incident survivors and their family, especially when fatalities have occurred, as not all family will be reunited with a survivor.

The following functions/organizations may have roles and responsibilities associated with this essential base service located at the FRC:

* Law enforcement
* Local emergency management agency
* Fire department and emergency medical services
* Family Services
* Public Schools
* Health and Human Services
* Hospital(s)
* District Medical Examiner’s Office
* Emergency Mortuary Operations Response System
* Disaster Medical Coalition
* State morticians, funeral directors, and cemetery, cremation and funeral associations
* Division of Emergency Management (FDEM)
* Department of State (if foreign nationals are involved)

Fatality Information and Collection Services

A FRC should serve as the primary area where information is collected from families to assist in the identification of victims. Information collected should include basic demographic information, personal body identification markers, dental records, and deoxyribonucleic acid (DNA). The following functions/organizations may have roles and responsibilities associated with this essential base service:

* Disaster Medical Coalition
* District Medical Examiner’s Office
* Emergency Mortuary Operations Response System
* Law enforcement (Sheriff, municipal police, State Police)
* State morticians, funeral directors, and cemetery, cremation and funeral associations

Communication Management Services

A FRC should serve as a reliable source of information regarding incident-related information and services. The FRC should receive information from the EOC (Mass Care, PIO, etc.), callers, and families and survivors, and release information only as it is verified by the appropriate agency representatives and the FRC Manager. Multiple briefings should be provided to family and survivors daily at the FRC to share all relevant emergency status information and services, and family assistance processes.

These briefings should be conducted by the FRC Manager or their designee in coordination with the jurisdiction’s public information officer (PIO) and consist of updates from officials involved in the many different aspects of the incident such as law enforcement (local, state, Federal), fire and rescue, District Medical Examiner’s (ME) office, and human services. These briefings are independent of incident or media briefings provided by the jurisdiction PIO and officials regarding the overall incident situation.

Security and Credentialing

The FRC should be a secure facility that provides a safe environment for the families, survivors, and the staff. A credentialing system that includes badge creation and card reader capabilities is useful to have in place prior to an event. In the absence of equipment for this a standard operating procedure should be in place pre-event that describes the types of identification that should be recognized and a system for tracking entrance and departure from the facility.

The following functions/organizations may have roles and responsibilities associated with this essential base service:

* Law enforcement
* Site security

Staffing

While the staffing for the FRC will be limited in services and scope and designed to fill an immediate need and be a short-term facility, it is the most essential component of FRC operations. The FRC is a highly sensitive environment. It is critical that all staff – employed or volunteer – are appropriately trained and qualified to provide services as dictated by their respective roles and responsibilities within the FRC. It is suggested that all staff working in a FRC environment review and sign a confidentiality agreement. A confidentiality agreement can be found in Section III: Reference I.

The quantity or number of staff needed should be determined at the time of the incident, based on its complexity and the estimated number of potential victims. Government and nonprofit organizations are ideally the primary providers of FRC services. A core staff from the FRC managing agency and from the local District ME Office is important to ensuring continuity for families. Involving additional agencies with experience in providing family assistance for mass fatalities is strongly recommended. The remainder of the staffing will be from multiple agencies and organizations. Reference Section III contains position checklists for each of the identified positions. Depending on the incident all positions may not need to be filled.

Management Team: The Management Team should be responsible for the overall coordination and maintenance of records for all activity that occurs within a FRC. The FRC Manager should oversee the entire FRC operation. The Management Team is scalable in that for smaller operations, the FRC Manager can serve in multiple roles. The Management Team should also be responsible for internal communications both operationally and with the clients. At least two briefings should be scheduled with the families at a FRC per day. It is important to note that a cadre of individuals should be trained to serve as FRC Manager prior to FRC activation. The Management Team is comprised of (when staffed):

* FRC Manager
* Public Information Officer
* Safety Officer
* FRC Support Team
* Liaison Officer(s)

Intake/Processing Team: The Intake Processing Team should be responsible for registering individuals as they enter the facility and identifying a caseworker who should serve as that person’s primary POC for the duration of his or her time at the FRC. The Intake Processing Team may be on-site and may coordinate with the virtual FRC/Call Center on screening and intake, or be off-site as part of the virtual FRC/Call Center if a physical FAC is not feasible due to the nature of the incident.

The Intake/Processing Team is comprised of the following positions (when staffed):

* Intake Processing Team Lead
* Intake Receptionist
* Intake Coordinator
* Intake and Processing Caseworker
* National Center for Missing and Exploited Children (child reunification)

Fatality Management Team: The Fatality Management Team, established by the District Medical Examiner’s Office, should be responsible for collecting information from family members about their missing loved ones. Team members should conduct interviews to obtain ante-mortem (preceding death) information to assist in victim identification as well as having other team members perform DNA collection. The ante-mortem interview should be facilitated by one person to ask questions and another to record this information after the interview is conducted. The interviewers must be trained specifically for FRC information collection as well as in principles of psychological trauma and crisis intervention. The interview team members become the case managers for that family for any aspect of victim identification. Certain fatality management team members must be trained in DNA swab collection.

The Fatality Management Team is comprised of the following positions (when staffed):

* Unit leader
* Medical Examiner liaison
* Administrative specialist
* Behavioral health specialist
* Call taker specialists
* Data entry specialists
* Data/records coordinator
* Dental/Medical records acquisition specialists
* Documentation specialist
* Family History DNA specialists
* Information Collection coordinator
* Interview specialists
* Records Management Specialists
* Volunteer training specialist

Reunification Team (for injured victims): The Reunification Team (for injured victims) should assist in helping victims and their families reconnect. This may be at a hospital or at the reunification center.

* Reunification Team Lead
* Hospital Liaison
* Missing Persons Officer

Integration with Healthcare:

For mass casualty incidents, the County Office of Emergency Management should consider setting up an area FRC immediately upon notification of the incident. Area hospitals will likely be receiving a significant patient surge; performing family reunification in conjunction with providing life-saving patient care may overtax their capabilities. Additionally, centralizing family reunification activities will significantly streamline information sharing as it relates to victim identities. The Area FRC, once established, should house the following:

* County personnel
* FRC personnel
* Representatives from each area hospital/healthcare system

County personnel will manage the facility and provide additional support to the FRC operations. FRC personnel will process information from families and hospital/healthcare system will run this through their electronic health record systems, looking for patient matches based on the information provided. This approach supports:

* Rapid searches across a wide geographic area
* Reduced stress on families from contacting/traveling to multiple hospitals/healthcare systems
* Reduced impact to area hospitals
* Reduced impact on County 311 services

Child Reunification/Release Team: The Child Reunification/Release Team should be responsible for ensuring that any individual seeking for a child to be released into his or her care has the legal authority to take the child. The Reunification Team is comprised of the following positions (when staffed):

* Child Reunification Team Lead
* Law Enforcement Representative
* School Representative
* Child and Family Services Representative

Death Notification Team: The Death Notification Team is responsible for notifying the legal next of kin of the death of their loved one after the medical examiner makes positive identification of the individual. The Medical Examiner is the only entity with legal responsibility for making positive identifications; therefore, the Medical Examiner or designee is an essential position of this team. The Death Notification Team is comprised of the following positions (when staffed):

* Medical Examiner or designee
* Death Notification Team Lead
* Law Enforcement Representative(s)
* Chaplain/Spiritual Advisor/Pastor/Clergy Representative(s)
* Foreign Consular Advisor, if applicable
  + Consulates/Embassies represent the interests of non-US citizens and provide direct support to their citizens during an emergency. They routinely provide services that US authorities are unable to offer, and can also reduce the number of victims seeking support from US authorities.
* Behavioral Health Provider(s)

Spiritual Support Team: The Spiritual Support Team should be available to assist victims and their families in the immediate aftermath to cope with the disaster. The Spiritual Support Team is comprised of the following positions:

* Spiritual Advisors
* Religious Leaders (pastors, rabbis, clerics, priests, etc.)

Demobilization

* The FRC is intended to be temporary and best judgment should be applied as to when it is demobilized.
* When the basic needs and the crisis has been adequately addressed the FRC can be demobilized.
* If the operations are continuing; when a family assistance center has been established and opened the FRC can be closed and the services can be transitioned to the FAC.
* When the last family has arrived and/or all families have been contacted and they know how or where to go for information the FRC can be closed.
* Once demobilized, families should be referred to the FAC for further information and more long-term support.
* Consideration should be given to providing FRC responders with critical incident stress management support, as outlined in this document.

## Family Assistance Center (FAC) Operations

Purpose

A Family Assistance Center is designed to provide information and ensure the provision of emergency social services to survivors and families as they recover from the emergency.

Direction, Control, and Coordination

In accordance with the National Incident Management System the incident scene should be managed by the on-scene incident commander/unified command and an established incident command system organization. Emergency Management may activate the Emergency Operations Center (EOC) to support overall response operations to include on-scene and FAC operations.

The FAC should be organized and managed in accordance with the ICS concepts as well. The direction and control function for the FAC should be performed by the FAC Manager. The FAC Manager should coordinate with on-scene operations and the EOC as necessary.

Based on the legal authorities directing responsibility for the establishment and operation of a FAC, a variety of agencies may be involved in the management of the FAC and should operate under the direction and control in accordance with plans, policies, and procedures established by the agency with jurisdiction/authority for the FAC.

In addition to the same functions included in the FRC, the following functions and activities may apply:

* Arrange for a site visit for families and survivors if feasible and by request.
* Consider memorials when requested by family members, survivors, etc. Memorial events might occur spontaneously by community involvement or any number of other ways. Federal legislation has specific language regarding the development of a memorial by transportation carriers that fall under the legislation.
* Provide information on the procedure regarding the return of personal effects (Note: Personal effect may be held for evidence by police or the investigative agency for extended periods).
* Maintain current contact information with survivors and family in order to provide updates on the progress of the investigation, on-going resources and support, and other related matters. Maintain contact and provide above mentioned services and information to family who choose not to visit the FAC via websites, phone banks, and requests for assistance through the family’s local resources (i.e. law enforcement agencies, social services, etc.)
* Provide and/or facilitate screening for available financial assistance if applicable and in accordance with established regulatory requirements (i.e. victims of crimes compensatory funds)
* Maintain security from media and other individuals not requiring the services of the FAC.
* Manage requests for sensitive information in such a way that does not hinder the purpose of having a FAC.
* Assisting people with disabilities and others with access and functional needs in participating in the family support services. This may include assistive technology and communication devices.

Notification

* On-scene incident command should notify emergency management and other jurisdiction officials of an incident that may require FRC and/or FAC operations.
* Emergency management staff should begin to assess incident-specific information and determine if emergency operations center (EOC) operations are warranted and should coordinate with Human Services and other appropriate agencies to determine the need for FRC/FAC activation.
* If FRC/FAC activation may be required, emergency management and public safety officials should initiate the appropriate internal and external notifications to staff and support agencies as outlined in standard operating procedures for notifications.

Activation

The following serve as guidelines for triggers of a FAC activation:

* Any incident where establishment of a FRC/FAC will enhance response operations.
* A FAC should be established under a variety of mass-casualty situations. FAC operations should be activated as early into the event as possible. Preliminary services or a FRC can be offered that include providing accurate information, meeting basic health and spiritual needs, and ensuring a safe place to gather while the FAC is being established.
* Emergency Management in coordination with the appropriate agencies having responsibility for FAC operations should have the decision making authority for activation of a FAC. Jurisdictions should identify the agencies having authority for activating and operating a FAC.
* If a FAC is established, activation of the Emergency Operations Center (EOC) is strongly suggested to provide necessary support to the operation.
* Emergency Management and FAC support agencies should coordinate to determine the location of the FAC. FAC locations may be pre-determined through established memoranda of understanding (MOU). The facility should be physically located away from the disaster scene, the incident morgue, and staging areas yet still close enough for staff to travel back and forth as needed.
* As staff arrive at the FAC, the designated FAC Manager should make position assignments. The position assignments may be determined prior to an incident based on day-to-day roles and responsibilities, training, and experience but may be adjusted as needed based on staff availability and incident requirements.
* The services provided at a FAC are scalable depending upon the size of the event. However, there are services that are essential to any FAC operation, as well as services that may be deemed optional.

### Guidance for FAC Triggers

The numbers provided below serves as guidance only and may not necessarily be applicable or appropriate in every situation. For example, 15 victims may result in 150 family members seeking assistance at a FRC and/or FAC (based on a 1:10 ratio). In this situation 150 may be enough to require a significant FAC operation. However if the 15 victims all belong to one family it might not require a family assistance center operation. Consideration should also be given to the number of victims (survivors) vs. fatalities as the greater the number of fatalities the more likely a FAC operation will be necessary.

|  |  |  |  |
| --- | --- | --- | --- |
| **Number of Victims** | **FAC Activation** | **Building Size\* (Sq. Footage**  **or # of rooms)** | **Estimated # of**  **family members** |
| <15 | Optional | Small | 150 |
| 16-50 | Automatic | Medium | 160-500 |
| 50+ | Automatic | Large | 500+ |

*\*A small building can be an office suite or single floor of a building (individual rooms for private interviews will still be necessary).*

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

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

### FAC Activation Levels

Staffing needs will vary based on the FAC activation level. The activation levels of a FAC mirror those of an EOC activation.

|  |  |
| --- | --- |
| **FAC Activation Level** | **Level Determination** |
| Level 3 | Less than 15 survivors/fatalities |
| Level 2 | 16-50 survivors/fatalities |
| Level 1 | 50+ survivors/fatalities |
| Virtual FAC\* | * Incident type, location and/or severity prohibits traditional FAC activation * Examples include Chemical, Biological, Radiological, Nuclear or   Explosive incident where assembly at a traditional FAC would be unsafe |

*\*Should the emergency preclude the establishment of a physical FAC, a virtual FAC may be established if deemed necessary. Additional details on the operation of a virtual FAC can be found in Section III: References – Reference F: Virtual FAC Operations.*

Guidelines for a FAC Facility

The type of mass fatality incident and the number of fatalities and persons needing assistance will affect site selection. Location and functional capability are important when determining the site. Consider pre-identifying potential facilities in different geographical areas in your jurisdiction.

Selecting a facility for a FAC should be considered during the planning process. Having pre-identified facilities (Section IV: Appendix A) may assist with the decision making process when an incident occurs. However, how family assistance is managed will depend on the incident, extent of pre- planning, the resources at hand, and the jurisdiction’s decisions regarding how family assistance will be provided.

Possible locations for a family assistance center are a hotel, convention center, college, or community center. In rural areas, tents may be used. A neutral, non-religious site is preferred because some families may be uncomfortable coming to a religious structure.

Site Selection Considerations

Incident Characteristics

There may be specifics of the incident that will determine site selection that will only be recognized at the time of the incident.

Availability—Immediate and Long-Term

Immediate, with flexible, long-term availability as needed.

Location in Relation to the Incident Site and the Medical Examiner’s Office

Close enough to the site to allow the District Medical Examiner’s Office and others to travel easily between the incident site, morgue and FAC, but far enough from the site that families are not continually exposed to the scene and to prevent sensory input (sights, sounds, and smells).

Adequate Size to Meet the Needs of Anticipated Number of Families

The FAC facility size should not be underestimated. Enough floor space is needed to conduct the many FAC functions. Sufficient space for expanding the operation as family needs evolve is required. Anticipate eight to 10 family members per potential victim, and then add staff. The building should be large enough for the needs of the situation. It is estimated that each participating agency will need 150 square feet. The total square feet needed may vary from as few as 1200 square feet to more than 5000 square feet. Consequently, it is good to identify a variety of buildings of different sizes in different locations within your jurisdiction.

Accessibility

Easily accessible for family and survivors, and for staff and volunteers or plan to provide transportation. American Disability Act (ADA) guidance should be utilized to ensure facilities and transportation services are compliant.

Needs of the Participating Agencies

Different service teams may have different needs regarding their space. The Team Leaders should communicate with the FAC Logistics Officer regarding specific team needs for furniture, equipment, and supplies.

Sufficient tables and chairs for the needs of the situation should be available. Each agency working in the facility will need at least one long table and five chairs.

Need for Overnight Facilities

If the incident is not a local event, access to overnight facilities will be critical.

Need for Transportation Services

If the location is difficult to access by public transportation and/or there are parking limitations, transportation services may be necessary.

Security Requirements

FAC security will need to be arranged. Access to the FAC should be controlled so that families and survivors have privacy and are not overwhelmed by the press, photographers, and the general public.

Security needs include:

* Site Security (external and internal with some officers in plain clothes)
* Parking Lot(s)
* Security around the Perimeter
* Traffic Control

If there will be more than one FAC site, security will be needed at all sites.

*Recommendation:* Have a law enforcement representative on the FAC site selection team to assess potential security issues when the site is being selected.

Basic Infrastructure Needs

When identifying potential facilities and their infrastructure capabilities, it is also important to determine and understand capacity. Base capacity requirements on the expectation of eight to 10 family members for each potential victim plus the FAC staffing requirements. Understanding the limits of a facility will lead to more effective facility selection, planning, and setup. Facility at a minimum should contain the following:

* Electrical Power
* Multiple Land Lines (telephones) and Cellular Telephone Reception
* Internet Service
* Controlled Heat/Air Conditioning (depending on climate)
* Hot and Cold Running Water
* Multiple Rest Rooms (allowing for separate areas for families and staff)
* Sewage
* Food Service Capability
* Adequate Parking
* Security Provisions (controlled access with perimeter for privacy from media and intruders)
* Accommodations for disabled family members/staff
* Screening (from view of the media)
* Generator(s) and back-up infrastructure
* Break-out rooms and designated outdoor area for service animals and/or comfort dogs for rest period
* Interview rooms and conference rooms for specialized team (Law Enforcement, Medical Examiner Victim Identifications team)

Space and Floor Plan Requirements for FAC Functions

The floor plan should accommodate simultaneous and effective performance of many services for the families and friends of victims. The space should be large enough to accommodate needed services. It is estimated that each participating agency will need 150 square feet. The total square feet may vary from as few as 1200 square feet to more than 5000 square feet. Consequently, it is good to identify a variety of buildings of different sizes in different locations within your jurisdiction. A sample floor plan is provided in Section III: Reference G.

Separate Entrances for Staff and for Families

The entrance for families should allow protection of family privacy and be away from media access. The separate entrance for staff is important so that staff can check-in, be briefed, and receive their assignments before they interact with families.

Reception and Information Desk

The reception and information desk area serves as a gatekeeper for the FAC to ensure that only family of possible victims and invited guests come to the FAC. FAC staff should greet families, gather basic information, provide information on FAC services, and provide instructions for signing in and out of the FAC. Desks/tables with chairs, phones, and a system for creating photo identification (ID) badges for family members and friends may be needed.

Large General Assembly Room with Public Address System

This room should be large enough to accommodate all family (8-10 per potential victim) for the family briefings. It should be able to accommodate a phone and conference bridge capabilities that enables families away from the FAC to participate in the family briefings via speaker phone with a toll-free number and facilitate translation services. Sign language services may be required during the family briefing.

In the family briefing room, consider the following:

* Signs requesting attendees to turn off pagers and cellular phones during the family briefings to prevent interruptions and help keep the focus on the families.
* Displays with newspaper biographical articles about each victim, obituaries as they appear in the paper, family information needs (map of FAC, information on available services, meeting notes from family briefings, etc.).
* A long memorial table(s) where families can place photos and other remembrance items.
* Tables (on the opposite side of the room) with donated gifts, cards and letters of condolence from people and agencies.
* A question and comment box for families to express their needs and make recommendations to the FAC staff. Every comment and question should receive a response from FAC management.
* Tissue boxes on tables where families enter and exit the room.

Reflection Room

This is space for families and friends to quietly reflect, meditate, pray, seek spiritual guidance, and observe religious practices. The reflection room should be designed and furnished to respect diverse cultures and beliefs.

Interview Rooms for Ante-mortem Data Collection/Death Notifications

These rooms are used by the District Medical Examiner’s Office to collect ante-mortem information for identification and for death notifications. At least some of the rooms should be large to accommodate large families and a Notification Team. They should be quiet and private because these meetings are often emotionally charged and long.

The Victim Information Center (VIC) is often times co-located with the ante-mortem data collection area. It is recommended to provide the VIC with the following space:

* 200 sq. ft. Admin/Command
* 300 sq. ft. VIC Records Management/Computer Server
* 400 sq. ft. Data Entry/Auditing
* 100 sq. ft. Dental & Medical Records Acquisition
* 1,000 sq. ft. Call Center (@ 100 sq. ft. per call taker, depends on number of call takers) - These call takers will be fielding and vetting information from the main helpline call center.
* 2,000 sq. ft. Briefing Room for group family meetings Total size: 4,000 sq. ft.

Suggested Number of Interview Rooms for private family meetings:

* < 100 deceased and injured: 6 rooms
* 101 to 200 deceased and injured: 12 rooms
* > 201 deceased and injured: 15 rooms+

If hotel rooms are used, replace the bedroom furniture with couches and chairs. It may be preferable for Notification Teams to go to families home rather than require families to come to the FAC. Cars may need to be available to Notification Team members for families who prefer to have the Notification Team come to their homes.

