

Working in a Mass Causality Family Assistance Center (FAC)



**American
Red Cross**

GOAL

- **Familiarize one with the basic concepts of a Family Assistance Center (FAC)**
- **Appreciate the need for partnerships with government agencies and other non government organizations to successfully implement an FAC**

Role of the Family Assistance Center (FAC)

- The purpose of the Family Assistance Center is to provide a safe and private place for survivors and families to receive support while they wait for information regarding their loved ones.**
- This is where families will receive updates and be informed of positive identification of their loved one(s).**

Background

- **What is a FAC?**
- **When would we need one?**
- **Who is involved?**
- **Where would one be located?**
- **FAC planning process**

The Potential Players

- **Department of Health and Human Services**
- **Law Enforcement (FBI)**
- **DOJ, Dept of State**
- **Department of Mental Health**
- **Funeral Directors**
- **EMS**
- **Department of Hospitals**
- **State, County, City Emergency Management**
- **Local Boards of Health**
- **DMORT**
- **NTSB, Military**
- **American Red Cross**
- **Office of Victims Assistance**
- **Office of Chief Medical Examiner**
- **Child Care Agency**
- **FAA**
- **Clergy**

Concept of Operations

- **Facility/Command and Control**
 - **FAC Structure**
- **Security & Safety Considerations**
 - **Police Presence**
- **Credentialing**
- **Briefing and Orientation of Workers/Volunteers**
- **Registration & Messaging**
 - **Safe and Well**

- **Victim Identification**
 - **Site Memorial and Site Visits**
 - **Funeral Traditions**
- **Communications**
 - **Internal Briefing for Family Members**
 - **Media and Rumor Control**
 - **Public Inquiry Line**
- **Logistics**
- **Family and Survivor Resource Center**
- **Demobilization**

Key Administrative Tasks

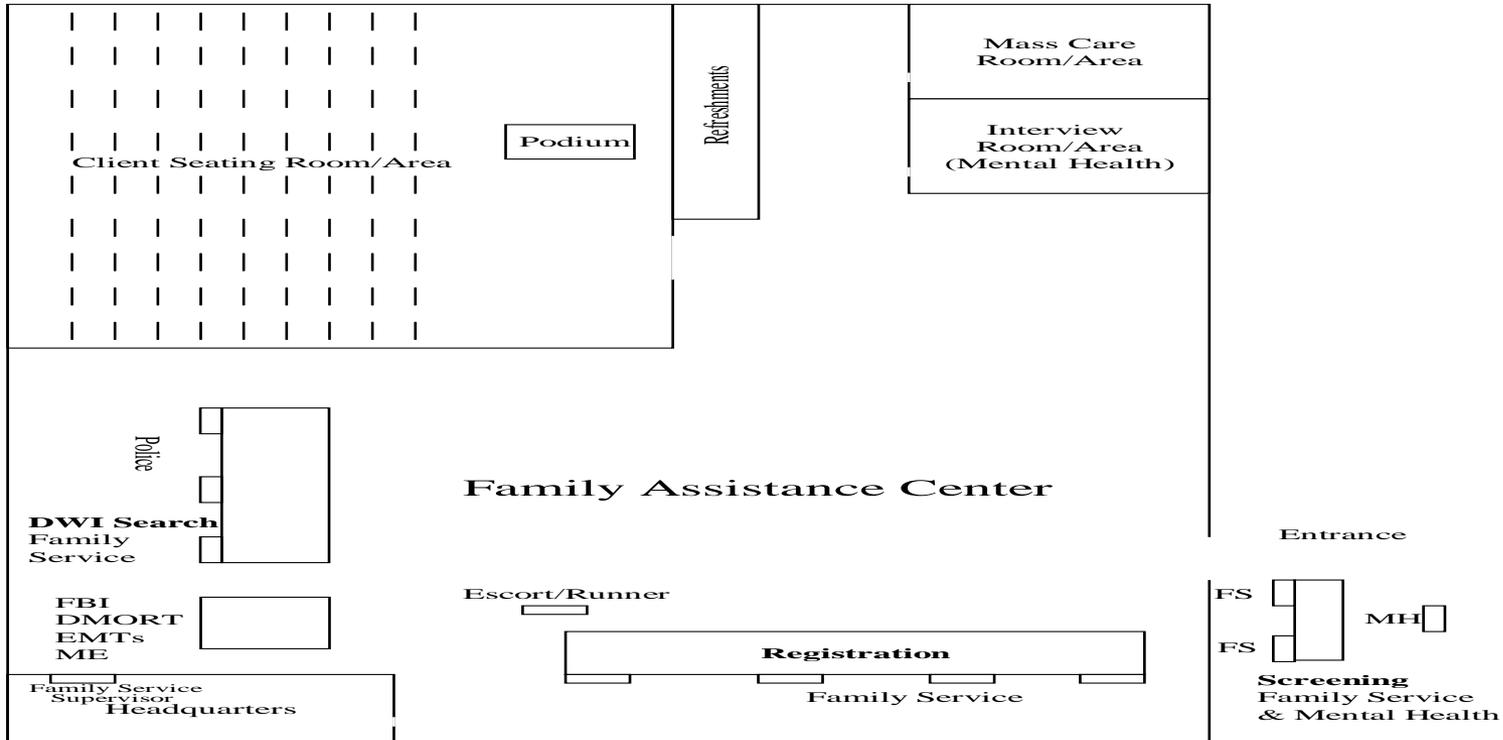
- Determine method for controlling access to restricted sites
- Establish method for handling event-based volunteers
- Begin to identify possible sites for your agency HQ and Staff Processing Center
- Notify Up