Quiet Rooms for Counseling/Spiritual Care/Emotional Support

Several rooms should be available to provide a private space where families can receive counseling and emotional support from clergy, mental health professionals and grief counselors. These rooms can also be used for family members to spend time together and to use the telephone to contact other relatives and friends.

Suggested Number of Rooms for Counseling/Emotional Support:

* ≤100 fatalities: 3-5 rooms
* 101-200 fatalities: 10-12 rooms
* ≥200 fatalities: more than 15 rooms

If hotel rooms are used, replace the bedroom furniture with couches and chairs.

First Aid Station

Family and survivors may require medical attention. An ambulance should be on standby at all times to transport patients to area hospitals if necessary. This area may be very busy during the first few days.

Child Care Center

A child care center is recommended to provide an area for children to be cared for during families’ lengthy, emotionally challenging stays at the FAC. Consult local licensing requirements for child care centers.

Suggested requirements based on recent mass fatalities are:

* Secluded area of the facility away from high traffic areas
* Controlled entrance
* Easily accessible bathroom facilities
* Running hot and cold water
* Area for diaper changing
* Trash storage
* Sufficient space to support children’s play and movement, but limit running opportunities
* Telephone
* Secondary space should be available to support overflow, separate ages (infants, pre- K/Kindergarten aged, elementary aged, and middle school aged children), and allow for nap time.

Required safety features:

* Ground level (if possible).
* Protection for children against sharp corners.
* Covered electrical outlets.
* Controlled hot water temperature to prevent scalding.
* Toys that are age appropriate.
* Elimination of choking hazards.
* Evacuation directions (parents have responsibility re: evacuation—designate a central meeting point outside).

FAC Management Area/Office

An operations center is necessary to allow the different service groups and organizations to meet— requiring a large meeting room for daily meetings for briefings at the beginning of each shift and for debriefings at the end of each shift. This room can also be used for team trainings.

In addition, administrative offices should be available for:

* FAC leadership and support staff
* IT support
* Data entry
* Various teams including mental health professionals, clergy, and medical examiners
* Key organizations including the American Red Cross and Salvation Army

Since these administrative offices will hold files and confidential information generated by the FAC, they must be kept secure.

FAC Facility Requirements and Equipment Needs

Regardless of event size, there are a minimum of specific operational and space requirements for a FAC. Below are requirements needed for FAC operations of all sizes. Resources are listed by category: facility/building requirements, security requirements, infrastructure requirements, equipment requirements and supply requirements. These requirements are further divided into essential and optional requirements.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Facility Requirements** | **<15 Victims** | | **15-50 Victims** | | **50+ Victims** | | |
| **Yes** | **#** | **Yes** | **#** | **Yes** | **#** |
| Transportation  Accessibility | x |  | x |  | x |  |
| ADA (Americans With Disabilities Act)  Accessibility | x |  | x |  | x |  |
| Electricity | x |  | x |  | x |  |
| Heat/HVAC | x |  | x |  | x |  |
| Parking | x |  | x |  | x |  |
| Restrooms | x |  | x |  | x |  |
| Security Personnel | x | 2-4 | x | 4-8 | x | 16+ |
| Reception Personnel | x | 5 | x | 5 | x | 10 |
| Registration/Intake  Personnel | x | 2-4 | x | 4-10 | x | 15 |
| Child Care Area  Personnel | x | 2-5 | x | 5-10 | x | 15 |
| Adult Care Area  Personnel |  |  | x | 2+ | x | 4+ |
| Reflection Room | x |  | x |  | x |  |
| Kitchen Area | x |  | x |  | x |  |
| Waiting/Common Area | x |  | x |  | x |  |
| Death Notification Area | x |  | x |  | x |  |
| Ante-Mortem Collection  Area | x |  | x |  | x |  |
| Team Areas/Mental  Health Room | x |  | x |  | x |  |
| Outdoor relief area for  service animals | x |  | x |  | x |  |
| General Office Supplies | x |  | x |  | x |  |
| Laptops (Staff and  Public) | x | 2-4 | x | 4-8 | x | 16+ |
| Fax (high resolution) | x | 1 | x | 1 | x | 2 |
| Phone Lines | x | 2 | x | 4 | x | 6-10 |
| Internet connections for  computers/laptops | x |  | x |  | x |  |
| Copy Machine | x |  | x |  | x |  |
| Wireless Router | x | 2-4 | x | 4-8 | x | 16+ |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Facility Requirements** | **<15 Victims** | | **15-50 Victims** | | **50+ Victims** | |
| **Yes** | **#** | **Yes** | **#** | **Yes** | **#** |
| Wireless Cards for  Laptops |  |  |  |  |  |  |
| Telephones (Staff and  Public) | x | 3-5/10 | x | 5-8/10 | x | 10/10+ |
| Radios | x | 4-8 | x | 8-12 | x | 16+ |
| Furniture |  |  |  |  | x |  |
| Chairs | x | 50 | x | 100 | x | 200 |
| Cots (for staff) | x |  | x |  | x |  |
| Tables | x | 10 | x | 20 | x | 30-40 |
| Stanchions |  |  | x | 2-4 | x | 5+ |
| Privacy Barriers |  |  | x |  | x |  |
| Information  Management Database | x |  | x |  | x |  |
| Posters/Signage | x |  | x |  | x |  |
| Medical Supplies |  |  |  |  |  |  |
| First Aid Supplies/Kits | x |  | x |  | x |  |
| EMS On-Site | x | 0-2 | x | 2-4 | x | 6 |
| Food | x |  | x |  | x |  |
| Baby Food and Diapers | x |  | x |  | x |  |
| Clothing | x |  | x |  | x |  |
| Personal Care Products | x | 10-15 | x | 15-50 | x | 50+ |
| Paper shredder | x | 1 | x | 2 | x | 2-4 |

FAC Base Services

Essential, yet scalable, services are those services that are important to provide to the clients; however, resources may not allow for them to be established at the time the FAC opens. These services may be established as the resources allow. Several of the services provided at a FRC will also be available at a FAC. However, the FAC will have a larger offering of social services and victim and family assistance. These services are listed below:

Victim Services

In some situations services provided through the local Victims Services office or through the state/Federal government may be available to victims of a mass casualty or mass fatality. Applicant screening, information, and referral to these services may be considered within the FAC operation.

A Crisis Response Team (CRT) may be an available resource to the region. The CRT is a state team trained using the National Organization for Victim Assistance (NOVA) model. This resource can provide trained victim assistance specialists and crisis interventionists to assist in meeting the emotional needs of traumatized victims of disasters, crime and terrorism. CRT contact information for the region is listed below:

Name:

Telephone Number:

The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

* Office for Victims of Crime
* Department of Justice
* Social Services

Disaster Behavioral Health Services

The FAC should house on-site disaster behavioral health services to support family and survivors as they begin to cope with the loss of a loved one, loss of home or community, and other emergency- induced stressors. FAC staff should also be supported by counseling services as they cope with stresses from providing services to families and survivors. Behavioral health counselors should 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 or providing behavioral health support for site visit and/or memorial services for the fatalities and their loved ones. FAC staff should be trained in psychological first aid and credentialed behavioral health providers should be on-site to provide grief counseling. The following functions/organizations may have roles and responsibilities associated with this base service:

* Mental Health/Community Services Board
* Social Services
* American Red Cross
* Health Department
* Crisis Response Teams

Crisis Counselors will perform psychological first aid to support individuals and family members who may be survivors of a disaster, or have lost a loved one. Crisis Counselors offer assistance through the FRC and FAC process by providing emotional support and guidance when navigating the FAC, and often assist with completing paperwork and identifying resources critical to recovery. It is recommended to request crisis counselors during the onset in order to support victims and families entering the FRC and FAC.

Spiritual Support

The FAC should house multi-denominational spiritual support by qualified spiritual leaders. In a traumatic event, spiritual support may help alleviate suffering or facilitate coping with great loss. Consideration should be given to ensuring spiritual leaders meet agreed upon requirements such as trauma mass casualty training etc. The following functions/organizations may have roles and responsibilities associated with this essential base service:

* Emergency Management
* Faith-based organizations
* Non-governmental organizations

Security and Credentialing

The FAC should also be a secure facility that provides a safe environment for the families, survivors, and the staff. A system for tracking entrance and departure from the facility should be implemented by having clients sign in and out as part of the registration process. The following functions/organizations may have roles and responsibilities associated with this essential base service:

* Law enforcement
* Management Services
* Human Services

Personal Effects

The FAC can also provide information on the procedures regarding the return of personal effects. Personal effects may be held for evidence for extended periods. Jurisdictions are encouraged to develop a personal effects management plan. It is possible that some personal effects recovery, processing and disposition will occur at the FAC. The following functions/organizations may have roles and responsibilities associated with this essential base service:

* Law enforcement
* Medical Examiner’s Office
* Transportation carrier or their contracted vendor, if involved (NTSB incident)

Day Care Services

The FAC should house a care area for the children and elders of family and survivors and staff or coordinate referrals to off-site services. On or off-site day care area should be staffed by pre- identified, qualified caretakers. It is recommended all caretakers pass a background check prior to working in the center and wear identification while working. On or off-site services should be coordinated with multiple community partners. The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

* Social Services
* Parks and Recreation
* Non-governmental organizations (child and adult day care providers)

Food Services

Daily meals, including breakfast, lunch, dinner, and snacks, should be provided, and such meals should accommodate infants, children, elderly and individuals with special dietary food allergies or requirements. These services should be coordinated in conjunction with the EOC. Actual services provided will be dependent on the type of facility being utilized. There are agencies/organizations that can assist in ensuring appropriate foods are being served in the aftermath of a mass casualty/mass fatality incident. For example, certain foods may be insensitive to serve (such as barbeque meat, sauces, etc.) and foods should be ethnically appropriate when possible. The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

* Adult Detention Center
* Public Schools
* American Red Cross
* Non-governmental organizations
* Private-sector

Referral Services

The FAC should provide on-site expertise for referrals to appropriate off-site services that may not be available at the FAC. The FAC should not serve as a shelter. If needs or services relating to housing or sheltering are identified, these services should be provided as described in the jurisdiction’s mass care plans. Clients may also be directed to an information portal for information and referrals to off- site services. These services should be identified by FAC management based on the magnitude, scope, and needs of the incident. The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

* Health and Human Services (to include the Office of Vital Statistics)
* 211 /311/(applicable jurisdiction call center, non-emergency help and information service line number)
* State morticians, funeral directors, and cemetery, cremation and funeral associations
* County assistance for funeral services, if indigent
* Military assistance for funeral services, if a veteran

Medical Services

Basic first aid care should be available within the FAC. Anyone requiring full medical attention will be transported to an appropriate medical facility. The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

* Fire and Rescue Services
* Health Department
* Medical Reserve Corps
* Volunteer Agency
* American Red Cross

Non-Essential (Secondary) Services

Non-essential services are services that may be identified as necessary but may not necessarily be the responsibility of the FAC to provide as the roles and responsibilities to address these needs are detailed and assigned in other aspects of the Emergency Operations Plan. For example, housing may be a long-term recovery issue and is addressed through other jurisdictional plans. If the need for these services is identified, the FAC Manager in coordination with the EOC should determine the appropriate means for addressing these needs which may include providing them through the FAC or providing referrals to the appropriate, responsible entity.

Clothing/Personal Care Services: The FAC may provide emergency clothing and personal care hygiene items at the FAC. The American Red Cross or another community partner may assume this responsibility, if applicable.

Financial Assistance: The FAC may provide services to assist family and survivors in obtaining economic assistance from existing and emergency-initiated local, state, Federal, and non- governmental organization resources. Such assistance may include disaster assistance, rental assistance, food stamps, and victim’s assistance.

Housing: The FAC may provide services to assist family and survivors in obtaining emergency housing, including pre-identified shelter sites, creation of temporary housing, and hotels.

Personal ID Services: The FAC may provide services to assist family and survivors in obtaining temporary replacement of personal identification, such as proof of birth, residency, and/or citizenship, in order to receive services and/or resume activities of daily life.

Transportation: The FAC may provide services to assist family, survivors and staff in obtaining appropriate public or private transportation as needed.

Staffing

The quantity or number of staff needed should be determined at the time of the incident, based on its complexity and the estimated number of potential victims. Government and nonprofit organizations are ideally the primary providers of FAC services. A core staff from the FAC managing agency will be important to ensuring continuity for families. The remainder of the staffing will be from multiple agencies and organizations. Involving additional agencies with experience in providing family assistance for mass fatalities is strongly recommended. It is critical that all staff – employed or volunteer – are appropriately trained and qualified to provide services as dictated by their respective roles and responsibilities within the FAC.

FAC staffing is categorized into service teams and coordinated under the ICS structure. Staffing levels and needs are dependent upon the size and scope of the incident. The FAC Manager, in conjunction with the EOC, should decide the necessary staffing levels to support the FAC in response to a particular event.

*Reference Section III for position checklists for each of the identified positions.*

FAC Management Team: The Management Team should be responsible for the overall coordination and maintenance of records for all activity that occurs within a FAC. The FAC Manager should oversee the entire FAC operation, while the section chiefs should have assigned responsibilities. The Management Team is scalable in that for smaller operations, the FAC Manager can serve as Planning, Operations and Logistics Section Chief. The Management Team should also be responsible for internal communications both operationally and with the clients. At least two briefings should be scheduled with the families at a FAC per day. It is important to note that a cadre of individuals should be trained to serve as FAC Manager prior to FAC activation. The Management Team is comprised of the Command and General Staff and includes (when staffed):

* FAC Manager
* Public Information Officer
* Safety Officer
* Administration and Finance Section Chief
* Logistics Section Chief
* Operations Sections Chief
* Planning Section Chief/EOC Liaison
* FAC Support Team
  + Personnel Coordinator
  + Documentation Officer
  + Procurement Officer

Behavioral Health Team: The Behavioral Health Team should provide emergency behavioral health counseling to family and survivors at the FAC. All providers are trained in psychological first aid and/or grief counseling. Adults and children should be able to receive behavioral and mental health counseling. Psychological first aid for FAC staff involved in the event should also be available on-site. The Behavioral Health Team can also make referrals for longer term counseling. The Behavioral Health Team is comprised of the following positions (when staffed):

* Behavioral Health Provider
* Behavioral Health Team Lead
* Child Behavioral Health Provider
* Spiritual Advisor

Intake/Processing Team: The Intake Processing Team should be responsible for registering individuals as they enter the facility and identifying a caseworker who should serve as that person’s primary POC for the duration of his or her time at the FAC. The Intake Processing Team may be on- site and may coordinate with the virtual FAC/Call Center on screening and intake, or be off-site as part of the virtual FAC/Call Center if a physical FAC is not feasible due to the nature of the incident. The Intake/Processing Team is comprised of the following positions (when staffed):

* Intake Processing Team Lead
* Intake Receptionist
* Intake Coordinator
* Intake and Processing Caseworker
* National Center for Missing and Exploited Children (child reunification)

Site Safety Team: The Site Safety Team should be responsible for ensuring the security of FAC clients and staff. Law enforcement should staff a FAC 24 hours per day, maintaining peace among clients and preventing unauthorized people – including any and all media – and items (e.g., drugs, alcohol or weapons) from entering the facility. Medical personnel should provide first aid services to clients and staff at a FAC. For larger operations, EMS should also be on-site if at all possible. The Site Safety Team is comprised of the following positions (when staffed):

* Site Safety Team Lead
* Security Officer
* Law Enforcement Officer
* EMS and First Aid Administrator (Paramedics/EMTs)

Support Services Team: The Support Services Team should be responsible for providing the services needed for the victims and families. Depending on the incident the services provided in a FAC will vary. This team might include representatives from airlines, Chambers of Commerce, Office of Vital Statistics, Social Security Administration, hotel/motel lodging, funeral home associations, etc. The Support Services Team is comprised of the following position (when staffed):

* Support Services Team Lead
* Support Service Agency Representative
* American Red Cross Representative (as applicable)

Facilities Management Team: The Facilities Management Team should be responsible for ensuring the facility remains clean and that infrastructure to support operations is in place. The Facilities Management Team is comprised of the following positions (when staffed):

* Facilities Management Team Lead
* Facilities Team member

Information Technology (IT) Team: The Information Technology Team should be responsible for ensuring the facility has the appropriate IT infrastructure to support operations at the FAC. The IT Team is comprised of the following positions (when staffed):

* IT Coordinator
* Technical Communications Coordinator

Day Care Team: The Day Care Team should provide child care and recreation and adult care to support clients partaking in services at a FAC. All care services are provided in accordance with

jurisdiction regulations and policies. The Day Care Team is comprised of the following positions (when staffed):

* Day Care Team Lead
* Child Day Care Provider
* Adult Day Care Provider

Volunteer and Donations Management Team: The Volunteer and Donations Management Team should coordinate the volunteers, volunteer services and donations management at the FAC. The Volunteer and Donations Management Team should adhere to the established volunteer management standards and the procedures for soliciting good and services outlined in the jurisdiction’s plans and policies. The Volunteer and Donations Management Team is comprised of the following positions (when staffed):

* Volunteer Coordinator
* Donations Coordinator

Referral Specialist Team: The Referral Specialist Team FAC should provide on-site expertise for referrals to appropriate off-site services such as funeral services, obtaining death certificates, transportation, housing/shelter, and financial support. If needs or services relating to housing or sheltering are identified, these services should be provided as described in the jurisdiction’s mass care plans. Clients may also be directed to an information portal for information and referrals to off- site services. These services should be identified by FAC management based on the magnitude, scope, and needs of the incident. The Referral Specialist Team is comprised of the following positions (when staffed):

* Referral Team Lead
* Financial Referral Specialist
* Housing Referral Specialist
* Transportation Referral Specialist

Food Services Team: The Food Services Team should ensure an appropriate amount of food is provided to families and staff at a FAC. This team should also be responsible for ensuring special dietary needs and baby food needs are met.

Demobilization

Planning for demobilization should begin upon activation. Demobilization can be done by scaling back services as they are no longer needed. For example, the staff of ante-mortem interviewers can be scaled back and demobilized once all interviews have been conducted and data collected. When considering closing the FAC, ensure families are given information regarding resources in their local community that can be helpful in their community such as victim advocates and behavioral health professionals.

Factors to consider when determining the closure of the FAC:

* Number of families visiting the FAC each day
* Number of victims that remain unidentified
* Need for daily briefings (rapidly changing information)

Before deciding if FAC operations will cease, the FAC Manager should ensure that all needs can be met outside of the FAC. All persons coming to the FAC should be provided the appropriate resources to continue the process once the FAC has been closed.

### Roles and Responsibilities of Participating Agencies

It’s critical that responding organizations have a solid understanding of their role in successful FRC/FAC operations. Activation of an FRC will involve multiple organizations and require extensive cooperation and communication to ensure the community is effectively supported.

This section lists the typical tasks to be performed by agency/position and organization. Each jurisdiction will need to assign roles and responsibilities based upon their existing agencies and resources, agency authorities and other local policies and procedures.

Emergency Management

* Following notification, immediately active area Family Reunification Center operations to reduce the burden on family members and area hospitals
* Facilitate coordination between all entities involved in the operating of a Family Reunification/Family Assistance Center
* Activate the local Emergency Operations Center, as appropriate, to serve as the central coordination facility for all activities related to the Family Assistance Center
* Notify local, regional, and state Emergency Management Agencies of the decision to open a Family Reunification/Family Assistance Center
* Notify all agencies listed within the Family Assistance Center plan of the decision to open a FAC
* Request that agencies listed within the FAC plan provide staff and resources to the FAC and representative to the EOC, if appropriate
* Coordinate centralized communications, to include the activation of a Joint Information Center/Joint Information System (JIC/JIS), Citizen Information Lines, etc.
* Develop planning objects, operational tasks, and a demobilization plan for the Family Assistance Center
* Coordinate the activation of additional emergency response plans, as appropriate
* Provide a liaison to the Family Assistance Center, as appropriate
* Coordinate the acquisition of resources and outside support for Family Assistance Center operation
* Manage and maintain a list of pre-identified resource vendors who can be used to support Family Assistance Center operations
* Provide situational briefings to senior policy group during the activation of a Family Assistance Center
* Coordinate an After Action Meeting for all agencies involved in Family Assistance Center operations following the decision to close and demobilize the FAC
* Serve as the lead agency in writing and publishing the After Action Report in response to the activation of the Family Assistance Center

Public Health

* Provide informational updates regarding public-health issues to individuals, volunteers, and staff within the Family Assistance Center
* Conduct public-health screenings for individuals entering the Family Assistance Center
* Provide a representative to the EOC, as appropriate
* Provide information on how to obtain copies of death certificates and what is needed if someone is being removed from state.
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Family Services/Human Services

* Serve as the primary agency responsible for activating, managing, and updating the Family Assistance Center Plan *(depends on the locality)*
* Oversee all operations at the Family Assistance Center and coordinate all resource requests with the EOC
* Conduct registration, verification, and tracking operations of individuals entering the Family Assistance Center
* Provide general staff to support Family Assistance Center Operations
* Provide information on funeral resources within the county for next of kin within the Family Assistance Center
* Conduct family briefings and information updates for those within the Family Assistance Center
* Assist with the implementation and operation of a Call Center
* Assist with the implementation and operation of a virtual FAC, if needed
* Provide translation and cultural support resources within the Family Assistance Center
* Provide staff to manage child-care and adult-care operations within the Family Assistance Center
* Coordinate and provide information on temporary housing resources for individuals within the Family Assistance Center
* Provide a representative to the EOC, as appropriate
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Behavioral Health and Victim Services

* Provide mental-health support staff within the Family Assistance Center and on death notification team(s)
* Coordinate the provision of services through established victim assistance programs

Local Law Enforcement

* Provide security services for the Family Assistance Center, temporary housing facilities, and other FAC support locations
* Provide crowd control and pedestrian/vehicular traffic management for the Family Assistance Center
* Coordinate the credentialing of all Family Assistance Center staff and volunteers
* Assist with the verification, registration, and tracking of persons within the Family Assistance Center
* Conduct all criminal and missing persons investigations
* Assist medical examiner victim identification team with the collection of ante-mortem data or DNA samples from families of missing persons for reunification of human remains
* Establish death notification teams to notify the legal next of kin of the death of their loved one after the medical examiner makes positive identification of the individual.
* Provide a representative to State and Federal Law Enforcement partners, as necessary
* Provide a representative to the EOC, as appropriate
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Fire and Rescue Department

* Provide emergency medical services for those within the Family Assistance Center and at other FAC support facilities
* Implement patient-tracking protocols and resources, if available
* Provide a representative to the EOC, as appropriate
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Public Works & Transportation

* Provide traffic and crowd management resources including cones, signs, and other barricade devices at the Family Assistance Center and other FAC support facilities
* Coordinate and provide resources for debris removal at and around the Family Assistance Center, if necessary
* Provide, coordinate and track resources to transport individuals to the Family Assistance Center and other FAC operations facilities
* Provide a representative to the EOC, as appropriate
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Public Information Officers

* Coordinate all public messaging regarding on-going incident and Family Assistance Center operations
* Monitor social and traditional media channels and address any incorrect information being shared with or within the public
* Operate a Joint Information Center, as appropriate
* Provide a representative to the EOC to work with ESF 14, as appropriate
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Information Technology

* Provide IT support for FAC, call center, and virtual FAC operations
* Ensure security of all electronic personal identification information for individuals within the Family Assistance Center, FAC staff, incident victims, and the deceased as appropriate
* Provide a representative to the EOC
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

District Medical Examiner’s Office

*(Note: Only listing roles at the FRC and/or FAC)*

* Provide messaging and information to the PIO’s/Call Center for public distribution about the role of the Medical Examiner and what actions are requested of families to assist with positive identifications and the release of the decedents to the legal next of kin.
* Once positive identifications made by Medical Examiner, notify Law Enforcement agencies to make death notifications to the next of kin. (Notifications can take place at the FRC, FAC, or off-site at family’s location.)
* Coordinate and collect ante-mortem data and DNA samples from family members of potential decedents with assistance from FEMORS and local law enforcement agencies
* Coordinate with the Department of Public Health for any public health concerns related to human remains
* Coordinate the release of decedents and their personal effects to the legal surviving family member(s)
* Provide twice daily briefings to update families on medical examiner activities
* Provide information to be conveyed through PIO’s, message boards, or call center to friends and families of potential decedents
* Provide a representative to the EOC, if appropriate
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

American Red Cross

* Provide volunteers to fulfill general staffing and support roles at the Family Assistance Center
* Provide basic disaster relief services to all individuals within the Family Assistance Center, including canteen services and clothing distribution
* Coordinate with other volunteer agencies to support Family Assistance Center Operations
* Provide a representative to the EOC, as appropriate
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Other Volunteer Agencies

* Provide volunteers to support general Family Assistance Center operations
* Coordinate with other volunteer organizations to support Family Assistance Center operations
* Provide a representative to the EOC, as appropriate
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Area Hospitals

* Coordinate with the area Family Reunification Center, once activated, to identify and reunite patients with loved ones.
* Provide a representative to the EOC/area Family Reunification Center, as appropriate
* Provide patient tracking information to the Family Assistance Center, as appropriate
* Provide information on location and purpose of Family Reunification/Family Assistance Center to family members and next of kin, as appropriate
* Provide updates to the area Family Reunification Center and area JIC/JIS to support information sharing and situational awareness
* Coordinate with the Department of Health to monitor for public health issues
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Faith-Based Organizations

* Provide clergy to conduct spiritual and emotional support services at the FRC and/or FAC
* Coordinate with other volunteer and donation agencies, as appropriate

Foreign Consular Services

* Provide representatives to the FRC and FAC to support impacted foreign national victims and/or their families
* Assist with the identification of living/deceased foreign national victims, including

coordinating in-person death notifications in the home country

* Provide bereavement support, including supporting families with repatriation of remains
* Foreign Consulates should act as liaisons to various teams within the FRC and FAC
* Participate in the After Action Meeting and the creation of the After Action Report (AAR), as appropriate

Local Education Organizations

* Coordinate and provide staffing and resources to support FAC operations, if appropriate
* Assist with patient identification of juvenile patients using student records, where appropriate
* Provide a representative to the EOC, as appropriate
* Participate in the After Action Meeting and the creation of the After Action Report, as appropriate

Post-Event Support to Responding Staff

All EOC, FRC and FAC staff should be offered support by counseling services and assistance as they cope with stresses from providing services to families and survivors.

Potential stress management techniques can include;

1. Debriefings
2. Emotional Support Animals
3. Massage Programs
4. Breaks
5. Food
6. Quiet room availability
7. Seated Yoga

The Employee Assistance Program (EAP) offers programs and resources to help address these concerns, these programs include:

1. Confidential Counseling services for help with issues including;
   1. Stress, anxiety and depression
   2. Job pressures
   3. Grief / Loss
   4. Relationship / Marital conflicts
   5. Substance abuse

The Crisis Response Team (CRT) may also available to provide services to first responders and individuals working within an EOC, FRC and FAC environment. CRT contact information is:

Name:

Telephone Number:

In addition, confidentiality is an essential component of any effective counseling or stress management sessions or meetings. Without this assurance, trust would be broken and no real healing or open communication could take place. All personnel who utilize resources offered are expected to keep incident specific information confidential. Information shared during any part of this process is confidential and will not be utilized for any purpose other than the benefit of the individual/s involved. As per Statute, any discussions between a licensed clinician and a patient during a critical incident stress debriefing shall be considered privileged communication.

# Section II Position Checklists

\*Checklists are developed from National Incident Management System (NIMS) principals and concepts. These checklists are designed to be flexible and scalable. Tasks can be added and removed as necessary. In addition, all positions may not be needed for every incident or FRC/FAC activation. The first line is the team the position should belong to and the second line is the position title.

Checklists:

* Administration and Finance Section Chief
* FAC Manager (Incident Commander)
* Safety Officer
* Logistics Section Chief
* Operations Section Chief
* Planning Section Chief/EOC Liaison
* Public Information Officer
* Personnel Coordinator
* Documentation Officer
* Procurement Officer
* Security Team Lead
* EMS and First Aid Administrator
* Support Service Team Lead
* American Red Cross Representative
* Support Service Agency Representative
* Behavioral Health Team Lead
* Behavioral Health Provider
* Child Behavioral Health Provider
* Spiritual Advisor/Chaplain/Clergy

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FAC Management Team

## Administration and Finance Section Chief

**Reports to:** FAC Manager

**Mission:** Monitor the utilization of financial assets and human resources. Ensure the documentation of all expenditures relevant to the emergency incident. Authorize expenditures to carry out the needs of the incident, the Incident Action Plan (IAP), or the Situation Report and ensure appropriate documentation.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from FAC Manager. Obtain packet containing Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart that has been activated. |
|  | Obtain briefing from FAC Manager. |
|  | Appoint Administration and Finance Team Leaders and additional support staff as needed. |
|  | Inform Team Leaders of incident name. |
|  | Obtain unique finance code for incident from the ESF 7 - Procurement. |
|  | Confer with appointed Team Leaders and ensure the formulation and documentation of an incident-specific FAC Action Plan, as approved by the Command Staff. |
|  | Distribute the corresponding Position Checklists with incident-specific tasks. |
|  | Establish a Finance/Administration Section Operations Area and ensure adequate documentation/recording personnel. |
| Intermediate: | |
|  | Approve a "cost-to-date" incident financial status in agreement with the FAC Manager and/or EOC and summarize financial data as often as required, relative to personnel and hours worked, supplies and miscellaneous expenses including facilities and equipment. |
|  | Obtain briefings and updates from FAC Manager as appropriate. |
|  | Start compiling and share financial status reports. |
|  | Schedule planning meetings with Team Leaders to discuss updating the Situation Report. |
|  | Maintain contact and communication with ESF 7 – Procurement. |
| Extended: | |
|  | Collect information regarding potential reimbursement sources. |
|  | Observe all staff for signs of stress. |
|  | Provide rest periods and relief for staff. Review issues with the FAC Manager. |

FAC Management Team

## FAC Manager (Incident Commander)

**Reports to:** EOC Manager

**Mission:** The FAC Manager oversees the entire FAC operation, while the section chiefs have assigned responsibilities. The Management Team is scalable in that for smaller operations, the FAC Manager can serve as Planning, Operations and/or Logistics Section Chief, if needed.

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident. |
|  | Maintain facility site and ensure facility confidentiality. |
|  | Appoint all section chiefs that are required for the FAC; distribute section packets containing Position Checklists for each position and any forms pertinent to section and positions. |
|  | Assign Documentation Officer and a Liaison with EOC. |
|  | Appoint person to be responsible for maintaining facility essential day-to-day services. |
|  | Establish contact with Call Center. |
|  | Confer with section chiefs and consultants and develop a daily situational report for a defined period of time, establishing priorities (section chiefs will communicate situational report to each team and pertinent partners and agencies). |
|  | Confer with section chiefs to implement necessary health department services identified in the FAC Plan. |
|  | Consider and assign communication responsibilities to FAC staff, EOC and external agencies and partners. |
|  | Assure that contact has been established and resource information shared with all internal and external agencies identified in the FAC Plan. |
| Intermediate: | |
|  | Provide daily briefings to families regarding incident status, the victim identification process and time constraints. *(These briefings may be conducted by law enforcement personnel, especially early in the investigations.)* |
|  | Authorize resources as needed or requested by section chiefs, through the Finance/Administration Section Chief. |
|  | Provide daily morning briefing to FAC staff and service providers. Refer to the morning meeting/daily briefing format in Section III: Reference H |
|  | Schedule routine briefings with section chiefs to receive status reports and update the action  plan regarding the continuance and/or termination of the operation. |
|  | Maintain contact with EOC and all relevant agencies, using a liaison officer. |
|  | Assist with information for media releases submitted to the Public Information Officer (PIO). |

|  |  |
| --- | --- |
| Extended: | |
|  | Observe all staff for status and signs of stress. |
|  | Provide for rest periods for staff. |
|  | Prepare end of shift report and update with incident specific information. This information could include number of persons or families assisted or amount/total services provided. At a minimum, present this information to the oncoming FAC Manager, jurisdiction leadership, current service providers, FAC staff, and the EOC. |
|  | Plan for the possibility of extended deployment or operations. |
|  | Prepare for the transition to a long-term recovery center, if required. |

FAC Management Team

## Safety Officer

**Reports to:** FAC Manager

**Mission:** To maintain overall safety at the FAC facility and to keep the FAC free of physical hazards.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from FAC Manager. Obtain packet containing section's Position  Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from FAC Manager. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Interface with Facilities Team Lead to understand security precautions taken to date. |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Identify hazardous situations associated with the incident. Ensure adequate levels of protective equipment are available, and being used. |
|  | Identify potentially unsafe acts. |
|  | Verify that all facility operational systems are in working condition (electrical, plumbing, HVAC, fire alarm, sprinkler systems, elevator, phone, intercom, data, etc.) |
|  | Direct the test of emergency exit signs and emergency generator and battery backup systems. |
|  | Assist other team members that may not be familiar or are not normally stationed at the facility. |
| Intermediate: | |
|  | Ensure that direct communications links are established to communicate with law enforcement. |
|  | Conduct team transition briefings at shift change. |
|  | Correct or act upon any unsafe conditions or safety hazards at the FAC. |
|  | Ensures Situation Report is created for each operational period. |
|  | Obtain blueprints of facility to develop FAC force protection plan. |
|  | Regulate design changes or barriers to channel families/staff into appropriate or  inappropriate areas within the FAC. |
| Extended: | |
|  | Advise Operations Section Chief of any safety issues. |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log (ICS 214) to Operations Section Chief. |
|  | Observe all staff for signs of stress. Report issues to Operations Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment or operations. |
|  | Prepare end of shift report and present to oncoming Safety Officer. |
|  | Report progress of team to Operations Section Chief. |

FAC Management Team

## Logistics Section Chief

**Reports to:** FAC Manager

**Mission:** Organize and direct those operations associated with maintenance of the physical environment, and adequate levels of food, shelter, and supplies to support FAC objectives.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain a briefing from the FAC Manager. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Respond to FAC site to establish physical site. |
|  | Communicate with Finance Section Chief and ESF 7 – Procurement at the EOC to order needed resources and supplies. |
|  | Appoint as needed, Team Leaders and staff to assist with Logistics. |
|  | Oversees and maintains situational awareness of the Facilities Management Team, Day Care Team, Site Safety Team and Volunteer/Donation Management Team. |
| Intermediate: | |
|  | Obtain needed supplies with assistance of Finance Section and ESF 7. |
|  | Brief the FAC Manager (Incident Commander) routinely on the status of the Logistics Section. |
|  | Obtain information updates regularly from Team Leaders. |
| Extended: | |
|  | Document all actions and decisions on a continual basis. |
|  | Observe all staff, volunteers, and others for signs of stress and/or abnormal behavior. |

FAC Management Team

## Operations Section Chief

**Reports to:** FAC Manager

**Mission:** Activates and coordinates any units that may be required to achieve the goals of the FAC Plan. Directs the preparation of specific team operational plans and requests and identifies and dispatches resources as necessary.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from FAC Manager. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from FAC Manager. |
|  | Establish Operations Section Area in proximity to the FAC Manager according to operational layout. |
|  | Appoint FAC Team Leaders within the Operations Section. |
|  | Brief teams and oversees and maintains situational awareness. Brief all Operations Section Team Leaders on current situation and assistant in the development of the daily situation report. |
|  | Add additional (or delete) tasks and distribute Position Checklists. |
|  | Facilitate the exchange of accurate information between the FAC and the EOC. |
|  | Coordinate IT and data entry needs with Logistics and Planning section chiefs. |
| Intermediate: | |
|  | Brief the FAC Manager (Incident Commander) routinely on the status of the Operations Section. |
|  | Coordinate and monitor Operations Section and available resources needed to achieve mission and request resources as needed. |
| Extended: | |
|  | Maintain documentations of all actions and decisions on a continual basis; forward completed unit activity log (ICS 214) to FAC Manager. |
|  | Observe all staff for signs of stress. Report issues to Finance/Administration Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Prepare end of shift report and present to oncoming Operations Section Chief and FAC Manager. |
|  | Plan for the possibility of extended deployment. |
|  | Assist Planning Section Chief with daily situation reports for each day or operational period. |

FAC Management Team

## Planning Section Chief/EOC Liaison

**Reports to:** FAC Manager

***\*The Planning Section Chief will often times serve as the lead liaison officer.***

**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 daily Situation Reports.

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from FAC Manager. Obtain packet containing Section's Position Checklists. |
|  | Read this entire Position Checklist. |
|  | Obtain briefing from FAC Manager. |
|  | Activate the Planning Section team and distribute Position Checklists. |
|  | Brief Team Leaders after meeting with FAC Manager. |
|  | Determine data elements required by the Situation Report. |
|  | Serve as liaison to EOC point of contact and ensures frequent exchanges of information occur between the FAC and the EOC. |
|  | Communicate all technical support and supply needs to Logistics Section Chief. |
|  | Establish Planning/ Data Collection protocols and data entry sites as needed. |
|  | Ensure standardization of information/data collection. |
| Intermediate: | |
|  | Serve as liaison to EOC point of contact and ensures frequent exchanges of information occur between the FAC and the EOC. |
|  | Create and distribute daily Situation Report (SitRep). |
| Extended: | |
|  | Continue to receive projected activity reports from section chiefs and Planning Section at appropriate intervals. |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log (ICS 214) to FAC Manager. |
|  | Assure all requests for data or plan information/status are routed/ documented through the EOC Public Information Officer (PIO). |

FAC Management Team

## Public Information Officer

**Reports to:** FAC Manager

**Mission:** The FAC 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.

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from FAC Manager. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Maintain restrictions in contents of sensitive information. |
|  | Establish a Public Information/Media Staging area away from FAC Manager and other activity areas. |
|  | Obtain a full briefing from the JIC and/or EOC regarding the incident and participate in planning meetings. |
|  | Coordinate all internal communications. |
|  | Conduct or assist in coordination of regular informational briefings for families. |
| Intermediate: | |
|  | Ensure that all news releases have the approval of the JIC/EOC/ FAC Manager. |
|  | Issue an initial incident information report to the EOC/FAC Manager |
|  | Inform on-site media of the areas which they may have access to and those which are restricted. |
|  | Coordinate with FAC Manager. |
|  | Contact other on-scene agencies to coordinate release of information with respective PIOs. |
|  | Coordinate with JIC and/or EOC on all external communications. |
|  | Monitor incident as to the need to modify or change family alerts or risk communications. |
|  | Approve initial and updated scripts for interviews, hotlines and web sites. |
| Extended | |
|  | Review progress reports from section chiefs as appropriate. |
|  | Serve as PIO with media at the request of the JIC/EOC. |

## FAC Support Team

Personnel Coordinator

**Reports to:** Administration and Finance Section Chief

**Mission:** Coordinates records of time served of all FAC staff.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident. |
|  | Upon appointment by the Admin & Finance Section Chief, assume duty station. |
|  | Initiates record keeping of all FAC personnel |
|  | Maintains up to date listing of all FAC personnel assigned, available, and non-deployable. |
| Intermediate: | |
|  | Coordinates all personnel matters to include an accurate daily accounting of all cumulative hours worked for all FAC personnel. |
|  | Provides information and material for Finance & Administration Chief on all personnel issues for operational period briefings. |
|  | Ensures that all FAC members are eligible for deployment through their normal duty assignments as well as unique reporting issues per home station are observed. |
|  | Coordinates interagency communication on all FAC members to their normal duty agencies. |
| Extended: | |
|  | Maintains a master listing of all FAC personnel. |
|  | Maintains, records, and archives all FAC personnel job assignments and hours worked in each position. |
|  | Provides accurate records in both print and electronic formats, as needed. |
|  | Provides accurate records to all FAC member duty agencies for reimbursement. |
|  | Works with all local, state and federal agencies for reimbursement. |

FAC Support Team

Documentation Officer

**Reports to:** Planning Section Chief

**Mission:** The purpose of this role is to maintain (or oversee) a record of all activity that occurs in the FAC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident. |
|  | Document the maintaining of the facility site and ensure facility confidentiality. |
|  | Record the appointment of individual responsible for maintaining facility essential day-to-day services. |
|  | Document the establishment of contact with Call Center. |
|  | Detail conference with Section Chiefs and partner agencies and develop a Situation Report for a defined periods of time, establishing priorities (Section Chiefs will communicate Situation Report to each team and pertinent consultants). |
|  | Detail conference with Section Chiefs to implement necessary health department services identified in the FAC Plan. |
|  | Record the assignment of communication responsibilities to FAC staff, EOC and external agencies. |
|  | Document that contact has been established and resource information shared with all internal and external agencies identified in the FAC Plan. |
|  | Put together arrangements for FAC Management Team meetings, recording and maintaining meeting minutes, filing of correspondence, logging telephone calls, collecting radio logs and updating the situation status monitoring board. |
| Intermediate: | |
|  | Chronicle the requests for resources as needed or requested by Section Chiefs, through the Finance/Administration Section Chief. |
|  | Attend and document routine briefings with Section Chiefs to receive status reports and update the action plan regarding the continuance and/or termination of the action plan. |
|  | Document the maintenance of contact with EOC and all relevant agencies. |
|  | Assure that appropriate documentation procedures/processes are being utilized for documentation by all sections. |
|  | Remain in contact with FAC/EOC Liaison Officer |
|  | Assist sections or teams with documentation process. |
| Extended: | |
|  | Observe all staff for status and signs of stress. |
|  | Provide for rest periods for staff. |
|  | Collect prepared end of shift report and update with incident tracking board. At a minimum, present this information to the oncoming FAC Manager, jurisdiction leadership, current service providers, FAC staff, and the EOC. |
|  | Plan for the possibility of extended deployment. |
|  | Prepare for the transition to a Long-term Recovery Center, if required. |
|  | Collect all documentation from the FAC to be turned over to the long-term center. |