Logistics, Communications and Safety Issues

- **Activation**
- **Badging and registration of workers**
- **FAC Floor Plan**
- **Briefing and Orientation of workers**
- **Confidentiality**
- **Traffic control and site safety**

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FAC Floor Plan



FAMILY SERVICE FUNCTIONS:

Screening: Greet Clients and provide counseling as needed. If more than one in group, determine spokesperson and complete 3X5 IN/OUT Card. Enter client/spokesperson's name and name of missing person on card. Place card in IN box. Route client to Registration table. Maintain IN/OUT status by placing card in IN box when client is in FAC and in the OUT box when client leaves. **IMPORTANT: If a Missing person arrives advise supervisor immediately.**

Registration: Clients seeking missing person: Fill out DWI form and Tracking form. Place Tracking form in file and send DWI form to DWI Search. Alert Mental Health when it appears that client needs counseling or Escort/route client to seating area. Annotate tracking form when information is provided by DWI Search. **Missing person seeking to contact family or friends: Advise Supervisor immediately.** Check file for name of relative and/or family and provide assistance as needed--counseling, telephone, reverse DWI.

DWI Search: Work with Police to determine status of missing person. Maintain DWI file of unresolved cases and advise Registration table on status of missing persons.

Escort/Runner: Assist clients to seating area and provide a means of communication between activities

Family Service Supervisor: Coordinate Family Service activities and advise Administration on these activities. If missing person arrives ensure isolation from clients desiring information on other missing persons.

Briefing and Orientation

- **Status of the Disaster**
- **Orientation to Community**
- **Resources Available**
- **Logistics**
- **Communication, transportation**
- **Health and Safety**
- **Assignments**
- **Policies and Procedures**
- **Self Care and Stress Management**

Communication Issues

- **Information briefings for family members**
- **Media and rumor control**
- **Messaging Center**
- **Hotline**
- **Reunification of families – Safe & Well**

FOOD & BEVERAGE

- Appropriate or inappropriate?

Providing Emotional Support

- **Pre-Deployment Considerations**
 - **Supportive Communication Skills**
 - **Staff Screening Questions**
- **FAC Worker Stress**
- **Self Care and Post Deployment Check for FAC Workers**
- **Support for worker's family**

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Complications When Working at Home

- **Rapid development of sense of ownership**
- **Workers feeling of being irreplaceable**
- **Worker expect to carry on normal responsibilities**
- **Difficult to going in and out of disaster**

Where Do We Go From Here?



“Who are you?” said the Caterpillar, “I hardly know, sir, just at present.” Alice replied rather shyly, “At least I know who I was when I got up in the morning, but I think I must have changed several times since then.”

Lewis Carroll’s

Alice’s Adventures in Wonderland