FAC Support Team

Procurement Officer

**Reports to:** Administration and Finance Section Chief

**Mission:** Facilitates all procurement processes and requests. Tracks and records all purchases.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident from the appropriate personnel. |
|  | Upon appointment by the Admin & Finance Section Chief, assume duty station. |
|  | Facilitates all procurement processes and requests as well as tracks and records all purchases. |
|  | If available and/or proscribed, obtains and assumes emergency procurement/purchasing  powers. |
| Intermediate: | |
|  | Initiates and maintains record keeping of all procurement processes, requests and purchases on behalf of the FAC and related operations. |
|  | Provides information and material for Finance & Administration Chief on all procurement issues for operational period briefings. |
|  | Ensures that all FAC procurement requests and purchases are done in accordance with all state and local laws, codes, regulations, and guidance. |
|  | Coordinates guidance and updates to appropriate FAC personnel related to procurement and purchases. |
| Extended: | |
|  | Maintains a master listing of all procurement requests and purchases made throughout the FAC activation. |
|  | Maintains, records, and archives all FAC procurement requests and purchases. |
|  | Provides accurate records in both print and electronic formats. |
|  | Completes appropriate paperwork related to any procurement processes and/or purchases. |
|  | Resolves any outstanding issues and petitions for reimbursement, if eligible. |

## Site Security Team

Security Team Lead

**Reports to:** Operation Section Chief

**Mission:** To maintain overall safety at the FAC facility and is specifically in charge of security and first aid and EMS support for staff and clients.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from FAC Manager. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from FAC Manager. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Ensures Site Security Team is staffed in an appropriate manner. |
|  | Interface with Facilities Team Lead to understand security precautions taken to date. |
|  | Determines whether sworn law enforcement or unarmed security or combination is required to protect the FAC. |
|  | Emphasize and limit the duties of security officers to the levels they are trained or certified to and not beyond. |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Identify the need for perimeter control of the FAC based on physical layout. |
|  | Identify the need/possibility of FAC force protection based on the crisis/incident. |
|  | Direct/activate lockdown procedures or control building exit/entrance points by limiting access/egress. |
|  | Direct the sweep of the facility to ensure that no unauthorized persons are present. This task is critical to physical FAC security. |
|  | Implement the Badge or ID system pre-planned for the crisis/incident. |
|  | Assist other team members that may not be familiar or are not normally stationed at the facility. |
|  | Facilitate the control and manage traffic pattern flows and parking areas. (This can be accomplished utilizing a combination of signage, traffic control devices or use security.) |
| Intermediate: | |
|  | Ensure that direct communications links are established to communicate with law enforcement, fire and EMS. |
|  | Conduct team transition briefings at shift change. |
|  | Ensures a Situation Report is created for each operational period. |
|  | Obtain blueprints/layout of facility to develop FAC force protection plan. |
|  | Regulate design changes or barriers to channel families/staff into appropriate or inappropriate areas within the FAC. |
| Extended: | |
|  | Advise Operations Section Chief of site safety and security issues. |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Operations Section Chief. |
|  | Observe all staff for signs of stress. Report issues to Operations Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Prepare end of shift report and present to oncoming site Security Team Lead. |
|  | Review Situation Reports from Operations Section Chief as appropriate. |
|  | Report progress of team to Operations Section Chief. |

Site Security Team

Security Officer

**Reports to:** Security Team Lead

**Mission:** Ensures/implements overall security and safety at the FAC facility.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Security Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Security Team Lead. Understand policies and procedures. |
|  | Understand and operate at the levels to which you are trained or certified and not beyond. |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Establish any perimeter control of the FAC based on physical layout. |
|  | Establish badge system and ID process check all FAC visitors for proper credentials. |
|  | Implement or assist in lockdown procedures or control building exit/entrance points by limiting access/egress. |
|  | Sweep of the facility to ensure that no unauthorized persons are present. This task is critical to physical FAC security. |
|  | Learn the facility layout if you are unfamiliar or are not normally stationed at the facility. |
|  | Understand how to request more assistance, if need. |
|  | Understand you roles and responsibility when fire alarms or fire protection systems are activated. |
|  | Institute the control and manage traffic pattern flows and parking areas. (This can be accomplished utilizing a combination of signage, traffic control devices or use security.) |
| Intermediate: | |
|  | Follow process established to communicate with law enforcement, Fire and EMS. |
|  | Attend team transition briefings at shift change. |
|  | Follow Situation Report created for each operational period. |
|  | Implement design changes or barriers to channel families/staff into appropriate or inappropriate areas within the FAC. |
| Extended: | |
|  | Advise Security Team Lead of site safety and security issues. |
|  | Mitigate safety issues where possible request assistance in taking corrective action if required. |
|  | Observe all staff for signs of stress. Report issues to Security Team Lead. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Prepare end of shift report and present to oncoming site Security Officer. |
|  | Review Situation Reports from Security Team Lead, as appropriate. |

Site Security Team

EMS and First Aid Administrator

**Reports to:** Operations Section Chief

**Mission:** Provides first aid as needed support including those clients needing specialized medical equipment; and coordinates EMS.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Operations Section Chief. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Operations Section Chief. |
|  | Find work area and determine if it meets requirements. |
|  | Inventory on-hand medical supplies. Determine if AED is available onsite and the location. |
|  | Determine that the layout/resources to help administer basic first aid are adequate. |
|  | Obtain important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Determine the procedures for notifying EMS. |
|  | Remain in constant communication with Security Team. |
|  | Learn the emergency procedures for the FAC to ensure safety of clients and staff. |
|  | Provide first aid services according to SOPs and standard of care to which you have been trained to the staff and clients of the FAC. |
|  | Provide support/assistance if special needs equipment oxygen, wheelchairs, medical alert tags etc. to clients and staff requiring those needs. |
| Intermediate: | |
|  | Advise Operation Section Chief when additional support staff will be required based on service demands. |
|  | Provide physical assistance to clients and staff that have medical needs at the FAC. |
|  | Ensures Situation Report is carried out for each operational period. |
| Extended: | |
|  | Observe all clients for signs of stress. Report issues to Site Safety Team Lead. |
|  | Take rest periods and relief. |
|  | Plan for the possibility of extended deployment. |
|  | Notify security/law enforcement regarding clients acting in an aggressive of forceful manner. |
|  | Prepare end of shift report and present to oncoming Team Lead. |
|  | Review Situation Reports from Operations Section Chief as appropriate. |
|  | Report progress of team to Operations Section Chief. |

## Support Services Team

Support Service Team Lead

**Reports to:** Operations Section Chief

**Mission:** The support service providers assist in providing for the needs of victims and families.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Operations Section Chief. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Brief the Support Services Team. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Operations Section Chief. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Provide those waiting for psychological first aid with comfort, care and direction. |
|  | Organize and direct all service providers working in the FAC. |
| Intermediate: | |
|  | Maintain coordination and contact with all service providers working in the FAC. |
|  | Notify security/law enforcement of clients acting in an aggressive or forceful manner. |
|  | Attend Operations Section briefing. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | To be determined based on situational needs |
|  |  |

Support Services Team

American Red Cross Representative

**Reports to:** Support Services Team Lead

**Mission:** The American Red Cross Representative serves as the ARC representative to the FAC in order to provide assistance utilizing the ARC databases.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Support Services Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish link to the ARC database according to policies and procedures. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Provide those waiting for psychological first aid with comfort caring and direction. |
|  | Provide continuous updates to families in conjunction with and cooperatively with Law Enforcement Missing Persons Officer on the team. |
|  | Work within the prescribed ARC roles and responsibilities for disaster response. |
| Intermediate: | |
|  | Ensure the validity of information and compare/crosscheck with LE/NCIC databases. |
|  | Notify security/law enforcement of clients acting in an aggressive or forceful manner. |
|  | Attend Support Services Team briefing. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | To be determined based on situational needs. |

Support Services Team

Support Service Agency Representative

**Reports to:** Support Services Team Lead

**Mission:** The support service providers assist in providing for the needs of victims and families.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Support Services Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Provide those waiting for psychological first aid with comfort caring and direction. |
| Intermediate: | |
|  | Maintain contact with home agency. |
|  | Notify security/law enforcement of clients acting in an aggressive or forceful manner. |
|  | Attend Support Services Team briefing. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | To be determined based on situational needs. |

Behavioral Health Team

Behavioral Health Team Lead

**Reports to:** Operations Section Chief

**Mission:** The Behavioral Health Team Lead oversees all staff on the Behavioral Health Team.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Operations Chief. Obtain packet containing team’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Operations Chief. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Ensures FAC behavioral health is staffed in an appropriate manner. |
|  | Brief Behavioral Health Team members. |
|  | Determine resources required to accomplish mission tasks |
|  | Arrange for equipment needs through Logistics Section Chief. |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Ensures appropriate behavioral health services are provided to all family members and staff at the FAC. |
|  | Review entries/records for accuracy and completeness. |
| Intermediate: | |
|  | Conduct team transition briefings at shift change. |
|  | Identify and prioritize behavioral health needs. |
|  | Ensure Situation Report is created for each operational period. |
|  | Track deadlines for the team. |
|  | Reiterates to all FAC staff the behavioral health implications of a traumatic event. |
| Extended: | |
|  | Emphasizes the psychological stress brought on to internal and external stakeholders. |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed team activity log to Operations Section Chief. |
|  | Observe all staff for signs of stress. Report issues to Operations Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Store files for possible transition to a long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Behavioral Health Team Lead. |
|  | Review Situation Reports to/from Operations Section Chief as appropriate. |
|  | Report progress of team to Operations Chief. |

Behavioral Health Team

Behavioral Health Provider

**Reports to:** Behavioral Health Team Lead

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

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Behavioral Health Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | If the crisis involves the virtual FAC establish communication with the virtual Call Center. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Provide those waiting for psychological first aid with comfort caring and direction. |
|  | Provide and obtain disaster behavioral health services to families moving through the FAC. |
|  | Observe all internal and external customers of the FAC looking for signs and symptoms critical incident stress. |
|  | Recommend corrective action when stress is observed. Provide support where indicated. |
|  | Ensure the families of FAC workers are safe and needs are taken care of to reduce stress, anxiety and fear. |
| Intermediate: | |
|  | React and provide support to clients for any behavioral issues identified by you or the staff. |
|  | Consider critical incident debriefing or psychological first aid where appropriate. |
|  | Provide as much family contact and interaction as possible. |
|  | Notify security/law enforcement of clients acting in an averment manner. |
|  | Attend Behavioral Health Team briefing. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain your ability to deal with the public under stressful circumstances. |
|  | Act upon information reported by Team Lead regarding stress in FAC workers or families. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to a long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Disaster Behavioral Health Provider. |
|  | Report situations/problems/progress to Team Lead. |

Behavioral Health Team

Child Behavioral Health Provider

**Reports to:** Behavioral Health Team Lead

**Mission:** To provide disaster related behavioral health services to children and the FAC as needed.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Behavioral Health Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | If the crisis involves the virtual FAC establish communication with the virtual Call Center. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Provide families and children waiting for psychological first aid with comfort caring and direction. |
|  | Provide and obtain disaster behavioral health services to families moving through the FAC and children of FAC workers. |
|  | Observe all internal and external children entering the FAC looking for signs and symptoms critical incident stress. |
|  | Recommend corrective action when stress is observed. Provide support where indicated. |
|  | Ensure the off-site children of FAC workers are safe and needs are taken care of to reduce stress, anxiety and fear. |
|  | Convey to FAC workers that children attending day care at the FAC are well adjusted and report any concerns to parent. |
| Intermediate: | |
|  | Work collectively with other team members to ensure all behavior health considerations are met. |
|  | React and provide support to children for any behavioral issues identified by you or the staff. |
|  | Consider critical incident debriefing or psychological first aid where appropriate. |
|  | Provide as much family contact and interaction as possible. |
|  | Notify security/law enforcement of clients acting in an averment manner. |
|  | Attend Behavioral Health Team briefing. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Act upon any suspicions of child abuse observed. |
|  | Maintain your ability to deal with the public under stressful circumstances. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Child Behavioral Health Provider. |
|  | Report situations/problems/progress to Team Lead. |

Behavioral Health Team

Spiritual Advisor/Chaplain/Clergy

**Reports to:** Behavioral Health Team Lead and supports Reunification Team Lead and Notification Team Lead

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

**FRC/FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification, Death Notification and Behavioral Health Team Leads. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Reunification and Notification Team Leads |
|  | Establish a designated quiet work area conducive to spiritual counseling within the FAC. |
|  | Verify important phone numbers from master contact list as provided. |
|  | Provide those waiting for psychological first aid with pastoral comfort, caring and direction. |
|  | Support/augment disaster behavioral health services to families moving through the FAC. |
| Intermediate: | |
|  | React and provide pastoral support to clients with any behavioral issues identified by staff if requested. |
|  | Provide as much family contact and interaction as possible. |
|  | Notify security/law enforcement of clients acting in an aggressive or forceful manner. |
|  | Attend Notification Team briefing. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances. |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Extend pastoral support to all FAC personnel as needed. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Prepare end of shift report and present to oncoming Spiritual Advisor. |
|  | Report situations/problems/progress to Team Lead. |

## Call Center

311 Database Specialist

**Reports to:** Call Center Supervisor

**Mission:** Maintains up to date information on the 311 database as information is provided by the EOC. Periodically updates the bulletin with all information.

**FRC/FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident from the appropriate personnel, upon appointment by the Referral Team Lead, assume duty station. |
|  | Updates and maintains 3-1-1 web-based database of community resources in real time. |
|  | Ensures information in 3-1-1 database is official, accurate and up-to-date. |
| Intermediate: | |
|  | Coordinates with Call Center Specialists and other Referral Specialists to ensure needed information is available for callers. |
|  | Provides information to EOC/PIO for verification/validation. |
|  | Ensures all relevant databases and supporting platforms are up to date and running optimally. |
|  | Provides relevant information to Referral Team Lead for operational period briefings. |
| Extended: | |
|  | Maintains a master listing of all database issues, 311 changes, and updates to the system. |
|  | Maintains, records, and archives all 311 database and community resource information, changes, and updates made as a result of FAC activation and operations. |
|  | Provides accurate records in both print and electronic formats. |
|  | Resolves any outstanding issues and petitions for reimbursement if eligible. |

Call Center

Call Center Supervisor

**Reports to:** EOC

**Mission:** The Call Center supervisor supervises all specialists accepting calls through the helpline. Manages the operational period needs of the Call Center to include staffing, coordination, information flow to EOC and FAC Manager. Conducts briefings of Call Center staff as to changes in incident posture and information affecting the Call Center specialists and any information they provide.

**Note:** If utilizing the services of a 311 center some of these duties and actions may already be in place.

**FAC Priority Operational Message:** Under no circumstances will any information be released to the media or public from the FAC.

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident. |
|  | Maintain Call Center and ensure Call Center confidentiality. |
|  | Upon appointment by the FAC Manager, assume all operational / leadership duties of the Call Center. |
|  | Ensure appropriate scripting is in place and provide to all Call Center specialists. |
|  | Monitor calls through Call Center helpline. |
|  | Monitor functions of Call Center Specialists and intervene / provide guidance when necessary. |
| Intermediate: | |
|  | Ensure proper dissemination of the information collected. |
|  | Maintain all call records and information collected in accordance with established Crisis Link policies. |
|  | Maintain contact with EOC / IC and FAC Manager to provide current information and data to EOC / IC. |
|  | Continue supervision of accepting calls and providing appropriate guidance and services |
| Extended: | |
|  | Be aware of signs of stress by Call Center Specialists, intervene when appropriate. |
|  | Maintain appropriate rest periods and nutrition. |
|  | Prepare end of shift report to individual assuming VFCC Lead as well as end of shift report to the FAC Manager. |
|  | Be aware of the possibility of extended deployment. |
|  | Prepare for the transition to a Long-term recovery center if required. |

Call Center

Call Center Specialist

**Reports to:** Call Center Lead

**Mission:** Call Center Specialist determines the nature of the call and the caller’s relationship to the incident, and facilitates the appropriate dissemination of information available and collected.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident. |
|  | Maintain Call Center and ensure Call Center confidentiality. |
|  | Assume call station upon appointment by Call Center supervisor. |
|  | Receive appropriate scripting from Call Center supervisor. |
|  | Accept calls through Call Center helpline. |
|  | Triage and determine nature of calls for specific need or service. |
| Intermediate: | |
|  | Ensure proper dissemination of information available and collected. |
|  | Maintain all call records and information collected in accordance with established helpline policies. |
|  | Maintain contact with Call Center supervisor to provide current information and data to and from the EOC/IC. |
|  | Continue to accept calls and provide appropriate guidance and services. |
| Extended: | |
|  | Be aware of signs of severe stress and report any issues to Call Center supervisor. |
|  | Maintain appropriate rest periods and nutrition. |
|  | Prepare end of shift report to individual assuming station as well as Call Center supervisor. |
|  | Be aware of the possibility of extended deployment. |
|  | Prepare for the transition to a long-term recovery center, if required. |

Call Center

EOC Liaison

**Reports to:** EOC Manager

**Mission:** Serves as the primary liaison between the Call Center and the Emergency Operations Center (EOC), ensuring only official, accurate information is relayed to FAC clients. Also provides information to for verification by the EOC as received from callers.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident from the appropriate personnel. |
|  | Upon appointment from the EOC, assume duty station. |
|  | Initiate two way communications between the EOC and the Call Center. |
| Intermediate: | |
|  | Monitors information and PIO announcements to ensure close coordination and accurate information for Call Center operations. |
|  | Provide regular and as needed briefings to Referral Team Lead and Call Center Lead regarding incident/EOC status changes that may affect Call Center operations. |
|  | Maintains an accurate log of all related traffic impacting Call Center and EOC  communications. |
|  | Works with the Call Center and Referral Team Leads in conjunction with the PIO to provide any briefing material or information either for operational period briefs or public information. |
| Extended: | |
|  | Maintains a master listing/log of all communications between EOC and Call Center. |
|  | Maintains, records, and archives all FAC/EOC/Call Center communication. |
|  | Provides accurate records in both print and electronic formats. |
|  | Contributes to all AAR processes to better facilitate communication in the future. |

## Child Reunification Team

Child Reunification Team Lead

**Reports to:** Operations Section Chief

**Mission:** Coordinates with Reunification Team Lead to ensure the processes and documentation adhere to the appropriate release procedures of children to guardians.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Operations Chief. Obtain packet containing team’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Operations Chief. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Ensure FAC child reunification team is staffed in an appropriate manner. |
|  | Converse with Reunification Team Lead regarding unique issues presented when children are reunified with parents/guardians. |
|  | Brief Child Reunification Team members. |
|  | Determine resources required to accomplish mission tasks. |
|  | Arrange for equipment needs through Logistics Section Chief. |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Ensure appropriate processes are in place to reunite families/guardians with their children. |
|  | Inspect credentials for persons attempting to reunify with children. |
|  | Exercise documents that will formalize child reunification with parents/guardians. |
|  | Consult with team police representative as required. |
|  | Review entries/records for accuracy and completeness. |
| Intermediate: | |
|  | Conduct team transition briefings at shift change. |
|  | Identify and prioritize intake and processing needs. |
|  | Ensure Situation Report information is collected for each operational period. |
|  | Track deadlines for the team. |
| Extended: | |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed team activity log to Operations Section Chief. |
|  | Observe all staff for signs of stress. Report issues to Operations Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Store files for possible transition to long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Child Reunification Team Lead. |
|  | Review Situation Reports to/from Operations Section Chief as appropriate. |
|  | Report progress of team to Operations Chief. |

Child Reunification Team

Child and Family Services Representative

**Reports to:** Child Reunification Team Leader

**Mission:** Ensures the processes are adhered to for the appropriate release of children to guardians.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish communication with the virtual Call Center if the crisis involves the virtual FAC. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Establish communication with Child and Family Services and operate within the scope of practice and consistent with agency policies and procedures. Resolve conflicts as required. |
|  | Ensure all processes are adhered to for the appropriate release of children to guardians. |
|  | Verify that no active cases or protection orders have been placed against guardian. |
|  | Implement the appropriate completed documentation prior to release of child to guardian. |
|  | Ensure procedures from sister agencies on the team are consistent with agency guidelines. Work to resolve any discrepancies. |
|  | Substantiate release decisions. |
| Extended: | |
|  | Attend Child Reunification Team briefing. |
|  | Notify behavioral staff of any issues with clients. |
|  | Take appropriate action if clients are acting in an aggressive or forceful manner. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Prepare end of shift report and present to oncoming Child and Family Service  Representative. |
|  | Read Situation Report that is created for each operational period. |

Child Reunification Team

School Representative

**Reports to:** Child Reunification/Release Team Lead

**Mission:** Ensures the adopted school district processes are adhered to for the appropriate release of children to guardians.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | If the crisis involves the virtual FAC establish communication with the virtual Call Center. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Determine if school district facilities are/were involved and to what extent. |
|  | Determine if custody was in the hands of school district and/or its designees when crisis occurred. |
|  | Establish communication with school district and operate within the scope of practice and consistent with school district policies and procedures. When in doubt seek guidance. |
|  | Ensure all processes are adhered to for the appropriate release of children to guardians. |
|  | Implement the appropriate completed documentation prior to release of child to guardian. |
|  | Determine according to current school policy and procedures that any individual seeking for a child to be released into his or her care has the legal authority to take the child. |
| Extended: | |
|  | Attend Child Reunification Team briefing. |
|  | Notify behavioral staff of any issues with clients. |
|  | Take appropriate action if clients are acting in an aggressive or forceful manner. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Prepare end of shift report and present to oncoming School Representative. |
|  | Read Situation Report that is created for each operational period. |

Child Reunification Team

Law Enforcement Representative

**Reports to:** Child Reunification/Release Team Lead

**Mission:** To ensure processes are adhered and appropriate documentation is completed for the appropriate release of children to guardians.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | If the crisis involves the virtual FAC establish communication with the Call Center. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Operate within the scope of practice and consistent with jurisdiction’s policies and procedures. |
|  | Ensure all processes are adhered to for the appropriate release of children to guardians. |
|  | Implement the appropriate completed documentation prior to release of child to guardian. |
| Intermediate: | |
|  | Partner with School Representative on the team to substantiate release decisions. |
|  | Attend Child Reunification Team briefing. |
|  | Notify behavioral staff of any issues with clients. |
|  | Take appropriate action if clients are acting in an aggressive or forceful manner. |
|  | Review entries/records for accuracy and completeness. |
|  | Prepare end of shift report and present to oncoming Police Representative. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances. |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming law enforcement representative. |
|  | Report situations/problems/progress to Team Lead. |

## Day Care Team

Day Care Team Lead

**Reports to:** Logistics Section Chief

**Mission:** To oversee the operation and staff of the Day Care Team with respects to providing child and adult care at the FAC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Logistic Section Chief. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Logistics Section Chief. |
|  | Ensures Day Care Team is staffed in an appropriate manner. |
|  | Brief adult and child coordinators. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Facilitate the opening of the respective day care operations at the FAC. |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Acquire resources required to sustain the day care services. |
|  | Determine number of clients from FAC staff, forecast surge from clients based on size of disaster. |
| Intermediate: | |
|  | Conduct team transition briefings at shift change. |
|  | Ensures Situation Report is created for each operational period. |
|  | Meet with Site Security representatives to coordinate security first aid procedures. |
|  | Develop emergency exit plan for day care staff and clients. |
|  | Arrange for appropriate procedures for pick-up of clients from day care at the FAC. |
| Extended: | |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Logistics Section Chief. |
|  | Observe all staff for signs of stress. Report issues to Logistics Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Notify security/law enforcement regarding clients acting in an aggressive or forceful manner. |
|  | Store files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Day Care Team Lead. |
|  | Review Situation Reports from Logistics Section Chief as appropriate. |
|  | Report progress of team to Logistics Section Chief. |

Day Care Team

Child Care Provider

**Reports to:** Day Care Team Lead

**Mission:** Provides child care services and recreation to families at the FAC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Day Care Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Day Care Team Lead. |
|  | Find work area and determine if it meets requirements. |
|  | Determine that the layout/resources provided are adequate. |
|  | Provide child services according to SOPs to the staff and clients of the FAC. |
|  | Learn the emergency procedures for the FAC to ensure safety of day care clients. |
|  | Obtain important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Determine if special needs equipment/adjuncts will be required by day care population. |
| Intermediate: | |
|  | Advise Day Care Lead when additional support staff will be required based on day care participation. |
|  | Implement appropriate procedures for pick-up of clients from day care at the FAC. |
|  | Ensures Situation Report is created for each operational period. |
| Extended: | |
|  | Observe all clients for signs of stress. Report issues to Day Care Team Lead. |
|  | Take rest periods and relief. |
|  | Plan for the possibility of extended deployment. |
|  | Notify security/law enforcement regarding clients acting in an aggressive or forceful manner. |
|  | Store files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Child Day Care Team Coordinator. |
|  | Review Situation Reports from team lead as appropriate. |

Day Care Team

Adult Day Care Provider

**Reports to:** Day Care Team Leader

**Mission:** Provides adult care services and recreation to families at the FAC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Day Care Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Day Care Team Lead. |
|  | Find work area and determine if it meets requirements. |
|  | Determine that the layout/resources provided are adequate. |
|  | Provide adult services according to SOPs to the staff and clients of the FAC. |
|  | Learn the emergency procedures for the FAC to ensure safety of day care clients. |
|  | Obtain important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Determine if special needs equipment/adjuncts will be required by day care population. |
|  | Assess the cognitive ability of adults and provide for short term client needs as needed. |
|  | Determine if assistance from security will be required to assist in evacuation in an emergency |
| Intermediate: | |
|  | Advise Day Care Lead when additional support staff will be required based on day care participation. |
|  | Implement appropriate procedures for pick-up of clients from day care at the FAC. |
|  | Ensure Situation Report is created for each operational period. |
| Extended: | |
|  | Observe all clients for signs of stress. Report issues to Day Care Team Lead. |
|  | Take rest periods and relief. |
|  | Plan for the possibility of extended deployment. |
|  | Notify security/law enforcement regarding clients acting in an aggressive or forceful manner. |

## Death Notification Team

Behavioral Health Provider

**Reports to:** Reunification Team Lead

**Mission:** Serves as the behavioral health representative on the Reunification Team by obtaining disaster behavioral health services for families requiring reunification with family members.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish communication with the virtual Call Center if the crisis involves the virtual FAC. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Provide those waiting for psychological first aid with comfort caring and direction. |
|  | Provide and obtain disaster behavioral health services to families moving through the FAC. |
| Intermediate: | |
|  | React and provide support to clients for any behavioral issues identified by staff. |
|  | Provide as much family contact and interaction as possible. |
|  | Notify security/law enforcement of clients acting in an aggressive or forceful manner. |
|  | Attend Reunification Team briefing. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances. |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Behavioral Health Provider. |
|  | Report situations/problems/progress to Team Lead. |

Death Notification Team

Death Notification Officer

**Reports to:** Notification Team Lead

**Mission:** Serves as primary party responsible for confirming the death of a loved one with family members.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Notification Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish an area with the FAC private and accommodating and is conducive to your assigned task. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Operate within the scope of practice and consistent with jurisdiction’s policies and procedures. |
|  | Ensure all processes are adhered to for the appropriate death notification. |
|  | Implement the appropriate completed documentation. |
|  | Ensure death notification is conducted in a discreet manner. |
| Extended: | |
|  | Partner with Notification Team members to help the families to start the grief process. |
|  | Attend Notification Team briefing. |
|  | Take appropriate action if clients are acting in an aggressive or forceful manner. |
|  | Review entries/records for accuracy and completeness. |
|  | Prepare end of shift report and present to oncoming Death Notification Officer. |
|  | Attend team transition briefings at shift change. |

Death Notification Team

Spiritual Advisor/Chaplain/Clergy

**Reports to:** Reunification Team Lead, Notification Team Lead and Behavioral Health Team Lead

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

**FRC/FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FRC/FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification, Death Notification and Behavioral Health Team Leads. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Reunification and Notification Team Leads. |
|  | Establish a designated quiet work area conducive to spiritual counseling within the FAC. |
|  | Verify important phone numbers from master contact list as provided. |
|  | Provide those waiting for psychological first aid with pastoral comfort, caring and direction. |
|  | Support/augment disaster behavioral health services to families moving through the FAC. |
| Intermediate: | |
|  | React and provide pastoral support to clients with any behavioral issues identified by staff if requested. |
|  | Provide as much family contact and interaction as possible. |
|  | Notify security/law enforcement of clients acting in an aggressive or forceful manner. |
|  | Attend Notification Team briefing. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances. |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Extend pastoral support to all FRC/FAC personnel as needed. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Prepare end of shift report and present to oncoming Spiritual Advisor. |
|  | Report situations/problems/progress to Team Lead. |

## Volunteer and Donations Management

Donations Coordinator

**Reports to:** Logistics Section Chief

**Mission:** Coordinates all donations, monetary, goods and services, given to the FAC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident from the appropriate personnel. |
|  | Upon appointment by the Logistics Section Chief, assume duty station. |
|  | Initiates record keeping of all donations provided to the FAC. |
|  | Maintains up to date listing of all donations as well as sources of donations to the FAC. |
|  | Maintains communication with ESF 15 at the EOC to ensure coordinated efforts. |
| Intermediate: | |
|  | Coordinates all donations and personnel receiving donations to include an accurate daily accounting of all cumulative tangible and intangible items for the FAC. |
|  | Provides information and material for Finance & Administration Chief on all personnel issues for operational period briefings. |
|  | Ensures that all FAC donations are appropriate for the nature of the incident, in good, clean, hygienic condition and suitable for distribution. |
|  | Coordinates interagency and public communications related to donations through the Logistics Chief and the PIO. |
| Extended: | |
|  | Maintains a master listing of all donations received whether usable, distributed, or discarded. |
|  | Maintains, records, and archives all FAC donations, agencies, and private entity contributions for future use and/or incidents. |
|  | Provides accurate records in both print and electronic formats. |
|  | Completes appropriate “thank you” communications with all donors. |
|  | Works with the Logistics Branch to ensure any extra donations are either stored for future use or distributed to appropriate agencies, entities or individuals. |

Volunteer and Donations Management

Volunteer Coordinator

**Reports to:** Logistics Section Chief

**Mission:** Coordinates all volunteer efforts supporting FAC operations.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Read this entire Position Checklist. |
|  | Obtain a full briefing of the incident from the appropriate personnel. |
|  | Upon appointment by the Logistics Section Chief, assume duty station. |
|  | Facilitates and coordinates all volunteer efforts in support of FAC activation and operations. |
|  | Initiates all volunteer networks and communications with outside/affiliated volunteer  organizations such as Volunteers Active in Disaster (VOAD). |
|  | Maintains communication with ESF 15 at the EOC to ensure coordinated efforts. |
|  | Communicate with EOC and consider opening a Volunteer Reception Center. |
| Intermediate: | |
|  | Initiates and maintains record keeping of all volunteer requests, positions filled and agencies/entities utilized on behalf of the FAC and related operations. |
|  | Works in conjunction with the Personnel Coordinator to ensure an accurate accounting as well as registration of all volunteers and hours worked. |
|  | Provides information and material for Logistics Section Chief on all volunteer issues for operational period briefing. |
|  | Ensures that all FAC volunteer requests and assignments are done in accordance with all local, state and Federal laws, codes, regulations, and guidance. |
| Extended: | |
|  | Maintains a master listing of all volunteer requests, actions, declinations, issues and personnel/agencies/entities utilized as well as contacted. |
|  | Maintains, records, and archives all FAC volunteer requests and assignments. |
|  | Provides accurate records in both print and electronic formats. |
|  | Resolves any outstanding issues and petitions for reimbursement, if eligible. |

## Facilities Management Team

Facilities Management Team Lead

**Reports to:** Logistics Section Chief

**Mission:** To ensure that necessary items, resources, and equipment are in place.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Logistic Section Chief. Obtain packet containing section's Position  Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Logistics Section Chief. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Ensures FAC Facilities Management Team is staffed in an appropriate manner. |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Review pre-plan and determine the resources required are present to accomplish mission tasks. |
|  | Arrange for additional or overlooked equipment needs through Logistics Section Chief. |
|  | Establish/activate lockdown procedures or control building exit/entrance points by limiting access/egress. |
|  | Sweep facility to ensure that no unauthorized persons are present. *(This task can be delegated to security if they are present.)* This task is critical to physical FAC mission. |
|  | Verify that all facility operational systems are in working condition (electrical, plumbing, HVAC, fire alarm, sprinkler systems, elevator, phone, intercom, data etc.) |
|  | Test emergency exit signs and emergency generator and battery backup systems. |
|  | Assist other team members that may not be familiar or are not normally stationed at the facility. |
|  | Attempt to control or manage traffic pattern flows and parking areas. (This can be accomplished by utilizing a combination of signage, traffic control devices or use security.) |
| Intermediate: | |
|  | Conduct team transition briefings at shift change. |
|  | Ensure Situation Report is created for each operational period. |
|  | Utilize your facility familiarity to assist day care and food services to become  sustainable/supported within the facility. |
|  | Provide security with blueprints of facility to develop FAC protection plan. |
|  | Assist security with any design changes or barriers to channel families/staff into appropriate or out of inappropriate areas within the FAC. |
| Extended: | |
|  | Ensure fuel, potable water, sewage systems can be maintained or replenished for long term operations. |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Logistics Section Chief. |
|  | Observe all staff for signs of stress. Report issues to Logistics Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Store files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Facilities Management Team Lead. |
|  | Review Situation Reports from Logistics Section Chief as appropriate. |
|  | Report progress of team to Logistics Section Chief. |

Facilities Management Team

Facilities Management Team Member

**Reports to:** Logistics Section Chief

**Mission:** To ensure that necessary items, resources, equipment and in place and works with the Logistics Section Chief to procure them.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Facilities Management Team Leader. Obtain packet containing  section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Logistics Section Chief. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Review pre plan and determine the resources required are present to accomplish mission  tasks. |
|  | Arrange for additional or overlooked equipment needs through Logistics Section Chief. |
|  | Know lockdown procedures or control building exit/entrance points by limiting  access/egress. |
|  | Sweep facility to ensure that no unauthorized persons are present. (This task can be delegated to security if they are present.) This task is critical to physical FAC mission. |
|  | Verify that all facility operational systems are in working condition (electrical, plumbing, HVAC, fire alarm, sprinkler systems, elevator, phone, intercom, data etc.) |
|  | Test emergency exit signs and emergency generator and battery backup systems. |
|  | Assist other team members that may not be familiar or are not normally stationed at the facility. |
|  | Attempt to control or manage traffic pattern flows and parking areas. (This can be accomplished by utilizing a combination of signage, traffic control devices or use security.) |
| Intermediate: | |
|  | Participate in team transition briefings at shift change. |
|  | Ensure Situation Report is created for each operational period. |
|  | Utilize you facility familiarity to assist day care and food services to become sustainable/supported within the facility. |
|  | Provide security with blueprints of facility to develop FAC force protection plan. |
|  | Assist security with any design changes or barriers to channel families/staff into appropriate or inappropriate areas within the FAC. |
| Extended: | |
|  | Ensure fuel, potable water, sewage systems can be maintained or replenished for long term operations. |
|  | Assist in the documentation of all actions and decisions on a continual basis; forward completed unit activity log (ICS 214) to Logistics Section Chief. |
|  | Plan for the possibility of extended deployment. |
|  | Store files for possible transition to long-term recovery center or for post-incident use. |
|  | Review Situation Reports from Logistics Section Chief as appropriate. |
|  | Report progress of team to Logistics Section Chief. |

## Fatality Management Victim Information Center (FM VIC)

Behavioral Health-Chaplaincy Specialist

**Reports to:** Information Collection Coordinator

**Mission**: Managing the referral of service options with families, acquaintances of victims and VIC personnel as needs arise.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Information Collection Coordinator. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Coordinate information and liaison on family support service options with other appropriate agencies. |
|  | Meets with families who experience emotional difficulties during the interview process. |
|  | Offers guidance to FM personnel during times of stress. |
|  | Works to coordinate social activities and events for after-work hours to ease the stresses of long work cycles. |
|  | Provides discretion and confidentiality of all verbal and written documentation concerning the deceased, next of kin, and family members. |
| Intermediate: | |
|  | Review interview sheets to be completed to understand the process. |
|  | Take part in briefing of interviewers and data entry personnel to ensure all understand the overall information management system and their specific duties and responsibilities. |
|  | Develop just-in-time training modules for FM staff on signs and symptoms of stress and stress reduction techniques. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain your ability to deal with the public under stressful circumstances. |
|  | Act upon information reported by Team Lead regarding stress in FM VIC workers or families. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the mission. |
|  | Ensure all personally issued equipment is returned to logistics. |
|  | Report situations/problems/progress to Team Lead. |

Fatality Management Victim Information Center (FM VIC)

Information Collection Coordinator

**Reports to:** Unit Leader

**Mission:** Responsible for coordinating specific Call Center intake operators and the interview team collecting ante mortem data on victims reported missing.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from FM Unit Leader. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Oversee the needs and procedures of the specific Call Center unit, interview unit, volunteer training unit, and behavioral health/chaplaincy unit. |
|  | Ensures newly arriving FM personnel and volunteers are trained and assisted on proper call taking and interview procedures. |
|  | Oversees the collection, security, and timely transfer of interview forms to the data entry unit. |
|  | Provides discretion and confidentiality of all verbal and written documentation concerning the deceased, next of kin, and family members. |
|  | Review interview protocols to be followed. |
| Intermediate: | |
|  | Take part in briefing of interviewers and data entry personnel to ensure all understand the overall information management system and their specific duties and responsibilities. |
|  | Develop call taker greeting scripts to aid in prioritizing reports of missing persons. |
|  | Revise call taker scripts as situations and needs evolve. |
|  | Coordinate replacement supplies or equipment with logistics. |
|  | Coordinate family support options with other appropriate agencies. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the mission. |
|  | Ensure all personally issued equipment is returned to logistics. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Assist in the critique of the team performance. |
|  | Report situations/problems/progress to Team Lead. |

Fatality Management Victim Information Center (FM VIC)

Unit Leader

**Reports to:** Medical Examiner Liaison

**Mission:** The Fatality Management Unit Leader is responsible for establishing the FM VIC, managing a specialized Call Center if activated, ensuring proper interviewing of families and acquaintances of victims using database forms, and coordinating the exchange of information between the Morgue Identification Center (MIC) and the VIC. In the absence of the FM Unit Leader, the Medical Examiner Liaison shall assume these duties. The FM Unit Leader reports directly to the Medical Examiner Liaison unless FM group supervisor activated.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing sections’ Position Checklist. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain a full briefing from FM group supervisor or medical examiner liaison. |
|  | Establish your assigned work area and FM VIC stations within the FAC. |
|  | Coordinate with FM group supervisor or medical examiner liaison on availability and readiness of VIC Core Team and obtain 24-hour contact numbers for unit deployed. |
|  | Request necessary supplies, equipment, telephone, fax, data lines, copiers, etc., from Logistics. |
|  | In conjunction with the FM group supervisor or medical examiner liaison publish telephone contact numbers through Information Officer channels. |
|  | Monitors call volume surges and staffing levels needed (coordinated with the IC Logistics Resource Unit), especially during the first few days of the event. |
|  | Liaisons with the FM Morgue Identification Center (MIC) on form modifications, data collection techniques, and identifications made by the MIC Team. |
|  | Directs initial focus and resources to collecting missing person data while the database capabilities are being installed. |
|  | Provide systematic approach to operations. |
|  | Work with the technical support to set up and ensure proper functioning of computer equipment assigned to the FM VIC. |
|  | Brief interviewers and data entry personnel to ensure all understand the overall information management system and their specific duties and responsibilities. |
| Intermediate: | |
|  | Provide training as necessary |
|  | Maintain accountability and security of any documentation with the family. |
|  | Coordinate family support options with other appropriate agencies. |
|  | Provides discretion and confidentiality of all verbal and written documentation concerning the deceased, NOK, and family members. |
| Extended: | |
|  | Observe all staff for status and signs of stress. |
|  | Provide for rest periods for staff. |
|  | Prepare end of shift report and update with incident tracking board. |
|  | Provide input into the demobilization plan on length of time to complete family interaction. |
|  | Coordinate with Medical Examiner Liaison on transition of FM VIC operations to Medical Examiner staff following demobilization. |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the FEMORS mission. |
|  | Forward all completed records to the MIC Records Management. |
|  | Ensure all personally issued equipment is returned. |
|  | Participate in a formal Team After Action Report. |

Fatality Management Victim Information Center (FM VIC)

Medical Examiner Liaison

**Reports to:** FAC Operations Chief

**Mission:** Serves as liaison between the local ME and FAC operations, and overseeing the FM VIC for the express purpose of coordinating efforts to follow the local ME office policies for identifying decedents, notifying the legal next of kin, and releasing the decedents/personnel effects to the legal next of kin.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from local Chief ME. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from the FAC Operations Chief. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from FAC Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Establish contact/communication with the Medical Examiner’s office. |
|  | Arrange for the exchange of medical and dental records from missing victims to the local ME. |
|  | Operate under the rules and regulations of the jurisdiction for crime scene investigations. |
|  | Maintain chain of custody when forensic or other information is collected. |
|  | Assure the DNA and forensic evidence is collected in the prescribed manner consistent with best practices, policies and procedures. |
| Intermediate: | |
|  | Act as official conduit for all information exchange between the FAC and the local ME. |
|  | Attend all FAC Team briefings. |
|  | Coordinate ME participation in family briefings and/or public briefings. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain your ability to deal with the public under stressful circumstances. |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition for post-incident use. |
|  | Prepare end of shift report and present to oncoming Medical Examiner Liaison. |
|  | Report situations/problems/progress to Team Lead. |

Fatality Management Victim Information Center (FM VIC)

Volunteer Training Specialist

**Reports to:** FM VIC Information Collection Coordinator

**Mission:** Responsible for managing the training of volunteer staff on call taking and completing the interview package with families and acquaintances of victims in the Victim Information Center.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing sections’ Position Checklists. |
|  | Read the entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area with the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Review FEMORS FOG as a refresher for policy guidelines. |
|  | Review call taker scripts for missing person reports. |
|  | Review interview sheets to be completed. |
|  | Develop just-in-time training modules for volunteer interview staff. |
| Intermediate: | |
|  | Arranges training of newly arriving VIC volunteers on proper call taking and interview procedures. |
|  | Provides discretion and confidentiality of all verbal and written documentation concerning the deceased, NOK, and family members. |
|  | Take part in briefing of interviewers and data entry personnel to ensure all understand the overall information management system and their specific duties and responsibilities. |
| Extended: | |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the mission. |
|  | Ensure all personally issued equipment is returned. |

Fatality Management Victim Information Center (FM VIC)

Call Taker Specialist

**Reports to:** FM VIC Information Collection Coordinator

**Mission:** Responsible for completing the Call Center database page with families and acquaintances of victims in the Victim Information Center.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing section’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Review FEMORS FOG as a refresher for policy guidelines. |
|  | May serve as Lead for Call Taker staff. |
|  | Initiates database Call Center data page. |
|  | Provides discretion and confidentiality of all verbal and written documentation concerning the deceased, NOK, and family members. |
|  | Uses call taker scripts for missing person reports. |
|  | Take part in briefing of call takers, interviewers and data entry personnel to ensure all understand the overall information management system and their specific duties and responsibilities. |
| Intermediate: | |
|  | Receives incoming calls reporting missing persons by telephone with care and dignity for the victims to obtain VIP data. |
|  | Refers requests for additional ante-mortem information and re-contact NOK as necessary. |
|  | Maintain accountability and security of any documentation with the family. |
|  | Coordinate family support options with other appropriate agencies. |
| Extended: | |
|  | Ensure all personally issued equipment is returned. |
|  | Assist in the critique of the team performance. |

Fatality Management Victim Information Center (FM VIC)

Interview Specialist

**Reports to:** FM VIC Information Collection Coordinator

**Mission:** Responsible for completing the missing person interview package with families and acquaintances of victims in the Victim Information Center

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing section’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Review FEMORS FOG as a refresher for policy guidelines. |
|  | May serve as Lead for Interview staff. |
|  | Take part in briefing of interviewers and data entry personnel to ensure all understand the overall information management system and their specific duties and responsibilities. |
|  | Review call taker scripts for missing person reports. |
|  | Review interview sheets to be completed. |
|  | Assists newly arriving VIC staff on proper interview procedures. |
|  | Assists with the collection, security, and timely transfer of ante mortem medical and dental records to the VIC FM Records Management Specialist. |
|  | Interviews families and acquaintances of victims to obtain ante mortem (Reported Missing) data. |
|  | Provides discretion and confidentiality of all verbal and written documentation concerning the deceased, NOK, and family members. |
| Intermediate: | |
|  | Receives incoming calls reporting missing persons. |
|  | Interview families in person or by telephone with care and dignity for the victims to obtain VIP data. |
|  | Receive requests for additional ante-mortem information and re-contact NOK as necessary. |
|  | Collect and document incoming additional medical and dental records; transfer to Records Management. |
|  | Maintain accountability and security of any documentation with the family. |
|  | Coordinate family support options with other appropriate agencies. |
| Extended: | |
|  | Ensure all personally issued equipment is returned. |
|  | Assist in the critique of the team performance. |

Fatality Management Victim Information Center (FM VIC)

Dental/Medical Records Acquisition Specialist

**Reports to:** FM VIC Data/Records Coordinator

**Mission:** Responsible for contacting dental/medical healthcare providers of reported missing persons to obtain copies of records.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing section’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Review FEMORS FOG as a refresher for policy guidelines. |
|  | Receives notice of potential family dental and medical healthcare providers of victims reported missing from Interview or Data Entry teams. |
| Intermediate: | |
|  | Initiates telephonic contact with potential dental and medical healthcare providers in order to obtain copies of ante mortem dental x-rays and charts, medical records, and body x-rays for comparison by the MIC teams. |
|  | Assists in transfer of collected dental/medical records to VIC FM Records Management Specialist for use by the MIC teams. |
|  | Contact dental/medical healthcare providers to obtain known records of missing persons and arrange for delivery to VIC. |
|  | Update VIC with contact information on dental/medical healthcare providers. |
|  | Monitor use of supplies and notify Supplies/Facilities Manager of anticipated replenishment needs. |
| Extended: | |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the mission. |
|  | Ensure all personally issued equipment is returned. |
|  | Assist in the critique of the team performance. |

Fatality Management Victim Information Center (FM VIC)

Family History (DNA) Specialist

**Reports to:** FM VIC Data/Records Coordinator

**Mission:** Responsible for coordinating meetings with families to obtain genetic information, familial DNA samples, and missing person reference DNA specimens for testing.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing section’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Review FEMORS FOG as a refresher for policy guidelines. |
|  | Participates in the ante-mortem information and DNA materials gathering function. |
|  | Coordinates with Victim Information Center Unit Leader, FM VIC Data/Records Coordinator, and/or Medical Examiner on data and DNA materials collection requirements and the appropriate methods for documentation and delivery of materials to the DNA lab selected for testing. |
|  | May serve as lead for DNA staff. |
|  | Ensures all ante-mortem buccal swabs from families and victim reference specimens collected are properly documented as to provenance and delivered to appropriate DNA labs as approved. |
|  | Ensures all ante-mortem family tree information from families is collected and included in the case file (Reported Missing) packet. |
| Intermediate: | |
|  | Coordinate and log incoming additional DNA samples to the VIC Records Management Team for the DNA lab. |
|  | Handles families visiting the VIC to provide family tree lineage information and to provide Buccal swab samples for DNA testing. |
|  | Handles families visiting the VIC to provide victim reference specimens, i.e., toothbrush, razor, etc. |
|  | Handles families unable to visit the VIC to provide family tree lineage information by telephone interview with a DNA Specialist. |
|  | Handles families unable to visit the VIC to provide Buccal swab samples for DNA testing by mailing the collection kit with instructions for use and return of the kit. |
|  | Handles families unable to visit the VIC to provide victim reference specimens i.e., toothbrush, razor, etc. by mail or other delivery mode with instructions on handling, packaging and shipment. |
|  | Process delivery of collected DNA materials to the designated storage or testing laboratory facility. |
|  | Provides copies of the family tree information to appropriate DNA labs as approved. |
| Extended: | |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the mission. |
|  | Ensure all personally issued equipment is returned. |
|  | Assist in the critique of the team performance. |
|  | Participate in a formal team after action report. |

Fatality Management Victim Information Center (FM VIC)

Documentation Specialist

**Reports to:** FM VIC Unit Leader

**Mission:** Responsible for providing statistical reporting of the VIC progress for the situation reports as well as special project reports as directed.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
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| Immediate: | |
|  | Obtain packet containing section’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Review FEMORS FOG as a refresher for policy guidelines. |
|  | Receives direction from the VIC Unit Leader on types of documentation required. |
| Intermediate: | |
|  | Creates specialized reports as directed. |
|  | Maintain personnel scheduling of staff and coordinate requests for replacements. |
| Extended: | |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the mission. |
|  | Ensure all personally issued equipment is returned. |
|  | Assist in the critique of the team performance. |

Fatality Management Victim Information Center (FM VIC)

Administrative Specialist

**Reports to:** FM VIC Unit Leader

**Mission:** Responsible for managing attendance and travel voucher records for personnel.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing section’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Receives direction from VIC Unit leader on types of documentation required for time and travel. |
|  | Assists with maintaining staffing organizational charts. |
|  | Review FEMORS FOG as a refresher for policy guidelines. |
|  | Coordinates VIC Unit Leader requests for personnel. |
| Intermediate: | |
|  | Assists personnel with completion of forms required for time and travel. |
|  | Maintain personnel time and travel documentation. |
| Extended: | |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the mission. |
|  | Ensure all personally issued equipment is returned. |
|  | Assist in the critique of the team performance. |

Fatality Management Victim Information Center (FM VIC)

Data Entry Specialist

**Reports to:** FM VIC Data/Records Coordinator

**Mission:** Responsible for performing ante-mortem data entry and auditing from interview forms or similar computer data processing work in the VIC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing section’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Receives direction from the FM VIC Data/Records Coordinator, and/or Medical Examiner on data entry requirements and the appropriate methods for documentation and verifying entered data. |
|  | Review FEMORS FOG as a refresher for policy guidelines. |
|  | Participates in the identification function. |
|  | May serve as an auditor for data entry of other personnel to check against typographical errors. |
|  | May serve as lead for data entry and auditing staff. |
|  | Begin data entry immediately upon receiving completed VIP forms from interviewers. |
| Intermediate: | |
|  | Ensures all ante-mortem processing data is entered in database. |
|  | Ensures all ante-mortem digitized (scanned) photographs from families are stored on the computer server and images printed for inclusion in the case file packet. |
|  | Edits computer entries to ensure accuracy and completeness of records. |
|  | Monitor use of supplies and notify Data Entry Team Leader of anticipated replenishment needs. |
| Extended: | |
|  | Ensure all personally issued equipment is returned. |
|  | Assist in the critique of the team performance. |

Fatality Management Victim Information Center (FM VIC)

Records Management Specialist

**Reports to:** FM VIC Records Management Coordinator

**Mission:** Responsible for receiving direction on tracking and delivery requirements and the appropriate methods for documentation and verifying received materials.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing section’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Ensures all received file materials are properly documented. |
|  | Follows file tracking procedures account for every file folder. |
|  | Review FEMORS FOG as a refresher for policy guidelines. |
|  | Maintain records log locator systems to expedite locating and retrieving files when required for release or reexamination. |
|  | Maintain a storage system to segregate case files by reported missing, found alive, identified but unclaimed, and identified and ready for release. |
| Intermediate: | |
|  | Log and file materials as received (alphabetically in Last Name order) for VIP ante-mortem (RM) reports and medical records or DNA specimen authorization forms. |
|  | Ensure notification of the appropriate MIC Team when new ante-mortem records have been received for transfer. |
|  | Maintain record log-out procedures to include file release to MIC records file room for VIP ante-mortem (RM) file transfer and medical, dental, and x-ray records transfer. |
|  | Coordinate release of files systematically and with proper accounting for person receiving file in accordance with the wishes of Medical Examiner. |
|  | Coordinate delivery of ME case files to Family Affairs upon release of identified cases. |
| Extended: | |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the mission. |
|  | Ensure all personally issued equipment is returned. |
|  | Assist in the critique of the team performance. |

Fatality Management Victim Information Center (FM VIC)

Data/Records Coordinator

**Reports to:** FM VIC Unit Leader

**Mission:** Responsible for maintaining records and data for the FM VIC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Obtain packet containing section’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from team lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from team lead. |
|  | Oversee the needs and procedures of the data entry unit, dental-medical records acquisition unit, family history (DNA) unit, and records management unit. |
| Intermediate: | |
|  | Ensures newly arriving FM personnel and volunteers are trained and assisted on proper records collection processes and associated documentation. |
|  | Provides discretion and confidentiality of all verbal and written documentation concerning the deceased, next of kin, and family members. |
|  | Review records collection protocols to be followed. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Provide report and briefing to replacement on status of operations if rotating out prior to termination of the mission. |
|  | Ensure all personally issued equipment is returned. |
|  | Assist in the critique of the team performance. |

## Intake and Processing Team

Intake and Processing Team Lead

**Reports to:** Operations Section Chief

**Mission:** The Intake and Processing Team Lead oversees the registration process for victims and family at the FAC and/or the virtual FAC.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Operations Chief. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Operations Chief. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Ensures FAC intake and processing team is staffed in an appropriate manner. |
|  | Brief Intake and Processing team members. |
|  | Determine resources required to accomplish mission tasks. |
|  | Arrange for equipment needs through Logistics Section Chief |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Review entries/records for accuracy and completeness. |
| Intermediate: | |
|  | Conduct team transition briefings at shift change. |
|  | Identify and prioritize intake and processing needs |
|  | Ensures Situation Report is created for each operational period. |
|  | Track deadlines for the team. |
| Extended: | |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Operations Chief. |
|  | Observe all staff for signs of stress. Report issues to Operations Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment |
|  | Store files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Intake and Processing Team Lead. |
|  | Review Situation Reports from Operations Section Chief as appropriate. |
|  | Report progress of team to Operations Chief. |

Intake and Processing Team

Intake and Processing Caseworker

**Reports to:** Intake and Processing Team Lead

**Mission:** The Intake and Processing Caseworker assists with the registration process for victims and family at the FAC and/or the virtual FAC.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Intake and Processing Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Obtain assignments as the primary point of contact for families for every aspect of the FAC. |
|  | Accompany family members as they partake in reunification and notification processes. |
|  | Provide those waiting for psychological first aid with comfort caring and direction. |
| Intermediate: | |
|  | Attend Intake and Processing Team briefing. |
|  | Notify behavioral staff of any issues with clients. |
|  | Notify security/law enforcement regarding clients acting in an aggressive or forceful manner. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Case Worker. |
|  | Report situations/problems/progress to Team Lead. |

Intake and Processing Team

Intake Coordinator

**Reports to:** Intake and Processing Team Lead

**Mission:** Assists Intake Lead with reception, registration and verification of new and existing clients. Intake Coordinator provides registration for families in the intake database, either on-site or through the virtual FAC/Call Center.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Intake and Processing Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish communication with the virtual Call Center if the crisis involves the virtual FAC. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Register families in the FAC intake database, either on-site or through virtual FAC/Call Center. |
|  | Provide those waiting for psychological first aid with comfort caring and direction. |
|  | Assist Intake Lead with reception, registration and verification of new and existing clients. |
|  | Assist clients with obtaining appropriate services. |
| Intermediate: | |
|  | Attend Intake and Processing Team briefing. |
|  | Notify behavioral staff of any issues with clients. |
|  | Notify security/law enforcement regarding clients acting in an aggressive or forceful manner. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Identify and prioritize intake and processing needs. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances. |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Intake Coordinator. |
|  | Report situations/problems/progress to Team Lead. |

Intake and Processing Team

Intake Receptionist

**Reports to:** Intake and Processing Team Lead

**Mission:** To ensure that clients are met and directed to the appropriate steps of the intake procedures.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Intake and Processing Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Attend Intake and Processing Team briefing |
|  | Verify important phone numbers from master contact list that was given. |
|  | Greet and sign in clients and then direct them to the appropriate next steps and process. |
|  | Review entries/records for accuracy and completeness. |
| Intermediate: | |
|  | Assist by providing clients with information and obtaining basic needs such as food or water while they wait for services. |
|  | Monitor waiting room provide quality customer service. Keep clients informed look for signs of stress or agitation in clients. |
|  | Attend team transition briefings at shift change. |
|  | Identify and prioritize intake and processing needs. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming receptionist. |
|  | Report situations/problems/progress to Team Lead. |

## Information Technology (IT) Team

IT Coordinator

**Reports to:** Facilities Management Team Lead

**Mission:** Provides IT setup and support for the physical and virtual FAC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Facilities Management Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Coordinate with Call Center Lead. |
|  | Become familiar with facility and determine the amount of time to go operational. If it cannot be accomplished within given time frame, bring in additional IT resources. |
|  | Coordinate with Facilities Team Manager and Janitorial Coordinator as needed. |
|  | Test IT infrastructure to ensure the system is operational. |
|  | Manage and document computer distributions to FAC staff. |
|  | Manage software & hardware installation, maintenance, troubleshooting. |
|  | Assist FAC staff to use hardware and software efficiently. |
| Intermediate: | |
|  | Provide alerts and direction in the detection of viruses and other system wide issues. |
|  | Disseminate technology-related information throughout the FAC via news bulletins, electronic main, meetings, etc. |
|  | Determine the manpower requirements to sustain the physical FAC. |
| Extended: | |
|  | Attend Facilities Management Team briefing. |
|  | Notify behavioral staff of any issues with clients. |
|  | Notify security if clients are acting in an aggressive or forceful manner. |
|  | Keep accurate records and review entries/records for accuracy and completeness. |
|  | Prepare end of shift report and present to oncoming IT Coordinator. |
|  | Attend team transition briefings at shift change. |
|  | Prepare end of shift report and present to oncoming IT Coordinator. |

Information Technology (IT) Team

Technical Communications Coordinator

**Reports to:** IT Coordinator

**Mission:** The Technical Communications Coordinator provides communication equipment (telephones, faxes, radios, etc.) to support the physical and virtual FAC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
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| Immediate: | |
|  | Receive appointment from IT. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Coordinate with Call Center Lead. |
|  | Become familiar with facility and determine the amount of time to go operational. If it cannot be accomplished within given time frame, bring in additional technical resources. |
|  | Establish communication with the EOC and other agencies as required by the FAC. |
|  | Determine the extent of cell phone coverage. |
|  | Acquire the resources and/or capabilities to maintain cellular signals. |
|  | Test land line phones and radio links to ensure the system is operational. |
|  | Manage and document telephone extension assignments within the FAC. |
|  | Manage systems maintenance, troubleshooting. |
|  | Assist FAC staff to use telephone system and software efficiently. |
| Intermediate: | |
|  | Provide alerts and direction in the detection of viruses and other system wide issues. |
|  | Disseminate technology-related information throughout the FAC via news bulletins, electronic main, meetings, etc. |
|  | Determine the manpower requirements to sustain the physical FAC. |
| Extended: | |
|  | Attend Facilities Management Team briefing. |
|  | Notify behavioral staff of any issues with clients. |
|  | Notify security if clients are acting in an aggressive or forceful manner. |
|  | Prepare end of shift report and present to oncoming Technical Communications Coordinator. |

## Referral Specialist Team

Referral Team Lead

**Reports to:** Operations Section Chief

**Mission:** Oversees the referral team that provides information to family members regarding services that may not be offered directly on site. Coordinates with reunification Team, Notification Team to ensure accurate, official information is relayed to families at the FAC.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Operations Chief. Obtain packet containing team’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Operations Chief. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Ensure FAC referral team is staffed in an appropriate manner. |
|  | Brief Referral Team members. |
|  | Determine resources required to accomplish mission tasks. |
|  | Arrange for equipment needs through Facilities Management Team. |
|  | Establish communication with Call Center. |
|  | Verify telephone and website mechanisms for crisis de-escalation, family reunification, Information & Referral, and family support are in place. |
|  | Ensure Call Center provides the appropriate scripts to direct families to the physical FAC. |
|  | Provide quality control to ensure that messages from physical and virtual FAC are identical and not in conflict. |
|  | Communicate regularly with Call Center Lead to ensure quality and continuity of operations. |
|  | Manage Referral Team to ensure that the resources for housing, financial support, and transportation information and other referrals are being made and the referred agencies are performing mission tasks. |
| Intermediate: | |
|  | Conduct team transition briefings at shift change. |
|  | Identify and prioritize behavioral health needs |
|  | Ensure Situation Report is created for each operational period. |
|  | Track deadlines for the team. |
|  | Reiterate to all FAC staff the behavioral health implications of a traumatic event. |
| Extended: | |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Operations Chief. |
|  | Observe all staff for signs of stress. Report issues to Operations Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Store files for possible transition to long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Referral Team Lead. |
|  | Review Situation Reports from Operations Section Chief as appropriate. |
|  | Report progress of team to Operations Chief. |

Referral Specialist Team

Financial Referral Specialist

**Reports to:** Reports Referral Team Lead

**Mission:** Provides referrals on financial assistance programs such as food stamps, WIC, unemployment, Medicare etc.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

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| --- | --- |
| Immediate: | |
|  | Receive appointment from referral Team Lead. Obtain packet containing team’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Referral Team Lead. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Attend team briefings. |
|  | Inventory and determine if the resources to perform job tasks are adequate. |
|  | Establish communication by means of telephone and website mechanisms for crisis de-escalation, family assistance and reunification, and Information & Referral. |
|  | Verify that messages from physical and virtual FAC regarding financial referrals are identical and not in conflict. |
|  | Validate that the financial assistance that you are referring has the capability to perform mission tasks. |
|  | Refer families to financial assistance programs such as food stamps, WIC, Medicare, Victim  assistance programs, etc. and be mindful of the trauma created by the crisis. |
| Intermediate: | |
|  | Participate in team transition briefings at shift change. |
|  | Ensure Situation Report is created for each operational period. |
|  | Track deadlines for the team. |
|  | Understand the behavioral health implications of a traumatic event. |
| Extended: | |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed  unit activity log to Referral Team Lead. |
|  | Observe all staff for signs of stress. Report issues to Referral Team Lead. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Store files for possible transition to long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Financial Referral Specialist. |
|  | Review Situation Reports from Referral Team Lead as appropriate. |
|  | Report progress to Referral Team Lead. |

Referral Specialist Team

Housing Referral Specialist

**Reports to:** Referral Team Lead

**Mission:** Provides referrals to temporary housing for families.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from referral Team Lead. Obtain packet containing team’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Referral Team Lead. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Attend team briefings. |
|  | Inventory and determine if the resources to perform job tasks are adequate. |
|  | Establish communication by means of telephone and website mechanisms for crisis de-escalation, family assistance and reunification, and Information & Referral. |
|  | Verify that messages from physical and virtual FAC regarding housing referrals are identical and not in conflict. |
|  | Validate temporary housing resources that you are referring to have the capability to perform mission tasks. |
|  | Refer families to temporary housing services. Be mindful of the trauma created by the crisis. |
| Intermediate: | |
|  | Participate in team transition briefings at shift change. |
|  | Ensure Situation Report is created for each operational period. |
|  | Track deadlines for the team. |
|  | Understand the behavioral health implications of a traumatic event. |
| Extended: | |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Referral Team Lead. |
|  | Observe all staff for signs of stress. Report issues to Referral Team Lead. |
|  | Take appropriate rest periods and relief. |
|  | Plan for the possibility of extended deployment. |
|  | Store files for possible transition to long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Referral Team Lead. |
|  | Review Situation Reports from referral Team Lead as appropriate. |
|  | Report progress to referral Team Lead. |

Referral Specialist Team

Transportation Referral Specialist

**Reports to:** Referral Team Lead

**Mission:** Provide accurate information on transportation services.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from referral Team Lead. Obtain packet containing team’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Referral Team Lead. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Attend team briefings. |
|  | Inventory and determine if the resources to perform job tasks are adequate. |
|  | Establish communication by means of telephone and website mechanisms for crisis de-escalation, family reunification, Information & Referral, and family. |
|  | Verify that messages from physical and virtual FAC regarding transportation are identical and not in conflict. |
|  | Validate transportation assistance that you are referring to have the capability to perform mission tasks. |
|  | Refer families to transportation assistance programs and be mindful of the trauma created by the crisis. |
|  | Arrange for transportation pick up and drop off points at the FAC with Security Team Lead. |
| Intermediate: | |
|  | Participate in team transition briefings at shift change. |
|  | Execute Situation Report is created for each operational period. |
|  | Track deadlines for the team. |
|  | Understand the behavioral health implications of a traumatic event. |
| Extended: | |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed unit activity log to Referral Team Lead. |
|  | Observe all staff for signs of stress. Report issues to Referral Team Lead. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Store files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Transportation Referral Team Specialist. |
|  | Review Situation Reports from Referral Team Lead as appropriate. |
|  | Report progress to Referral Team Lead. |

## Reunification Team

Reunification Team Lead

**Reports to:** Operations Section Chief

**Mission:** The Reunification Team Lead oversees all staff members of the Reunification Team. In addition coordinates with all other FAC Team Leads.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Operations Chief. Obtain packet containing team’s Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Operations Chief. |
|  | Establish a work area within the FAC according to the operational layout. |
|  | Ensure FAC reunification team is staffed in an appropriate manner. |
|  | Brief reunification team members. |
|  | Determine resources required to accomplish mission tasks. |
|  | Arrange for equipment needs through Logistics Section Chief. |
|  | Identify important phone numbers from master contact list and give to team personnel for internal and external distribution. |
|  | Ensure appropriate processes are in place to reunite families with their loved ones as quickly as possible. |
|  | Review entries/records for accuracy and completeness. |
| Intermediate: | |
|  | Conduct team transition briefings at shift change. |
|  | Identify and prioritize intake and processing needs. |
|  | Ensure Situation Report is created for each operational period. |
|  | Track deadlines for the team. |
| Extended: | |
|  | Maintain documentation of all actions and decisions on a continual basis; forward completed team activity log to Operations Section Chief. |
|  | Observe all staff for signs of stress. Report issues to Operations Section Chief. |
|  | Provide rest periods and relief for staff. |
|  | Plan for the possibility of extended deployment. |
|  | Store files for possible transition to long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Reunification Team Lead. |
|  | Review Situation Reports to/from Operations Section Chief as appropriate. |
|  | Report progress of team to Operations Chief. |

Reunification Team

Notification Caseworker

**Reports to:** Reunification Team Lead

**Mission:** Provides spiritual support to families as they learn of death of a beloved one.

**FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Meet and exchange information with the primary point of contact their case worker. Develop a game plan for the death notification. |
|  | Accompany family members as they partake in death notification processes. |
|  | Provide those waiting for psychological first aid with comfort caring and direction. |
| Intermediate: | |
|  | Attend Notification Team briefing. |
|  | Notify behavioral staff of any issues with clients. |
|  | Notify security/law enforcement regarding clients acting in an aggressive or forceful manner. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain your ability to deal with the public under stressful circumstances |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Case Worker. |
|  | Report situations/problems/progress to Team Lead. |

Reunification Team

Hospital Liaison

**Reports to:** Reunification Team Lead

**Mission:** Assists in the identification of victims hospitalized during the crisis.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish communications with Call Center. |
|  | Establish link to the NOVA database according to policies and procedures. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Access other patient tracking systems utilizing experience working with hospitals. |
|  | Establish alternate hospital communications to supplement NOVA database to ensure quality of information. |
|  | Determine situational awareness at the hospitals and Brief Reunification Team Lead. |
| Intermediate: | |
|  | Ensure the validity of information and compare/crosscheck where possible. |
|  | Notify security/law enforcement of clients acting in an aggressive or forceful manner. |
|  | Attend Reunification Team briefing. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances. |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to Long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Hospital Coordinator. |
|  | Report situations/problems/progress to Team Lead. |

Reunification Team

Missing Persons Officer

**Reports to:** Reunification Team Lead

**Mission:** Serves as the law enforcement liaison to the Reunification Team. Processes and retains Missing Persons Reports. Assists victims’ families by helping to locate missing persons.

**FAC Priority Operational Message: Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification Team Lead. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Team Lead. |
|  | Establish communication with the virtual Call Center if the crisis involves the virtual FAC. |
|  | Establish your assigned work area within the FAC. |
|  | Inventory equipment/tools/resources required to accomplish mission tasks. Request additional resources from Team Lead. |
|  | Verify important phone numbers from master contact list that was given. |
|  | Conduct interviews and processes Missing Persons Reports as appropriate with victims’ families. |
|  | Operate within the scope of practice and consistent with jurisdiction’s policies and procedures. |
|  | Assist victims’ families with locating missing persons. |
|  | Assist clients with obtaining appropriate services including law enforcement services. |
| Intermediate: | |
|  | Liaison with other law enforcement agencies and NCIC regarding missing persons. |
|  | Attend Reunification Team briefing. |
|  | Notify behavioral staff of any issues with clients. |
|  | Take appropriate action if clients are acting in an aggressive or forceful manner. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances. |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Take appropriate rest periods and relief |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Keep and retain good notes and files for possible transition to a long-term recovery center or for post-incident use. |
|  | Prepare end of shift report and present to oncoming Missing Persons Officer. |
|  | Report situations/problems/progress to Team Lead. |

## Spiritual Support Team

Spiritual Advisor/Chaplain/Clergy

**Reports to:** Reunification Team Lead, Notification Team Lead and Behavioral Health Team Lead

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

**FRC/FAC Priority Operational Message**: **Under no circumstances will any information be released to the media or public from the FAC.**

|  |  |
| --- | --- |
| Immediate: | |
|  | Receive appointment from Reunification, Death Notification and Behavioral Health Team Leads. Obtain packet containing section's Position Checklists. |
|  | Read this entire Position Checklist and review organizational chart. |
|  | Obtain briefing from Reunification and Notification Team Leads |
|  | Establish a designated quiet work area conducive to spiritual counseling within the FAC. |
|  | Verify important phone numbers from master contact list as provided. |
|  | Provide those waiting for psychological first aid with pastoral comfort, caring and direction. |
|  | Support/augment disaster behavioral health services to families moving through the FAC. |
| Intermediate: | |
|  | React and provide pastoral support to clients with any behavioral issues identified by staff if requested. |
|  | Provide as much family contact and interaction as possible. |
|  | Notify security/law enforcement of clients acting in an aggressive or forceful manner. |
|  | Attend Notification Team briefing. |
|  | Review entries/records for accuracy and completeness. |
|  | Attend team transition briefings at shift change. |
|  | Read Situation Report that is created for each operational period. |
| Extended: | |
|  | Maintain ability to deal with the public under stressful circumstances. |
|  | Observe co-workers for signs of stress. Report issues to Team Lead. |
|  | Extend pastoral support to all FAC personnel as needed. |
|  | Take appropriate rest periods and relief. |
|  | Self-examine the stress elements that this crisis put you under. Consider critical incident debriefing or psychological first aid. |
|  | Plan for the possibility of extended deployment. |
|  | Prepare end of shift report and present to oncoming Spiritual Advisor. |
|  | Report situations/problems/progress to Team Lead. |

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Section III References

# Reference A: Acronyms

|  |  |
| --- | --- |
| AAR | After Action Report |
| ADA | Americans with Disabilities Act |
| AED | Automated External Defibrillator |
| AG | Attorney General |
| ARC | American Red Cross |
| COG | Continuity of Government |
| COG | Council of Governments |
| COOP | Continuity of Operations |
| CPG | Comprehensive Preparedness Guide |
| DMORT | Disaster Mortuary Operations Response Team |
| DNA | Deoxyribonucleic acid |
| DOJ | Department of Justice |
| DRC | Disaster Recovery Center |
| EAP | Employee Assistance Program |
| EMAP | Emergency Management Accreditation Program |
| EMS | Emergency Medical Services |
| EOC | Emergency Operations Center |
| EOP | Emergency Operations Plan |
| ESF | Emergency Support Function |
| FAC | Family Assistance Center |
| FEMORS | Florida Emergency Mortuary Response System |
| FBI | Federal Bureau of Investigation |
| FEMA | Federal Emergency Management Agency |
| FM | Fatality Management |
| FRC | Family Reunification Center |
| HSPD | Homeland Security Presidential Directive |
| IAP | Incident Action Plan |
| ICS | Incident Command System |
| IT | Information Technology |
| JFSOC | Joint Family Support Operations Center |
| JIC | Joint Information Center |
| JIS | Joint Information System |
| LE | Law Enforcement |

|  |  |
| --- | --- |
| MAA  MEO MIC MOU | Mutual Aid Agreement  Medical Examiner’s Office Morgue Identification Center Memorandum of Understanding |
| NCIC | National Crime Information Center |
| NCR | National Capital Region |
| NGO | Non-governmental Organization |
| NIMS | National Incident Management System |
| NOK | Next of Kin |
| NOVA | National Organization for Victim Assistance |
| NRF | National Response Framework |
| NTSB | National Transportation Safety Board |
| OEM | Office of Emergency Management |
| OVC | Office of Victims of Crime |
| PIO | Public Information Officer |
| RDSTF | Regional Domestic Security Task Force |
| VIC | Victim Information Center |
| VOAD | Voluntary Organizations Active in Disaster |

# Reference B: Glossary

Ante-mortem

Preceding death.

Client

A client is a family member or other individual such as a significant other seeking the services of a FAC to identify, locate, and reunify with a person involved in a mass casualty/fatality event. The definition of client may be refined at the time of the incident based on the scope and needs of the situation.

Family

For purposes of this document, the terms “family,” “family members,” “friends,” and “relatives” are used to refer to those people who have a relationship to a person involved in the incident. Although these terms have slightly different meanings, they are used interchangeably throughout the document.

Family Assistance Center (FAC)

A FAC is established following a large mass casualty or mass fatality incident. This designated space is established as a centralized location for families (and friends) to gather, receive information about the victims and grieve, protect families from the media and curiosity seekers, facilitate information sharing to support victim and family needs, and to provide necessary social services. This Center can be intermediate or long-term in scope and may target delivery of a range of services and/or may focus on families and friends of missing or deceased victims.

Friends

For purposes of this document, the terms “family,” “family members,” “friends,” and “relatives” are used to refer to those people who have a relationship to a person involved in the incident. Although these terms have slightly different meanings, they are used interchangeably throughout the document.

Family Reunification Center (FRC)

A FRC is established in the immediate hours after a mass casualty or mass fatality incident. This designated community space is established as a centralized location for families (and friends) to gather, receive information about the victims and grieve, protect families from the media and curiosity seekers, facilitate information sharing to support family reunification (e.g., direct families to Hospital if victims are known to have been transported to the location), and provide death notification when patients die and identity is known. This Center is short-term and may be replaced by a Family Assistance Center in the event the jurisdiction/agency deems this to be necessary. (A FRC transition to a FAC may be time or task driven. For example, a FRC may close when the last death notification is made to the next of kin or simply whenever the FAC is staffed and ready to open.)”

Joint Family Support Operations Center (JFSOC)

Ideally located at the FAC, provides a joint command center where participating organizations are able to monitor, plan, coordinate, and execute their responses. Organizations normally involved in the JFSOC include the NTSB, the Carrier, the American Red Cross, local government and law enforcement, and supporting federal agencies.

Joint Information Center (JIC)

A central location that facilitates operation of the Joint Information System (JIS). A location where personnel with public information responsibilities perform critical emergency information functions, crisis communications and public affairs functions.

Mass Casualty

An event that results in more casualties (injuries and fatalities) than the EMS system (Emergency medical services and local/regional hospitals) can handle.

Mass Fatality

An event that results in more fatalities then the local mortuary affairs system can handle.

Relatives

For purposes of this document, the terms “family,” “family members,” “friends,” and “relatives” are used to refer to those people who have a relationship to a person involved in the incident. Although these terms have slightly different meanings, they are used interchangeably throughout the document.

# Reference C: Organization Charts

Family Reunification Center (FRC) Org Chart

Jurisdiction

EOC

Transportation

(ESF 1)

Call Center

Joint Information Center

(JIC)

FRC Manager

/ IC\*

FRC Operations Center

PIO\*

Safety Officer\*

Liaison Officers\*

FRC Support

Team

Operations

Section Chief\*

Logistics Section

Chief\*

Planning Section

Chief\*

Admin and

Finance Section Chief\*

Reunification

Team for Injured Victims

Facilities

Management Team

Documentation

Team

Intake/ Processing

Team

Day Care Team

Fatality

Management Team

Site Safety Team

(LE/EMS)

Spiritual Support

Team

Death Notification Team

Volunteer/

Donation Management Team

\*Management Team

This organizational chart is designed to be flexible. Depending on the incident not all positions may be filled.

Family Assistance Center (FAC) Org Chart

Spiritual Support Team

Behavioral Health Team

Volunteer/ Donation Management Team

Reunification Team for injured victims

Site Safety Team (LE/EMS)

Support Services Team

Day Care Team

Fatality Management Team

Facilities Management Team

Intake/Processing Team

Admin and Finance Section Chief\*

Operations Section Chief\*

FAC Support Team

Liaison Officers\*

Safety Officer\*

PIO\*

FAC Manager/ IC\*

Joint Information Center (JIC)

Joint Family Support Operations Center (JFSOC)

Call Center

Transportation (ESF 1)

EOC

Jurisdiction

Death Notification Team

Documentation Team

Planning Section Chief\*

Logistics Section Chief\*

\*Management Team

This organizational chart is designed to be flexible. Depending on the incident not all positions may be filled.

# Reference D: Cultural Considerations

Those staffing a FRC and a FAC must respond sensitively, respectfully, and specifically to all who come seeking assistance. When forming and operating the FRC and FAC, it is imperative it is done so in a non-discriminatory fashion in accordance with human kindness and compassion, and in accordance with Federal laws. The metro area is likely to have a very diverse population. By necessity, a FRC and a FAC in this region should be staffed with diverse, well-trained individuals who can more than adequately provide needed services and information to a diverse population in a highly culturally competent manner.

**Guiding Principles for Cultural Competence:** The following guiding principles for cultural competence in operating and providing services in a FAC were extrapolated from the 2003 U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services Guide, *Developing Cultural Competence in Disaster Mental Health Programs: Guiding Principles and Recommendations*. It is recommended that each of the principles be given ample consideration when developing and implementing FRC and FAC related policies and standard operating procedures.

* All staff serving in a FRC/FAC should recognize the importance of culture and respect diversity.
* Understanding of the current profile of the cultural composition of the jurisdiction should be maintained.
* Efforts should be made to recruit individuals to work in the FRC/FAC who are representative of the community’s populations.
* Initial and ongoing cultural competence training should be provided for all staff who will be working in the FRC/FAC.
* FRC/FAC staff should be committed to ensuring that services offered are accessible, appropriate, and equitable.
* FRC/FAC staff should be cognizant of differences between cultures regarding the role of help- seeking behaviors, regarding customs and traditions, and regarding the role of natural support networks.
* FRC/FAC staff should have an understanding of the need to involve cultural community leaders and organizations as “cultural brokers” to legitimize the FAC as a place where needs will be met and where it is safe to seek assistance.
* FRC/FAC staff should be committed to ensuring that services and information provided are culturally and linguistically competent.
* FRC/FAC management should be committed to ensuring regular assessment and evaluation (and correction initiated where indicated) of the cultural needs and competence of service provided to meet these needs during FAC operations.

For incidents affecting people from cultures/countries outside of the United Stated, FRC/FAC staff may want to consider seeking additional support from Foreign Consulates. Although based in the United States, Consulates are historically staffed by citizens of the home country. They have a

detailed understanding of the cultural norms, behavior and beliefs of their citizens and can be a valuable resource for victims and their families.

Consular employees can also provide additional levels of service and support to affected family members. See the Family Assistance Guidance Plan base document, “Roles and Responsibilities of Participating Agencies” for additional detail on their role.

# Reference E: Family Reunification Center (FRC) Set-up Considerations

##### Below are additional considerations that a jurisdiction may need to consider when activating a FRC.

#### Facility considerations

* Pre-identify potential locations
* Availability to open on short notice within one (1)- two (2) hours of an incident
* Easy access from major roads, freeways, or public transit
* Close proximity to individuals and clients affected by the incident
* Proximity to mass transportation resources
* Adequate number of parking spaces
* Parking lot layout that is amenable to law enforcement access restriction
* ADA compliant space
* Sufficient space
* Appropriate furniture
* No direct view of incident site
* External communication capabilities: Landline, cell, Wi-Fi internet access
* Electrical outlets (cell phone chargers)

#### Quick Checklist for setting up for operations for an FRC

* Initial Set-up:
  + Set up the Command Area
  + Check-in area
  + Survivor Check-in Area – for the registration of survivors.
  + Staff Check-In Area – to allow for the documenting and tracking of initial reporting staff as well as all subsequently reporting staff.
  + Waiting Area (minors) – a supervised and restricted-access area for minors to wait to be reunified with a parent, guardian, or family member.
  + Waiting Area (adults) – a restricted area for adult survivors to wait to be reunified with friends or family.
  + Waiting Area (friends & family) – a separate area following registration where family members and friends can gather to wait for information.
  + Release Area – a separate space used to reunite survivors with friends and/or family
  + Perform a security assessment prior to starting operations.
* Security Considerations:
  + Inside the site:
    - Ensure safety and security of the facility.
    - Walk through the entire facility to ensure the facility is safe.
    - Secure all doors.
    - Limit points of entry to the facility.
    - Designate one entrance and a separate exit.
    - Post security personnel at entrance, exit and other vital locations
  + Outside the site:
    - Secure perimeter and parking facilities.
    - Ensure media and the general public is kept away from the entrance and exit. Develop awareness where media will be permitted by law on public spaces such as sidewalks or park land.
    - Appraise incident command or the branch director of any issues related to securing the site and ensuring safe passage for family members
* Suggested Staff for the FRC:
  + Facility representatives
  + Transportation carrier representatives
  + Local disaster support services
  + Local disaster volunteer organization(s)
  + Law Enforcement
  + Medical Services
  + Others, as needed
* Staffing Considerations:
  + Job Aids/Position Checklists: provide information on each staff members roles, policies and procedures to follow, how to operate equipment
  + Staff identification: provide ways to identify staff from visitors to the center (vests, name badges etc.)
  + Staff credentialing: Ability to assess and confirm licensing and qualifications of the staff
  + Staff shift change considerations: work rest cycles need to be identified, shift briefs, respite areas for staff
* Facility/services Considerations:
  + ADA compliant
  + Availability of translator and interpreter services
  + Food allergies
  + Needs for animals
  + Space for media separate from families
  + Secured site
  + Does not view the incident site
  + Food and beverages
  + Needs external communication resources:
    - Land lines
    - Wi-Fi
    - Electricity

# Reference F: Virtual FAC Operations

If needed, a virtual FAC can provide the functions of a physical FAC. A virtual FAC should provide services including hotlines for crisis de-escalation, information and referral, and family reunification services after an emergency. A virtual FAC can be setup within the first few hours of an incident with a call center, telephone scripts, and an updated database and website to allow time for standup of a physical FAC or when a physical FAC is not possible. The purpose of the call center is to provide a critical communications link to victims’ families and to families requesting information on missing persons and to act as a primary contact point for all incoming calls to the FAC. The virtual FAC should screen callers, provide initial telephone intake, and refer appropriate callers to a physical FAC. The virtual FAC should also assist with family reunification by entering data provided by emergency responders on victims, referring callers to family reunification portals, and helping family members locate injured family member in local hospitals. The virtual FAC can direct media to the JIC and/or PIO, and help protect families of victims from public scrutiny and from receiving information from unauthorized sources. All information provided through a virtual FAC should be validated through a predetermined process so that only official information is provided to callers.

Communication

* Two-way communication flow is a vital component of a virtual FAC. Only information received from a designated official source is released via the virtual FAC. Additionally, information gathered by a virtual FAC is funneled up to the official source for information sharing, investigation, and confirmation. All information provided through a virtual FAC should be validated through a predetermined process so that only official information is provided to callers.

Capabilities

* In operating a virtual FAC, the staff provides crisis de-escalation, communication, public information, and information collection and provision. Additionally, intake, registration and directions to a physical FAC, as well as referrals to other needed services can be functions provided, depending on the specific incident size and situation. Assistance with family reunification by entering data provided by emergency responders on victims, referring callers to family reunification portals, and helping family members locate injured family member in local hospitals are also capabilities offered as part of virtual FAC operations.
* A web-based information system will flow through a website that can be frequently-updated with bulletins on available information, and a link to the statewide web-based database. These web pages should be designed ahead of time, but should be kept private until they need to be activated when a FAC is stood up. The web-based database of resources should be updated in real-time before, during and after emergencies and disasters.

Individuals with Disabilities and Access and Functional Needs

* Virtual FAC staff should have some experience working with families and children, as well as working with homeless, immigrants, non-English speaking, recently incarcerated, youth, aging, ill, transient, low income, and/or physically and cognitively disabled individuals.
* Web based information systems should be compliant with universal design standards and be

operative with screen readers and captioning.

# Reference G: Sample FAC Layout

Family Intake and Information

FAC

Management

Area

Reception and Sign-in area

Security

Food and Beverages

First Aid

Quiet Room

Quiet Room

Quiet Room

Family Common Area

(provide tables and chairs for gathering in this area)

Interview Room

Day Care Area

Family Briefing Room

Interview Room

Interview Room

Interview Room

##### = Service Provider = Ante-mortem Data/Missing Persons Center

##### \*Note = All items are meant to be scalable to fit the needs of the current incident. Each incident will have unique characteristics and services will need to be tailored to that event. It is estimated that each participating agency may will need 150 sq. ft.

# Reference H: Forms

Family Assistance Center Intake Form

|  |  |
| --- | --- |
| Date: | Time: |

|  |  |  |
| --- | --- | --- |
| First Name: | M.I. | Last Name: |

Name of the Victim (if not you):

|  |  |  |
| --- | --- | --- |
| Relationship to Victim: | Victim’s Date of Birth: | People in Party: |

If you are a victim, have you been interviewed by law enforcement?

If so, which agency has interviewed you?

**Contact Information:**

Email Address:

|  |  |
| --- | --- |
| Phone (cell): | Phone (home): |

Street Address:

|  |  |  |
| --- | --- | --- |
| City: | State: | Zip: |

**Assistance Requested:**

|  |  |
| --- | --- |
| Lodging | Ground Transportation |
| Air Travel | Counseling/Spiritual Care |
| Child Care | Legal Assistance |
| Identification Documents | Health Care Assistance |
| Other (describe below) | Personal Effects (will notify when processed) |

**Notes:**

|  |  |
| --- | --- |
| Companion/Victim Advocate Name: | Phone: |

FAC Daily Status Update

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **FAC Daily Status Update** | | | **Date:** | |
| **Information** | **Information Source** | **Today’s Numbers** | | **Number to date** |
| Number of victims/survivors at  FAC | Registration Desk |  | |  |
| Number of families at FAC | Registration Desk |  | |  |
| Number of service providers  present at FAC | Support Services  Team Lead |  | |  |
| Number of calls to the call center/number of calls answered/number of calls not  answered | Call Center |  | |  |
| Number of family briefings | Medical Examiner/Law  Enforcement |  | |  |
| Number of families at FAC that have requested support services  for each service area | Team Leaders |  | |  |
| Number of families that have been assisted by FAC personnel in  last 24 hours for each service area | Team Leaders |  | |  |
| Number of families at home that have been contacted by FAC representative within the last 24  hours for each service area | Team Leaders |  | |  |
| Number of mass fatality response personnel that have received FAC assistance/ Psychological First Aid  in last 24 hours | Team Leaders |  | |  |
| Faith communities represented by  FAC families | Team Leaders |  | |  |
| Number of translation requests received and number of translation/interpreter services  provided | Translation Team |  | |  |
| Number of families using day care | Day Care Team |  | |  |
| Number and ages of individuals  receiving day care | Day Care Team |  | |  |
| Number of people eating meals at  the FAC | Logistics |  | |  |
| Number of ante-mortem data  collection interviews | Medical Examiner |  | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **FAC Daily Status Update** | | | **Date:** | |
| **Information** | **Information Source** | **Today’s Numbers** | | **Number to date** |
| Number of dental records, medical records and x-rays that  have been requested/received | Medical Examiner |  | |  |
| Number of positive identifications  of the deceased | Medical Examiner |  | |  |
| Number of families notified of positive identification/Number of disposition of remains request  forms completed | Medical Examiner |  | |  |
| Number of families to which  remains have been released | Medical Examiner |  | |  |
|  |  |  | |  |
|  |  |  | |  |
|  |  |  | |  |

*\*Information from Medical Director will conclude once all families are notified and reunited.*

Daily Situation Report (SitRep)

|  |  |  |
| --- | --- | --- |
| **Situation Report (SitRep) #** | | |
| **Family Assistance Center (FAC)** | | |
| Date: | Location: | Hours: |

|  |  |  |
| --- | --- | --- |
| **General Information** | | |
| State Emergency Declaration | Number: | Dated: |
| Federal Emergency Declaration | Number: | Dated: |
| Orange County Emergency Declaration | Number: | Dated: |
| City Emergency Declaration | Number: | Dated: |
| County EOC Activation Level | Level: | Dated: |
| City EOC Activation Level | Level: | Dated: |

|  |  |
| --- | --- |
| **FAC Management Team** | |
| FAC Manager (Incident Commander) |  |
| Operations Section Chief |  |
| Planning Section Chief/EOC Liaison |  |
| Logistics Section Chief |  |
| Admin/Finance Section Chief |  |
| Public Information Officer |  |
| Safety Officer |  |

|  |  |
| --- | --- |
| **Current FAC Status** | |
| Critical Needs and Current Trends: |  |
| Situation: |  |
| Assumptions: |  |
| Priorities: |  |

|  |  |
| --- | --- |
| **Current Agencies in FAC** | |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
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|  |  |
|  |  |

|  |  |
| --- | --- |
| **Daily Assistance/Service Counts** | |
| **Agency** | **Number of persons assisted or number of services provided.** |
|  |  |
|  |  |
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|  |  |

\*Provide any other briefing information here.

Morning Meeting/Daily Briefing Format

##### The Morning Meeting/Daily Briefing is conducted by FAC Manager before the doors to the FAC are opened to the public.

##### This format may be used to conduct a Morning Meeting/Daily Briefing each day the FAC is operational.

##### Welcome

##### FAC mission

##### Introductions

##### Name

##### Agency

##### Services Offered

##### Information – Announcements

##### Update on disaster recovery – local, state, and federal actions

##### Agency/Department Status Report – Daily Tallies – Operational Log

##### Agency/Department information and announcements

##### Problems

##### Solutions

##### Staff Orientation – reporting structure

##### FAC Manager

##### FAC Management Team

##### Greeter

##### Agency representatives

##### Workspace Orientation

##### Physical layout

##### Work areas

##### Traffic flow

##### Lighting

##### Restrooms

##### Phones

##### Computers

##### Printers

##### Fax

##### Signs

##### Supplies

##### Cleaning

##### Food/drink

##### FAC Ground Rules

##### Speaking to the media

##### Respecting privacy

##### Protecting documents/records

##### No private contractors allowed

##### No referrals to private contractors

##### Requirement to attend Morning Meeting/Daily Briefing

##### Safety and Security

##### Environment (noise, etc.)

##### Media

##### Hours of operation

##### Expectations of staff

##### Sign in and out

##### Attendance

##### Confidentiality agreement

##### Know other players/services

##### Keep focus on larger picture

##### Refreshments (if applicable)

##### Breaks/lunches

##### Parking

##### Language translation services

##### ADA issues (access, etc.)

##### Mental Health of Staff

# Reference I: Staff Confidentiality Agreement

As a staff member at the Family Reunification Center (FRC) and/or Family Assistance Center (FAC), I understand that I may come into possession of confidential client information, even though I may not be directly involved in providing client services. Client information may be in the form of files, paperwork, reports, records, documents, electronic data or oral communications. Access to client information is limited to authorized persons per public health policy, and county, state and federal law. My signature on this agreement indicates that I understand and agree to the following:

1. Any information I obtain on clients of the FRC and/or FAC will be kept strictly confidential. This includes the knowledge of their visits to this facility and financial as well as clinical data.
2. Unless directed by my supervisor, I will not disclose any client information to any person whatsoever or permit any person whatsoever to examine or make copies of any client reports or other documents prepared by me, coming into my possession, or under my control, or use client information other than as necessary in the course of my business with the FRC and/or FAC.
3. I will not remove client information or records from the FRC and/or the FAC.
4. When client information must be discussed with healthcare practitioners in the course of my assignment, I will use discretion to ensure that such conversations cannot be overheard by others who are not involved in the client’s case.
5. I will use only that information which is minimally necessary to conduct my assignment.
6. I will maintain and safeguard the security of all personally identifiable health information obtained at the Family Assistance Center for which I am responsible.
7. I will not post any information regarding the FRC and/or FAC or its clients on any social media outlets.

I understand that violation of this agreement, either intentionally or through carelessness, may result in one or more of the following:

1. Discharge from the business/service I am conducting with the FRC and/or FAC, which will affect future business/service relationships with the local jurisdiction or government.
2. Prosecution by federal, state, or county authorities if criminal or civil penalties are imposed as it relates to the disclosure of confidential information, including jail and fines or actual damages and attorney fees, for which I would be personally responsible.
3. There may be possible additional criminal or civil sanctions taken against me for misrepresentation of facts concerning my business/service with the FRC and/or FAC.

By signing this, I acknowledge I have had the opportunity to ask questions and receive clarification on the above.

Date Signed Signature of Staff Member

Printed Name of Staff Member

Date Signed Signature of FRC or FAC Manager

Printed Name of FRC or FAC Manager

# Reference J: Client Consent to Share Information with Potential Service Providers

The Family Assistance Center respects the privacy of its clients. However, the City of is subject to State Statute (Public Records Law).

Coordination: In some instances, we can better serve you in meeting your needs if you consent to share information with the City and social service and recovery providers.

Your preferences and consent:

Please check:

Sharing declined: I do NOT authorize the sharing of any collected information with the City and other social service and recovery providers.

General: I authorize my collected information to be shared with the City and other social service and recovery providers.

Client’s Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Reference K: Potential Immediate Needs of Victims

Listed below are items that victims may need in the immediate aftermath of an emergency or disaster. These items may differ depending on the size and scope of the incident. It is suggested that jurisdictions pre-identify agencies or sources that may be able to provide these goods immediately following an incident.

* Clothing
* Shoes
* Water
* Food
* Personal hygiene items

Section IV Jurisdictional Appendices

# Appendix A: Potential FAC Locations

*See next page for FRC/FAC Site Requirement Worksheet*

#### FRC/FAC Site Requirement Worksheet - Dr. Smith Neighborhood Center

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date site evaluated:** | | | **Primary use as FRC or FAC (circle one or both)** | |
| **Facility Name: Dr. Smith Neighborhood Center** | | | **Physical Address:** 1711 Texas Boulevard | |
| **City: Orlando** | | | **Zip code:** 32805 | |
| **GPS Lat and Lon:** | | | **Landmarks:** | |
| **Site accessible:** Can be made available 24/7 | | | **Site keys: location and POC?** | |
| **Primary Point of Contact (POC)** | | | | |
| Primary POC Name |  | | | |
| Phone |  | | | |
| After hours phone |  | | | |
| Address | **1711 Texas Boulevard, Orlando, 32805** | | | |
| Email |  | | | |
| **Alternate Point of Contact (POC)** | | | | |
| Alternate POC Name |  | | | |
| Alternate Phone |  | | | |
| After hours phone |  | | | |
| Address |  | | | |
| Email |  | | | |
| **Site Requirements** | | **Response** | | **Comments** |
| Facility Primary Function (i.e. Rec Center, ballroom) | | Regional Neighborhood/ Recreation Center | | Building has 3 public entry/exit points |
| Facility Normal Operating days and hours | | Mon.-Sat. 9am-9pm Sun. 1pm-6pm | |  |
| Is the facility owned/operated by the jurisdiction? (Y or N) | | Yes | |  |
| Lease required (Y or N) | | No | |  |
| Space available (sq. ft) | |  | |  |
| ADA accessible? | | Yes | |  |

|  |  |  |
| --- | --- | --- |
| Number of parking spaces? | 195 | Church parking lot across the  street also available for extra parking |
| Parking lot lights? (Y or N) | Yes |  |
| Number of floors in building | 1 |  |
| Facility Capacity (person occupancy) |  |  |
| On-site security? | No |  |
| Number of ingress and egress locations | 1 parking lot entrance/exit |  |
| Nearest Hospital 1 |  |  |
| Nearest Hospital 2 |  |  |
|  |  |  |
|  |  |  |
| **Interior** | **Response** | **Comments** |
| # of rooms |  |  |
| Room Sizes (Room A) |  | Gym |
| Room Sizes (Room B) |  | 2 multi-use rooms |
| Room Sizes (Room C) |  | Community Room (can be sub-  divided) |
| Room Sizes (Room D) |  |  |
| # of restrooms (ADA compliant) | All |  |
| Air conditioning (Y or N) | Yes |  |
| Electrical power support computers and office  equipment? (Y or N) | Yes |  |
| Can additional power supply be  accomplished easily? (Y or N) | Yes |  |

|  |  |  |
| --- | --- | --- |
| **Office Characteristics** | **Response** | **Comments** |
| Internet Access (Y or N) | Yes | City public Wi-Fi available,  computer room available |
| WiFi (Y or N) | Yes |  |
| Fax Machine(s)? How many? |  |  |
| Printers? How many? |  |  |
| Janitorial service? Frequency? |  |  |
| Existing Phones lines? How  many? |  |  |
| Phone service provider? |  |  |
| Internet provider? |  |  |

*Building sketches/floorplans should be provided of all potential FRC and FAC locations.*

# Appendix B: Participating Agencies and Contacts

Below is a listing of potential participating agencies and organizations that could participate in a FRC or FAC.

#### Local

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Agency/**  **Organization** | **Service(s)**  **Provided** | **POC Name and**  **Position** | **POC Phone** | **POC Email** | **Address** | **Alternate**  **Contact** |
| County Emergency Management | Additional resources/  logistics requests |  |  |  |  |  |
| County Department of Health | Immunization Records |  |  |  |  |  |
| County Medical Examiner’s Office | Fatality Management/ Victim  Identification |  |  |  |  |  |
| County  Health Services |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Agency/**  **Organization** | **Service(s)**  **Provided** | **POC Name and**  **Position** | **POC Phone** | **POC Email** | **Address** | **Alternate**  **Contact** |
| Red Cross |  |  |  |  |  |  |
| Salvation Army |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Aviation Authority |  |  |  |  |  |  |
| Disaster Medical  Coalition |  |  |  |  |  |  |
| Utilities  Commission |  |  |  |  |  |  |
| Hospital 1 |  |  |  |  |  |  |
| Hospital 2 |  |  |  |  |  |  |

#### State

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Agency/**  **Organization** | **Service(s)**  **Provided** | **POC Name and**  **Position** | **POC Phone** | **POC Email** | **Address** | **Alternate**  **Contact** |
| Division of Emergency  Management | Additional resources/  logistics requests |  |  |  |  |  |
| Department of  Health |  |  |  |  |  |  |
| Attorney General’s  Office | Victim  compensation |  |  |  |  |  |
| Division of Law Enforcement/  Regional Domestic Security Task Force (RDSTF) | Law Enforcement, investigations, RDSTF  resources |  |  |  |  |  |
| Crisis Response Team (FCRT) | Victim Advocacy |  |  |  |  |  |

#### Federal

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Agency/**  **Organization** | **Service(s)**  **Provided** | **POC Name and**  **Position** | **POC Phone** | **POC Email** | **Address** | **Alternate**  **Contact** |
| US Dept of State,  Office of Foreign Missions | Foreign Consulates |  |  |  |  |  |
| FBI | Law Enforcement,  Investigation |  |  |  |  |  |
| US Department of Justice (DOJ) |  |  |  |  |  |  |

#### Additional Resources

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Agency/**  **Organization** | **Service(s)**  **Provided** | **POC Name and**  **Position** | **POC Phone** | **POC Email** | **Address** | **Alternate**  **Contact** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

# Appendix C: Equipment Checklist and Inventory

Modified from the National Association of County and City Health Officers *Managing Mass Fatalities: A Toolkit for Planning* document

|  |  |  |  |
| --- | --- | --- | --- |
| **Family Assistance Center (FAC) Equipment/Materials Inventory** | | | |
|  | **Item** | **Quantity** | **Source** |
|  | Audiovisual equipment (microphone, screen,  podium) |  |  |
|  | Bulletin board(s) |  |  |
|  | Cell phones (with chargers and portable  chargers) |  |  |
|  | Chairs |  |  |
|  | Child Care Center (first aid kit; toys, cribs, cots, linens, blankets, pillows & furniture to  enhance children’s comfort and sense of safety; diaper changing supplies) |  |  |
|  | Computers (PCs/laptops) for families |  |  |
|  | Copy (high speed) machine(s) |  |  |
|  | DNA Collection Materials |  |  |
|  | Facility diagrams |  |  |
|  | Fax Machines |  |  |
|  | General comfort item packages (water, face  wipes, toothbrush, toothpaste, etc.) |  |  |
|  | Maps (local area) |  |  |
|  | Nametags/badges for staff |  |  |
|  | Office supplies (paper, binders, steno pads,  pens, pencils) |  |  |
|  | Paper shredder |  |  |
|  | Parking passes |  |  |
|  | Radios (portable) |  |  |
|  | Signage |  |  |
|  | Snacks and beverages |  |  |
|  | Tables |  |  |
|  | Telephone lines |  |  |
|  | Transportation vehicles |  |  |
|  | Trash bags |  |  |
|  | Trash receptacles |  |  |
|  | Wi-Fi (e-mail, internet, etc.) |  |  |

# Appendix D: Call Center Procedures

|  |  |  |  |
| --- | --- | --- | --- |
| **Location of Call Center: City Emergency Operations Center** | | | |
| **Public Phone Number for Call Center:*)*** | | | |
| **Primary Agency Managing Call Center:** | | | |
| **Primary Staffing for Call Center: ESF 15 personnel** | | | |
| **Timeframe to set up Call Center: Mission ready with 6 phones (can be expanded)** | | | |
| **Primary Point of Contact (POC)** | | | |
| Primary POC Name |  | | |
| Phone |  | | |
| After hours phone |  | | |
| Address |  | | |
| Email |  | | |
| **Alternate Point of Contact (POC)** | | | |
| Alternate POC Name |  | | |
| Alternate Phone |  | | |
| After hours phone |  | | |
| Address |  | | |
| Email |  | | |
| **Call Center Specifics** | | **Response** | **Comments** |
| Number of Phone Answering Points available? | | 6 mission ready, can be expanded |  |
| Can this be expanded? How many additional? | | Yes |  |
| Can Call Center operate 24/7? | | Yes |  |
|  | |  |  |
|  | |  |  |
|  | |  |  |
|  | |  |  |

# Appendix E: MOUs, MOAs and Contracts

Place holder for necessary MOUs, MOAs and necessary service contacts.