

# FRC/FAC ACTIVATION AND MANAGEMENT TRAINING:

*Instructor Manual*



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## Introduction

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The Friends and Relatives Center (FRC)/Family Assistance Center (FAC) Activation and Management Training Course was developed to prepare designated FAC staff for supporting FAC operations and the operational cycle. This document is intended to lead course instructors through preparations and delivery of the training course. Section I of this guide provides a course overview, information related to the course contents, objectives, methods, and preparations. Section II of the guide contains PowerPoint slides with accompanying Instructor Notes and talking points for all course units.

This course teaches foundational elements and staff roles and responsibilities outlined in the Family Assistance Base Plan. The Family Assistance Base Plan was developed to address events that may warrant family assistance operations in support of a Mass Casualty or Mass Fatality Incident. This course prepares staff to function during FAC activations

This course may be provided in full on an annual basis to familiarize staff with FAC operations. A full review of this material is suggested for a 4.5-hour time frame, with breaks included as appropriate. This course may also be divided up into reviews of just pertinent staff sections, to review roles and responsibilities in depth in a just-in-time training format.

FRC/FAC ACTIVATION AND MANAGEMENT TRAINING: INSTRUCTOR MANUAL  
INTRODUCTION

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## Section I: Instructor Preparations

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### Course Overview

The following is a brief description of each unit in the course.

- **Module 1: Overview of Family Assistance**  
Provides a general overview of family assistance operations and reviews an overview of the Family Assistance Base Plan.
- **Module 2: FAC Staff Positions, Roles, and Responsibilities**  
Reviews in depth each FAC staff position role and associated responsibilities.

### Preparation

It is recommended that instructors have served in a FAC or supported family assistance operations and have extensive knowledge of family assistance operations. Instructors should also be certified Homeland Security Instructors in the Incident Command System (ICS), and they should have real-world experience managing emergency incidents in alignment with ICS and the National Incident Management System (NIMS). Instructors should be very familiar with the jurisdiction's operations, resources, and uniquities.

Instructors should prepare for course delivery as follows:

- Read the most recent version of the Family Assistance Base Plan and confirm understanding of policies, procedures, and staff roles and responsibilities as outlined in the Family Assistance Base Plan. If the Family Assistance Base Plan has been revised since the 2022 version, confirm that training slides address all changes.
- Understand any past local incidents related to family assistance and how real-world application can be used for training purposes.

## Course Agenda and Estimated Completion Time

The table below provides an estimate for hours of instruction for each unit during the full 4.5-hour course.

Module	Topic/Activity	Time
n/a	Course Introduction	30 minutes
1	Overview of Family Assistance	1 hour
2	FAC Staff Positions, Roles, and Responsibilities	3 hours

## Course Materials

### *Electronic Files*

Instructors have access to editable versions of each course unit in Microsoft PowerPoint format. As mentioned previously, instructors should review the presentation content and Instructor Notes prior to course delivery to make any changes necessary.

The electronic version of this guide includes slide images. If changes have been made to the slides, delete the current image in the Word Document version of this guide and replace the images by viewing your presentation in "Normal View," right-clicking on the slide you would like to copy from the left column, and pasting it into the corresponding place in the instructor manual.

This guide provides space for instructors to add personal notes and comments to enhance the presentation content. Instructors are encouraged to add any personal experiences, anecdotes, or additional reference material that enhances the content, applies concepts, or makes the material more relevant and interesting to students.

Each student should be provided with a copy of the Family Assistance Base Plan and associated toolkit materials. These toolkit materials support the information contained in this training.

### *Equipment*

Instructors should coordinate with facilities management to make sure needed equipment is available. The course will require the PowerPoint slides to be projected onto a screen large enough for all students to view, and a computer from which to run the presentation. The slides do not have an audio element and there is no need for audio equipment.

## Instructor Checklist

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One week prior to course delivery:

- I have reviewed the PowerPoint content for the units that will be delivered.
  - I have confirmed the content is accurate based on current operations.
  - I have made any necessary changes to the slides and/or instructor manual to reflect any needed changes.
  - I have made notes of personal anecdotes, experiences, and enhancements to the content in my instructor manual.
- I have confirmed the number of students who will attend the training.
- I have coordinated with facilities management to reserve the room for course delivery and confirmed that the room will have the number of chairs, desks, computers, and/or projectors/monitors needed.
- If I am not delivering the full-length course, I have modified the presentation to include only the content for the units that will be delivered.
- I have arranged for coffee, snacks, and lunch to be provided (if applicable).

One or two days prior to course delivery:

- I have saved electronic versions of all course materials (PowerPoint slides, instructor manual, Family Assistance Base Plan and Toolkit materials).
- I have a computer to use to run the PowerPoint presentation, with the appropriate input cords to attach to projector/monitor.
- I have confirmed that the reserved classroom space has the needed visual equipment, desks, and chairs.
- I have a printed copy of my instructor manual with my notes.



FRC/FAC ACTIVATION AND MANAGEMENT TRAINING: INSTRUCTOR MANUAL  
SECTION I: INSTRUCTOR PREPARATIONS

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## Section II: Course Content

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### Course Introduction

#### *Introduction*

The course introduction slides are used to introduce instructors and participants and give an overview of the background, purpose, and objectives of the training course.

#### *Time Plan*

Estimated time: 30 minutes

FRC/FAC ACTIVATION AND MANAGEMENT TRAINING: INSTRUCTOR MANUAL  
MODULE 1: OVERVIEW OF FAMILY ASSISTANCE

Title Slide



FRC/FAC Activation and Management Training  
Course Introduction

Note: Instructors should put the PowerPoint in slideshow mode for the images to cycle through on the cover slide.

Slide 2

**Welcome, Introductions, and Overview**

- **Course Instructors**
  - [Placeholder Name 1]
  - [Placeholder Name 2]
- **Course Participants**
  - Name
  - Title
  - Department
  - Previous experience with Friends and Relatives Center (FRC)/Family Assistance Center (FAC), if applicable

Introductions

Course instructors should introduce themselves, provide their professional background, and past experiences working in FRC/FACs and/or supporting emergencies in the jurisdiction or region. They should then ask course participants to introduce themselves, their current role, and any relevant experience. Invite participants to ask questions at any time during the training.

Slide 3

**Documentation**

- Family Assistance Base Template Development Checklist
- Family Assistance Base Plan Template
- FRC and FAC Toolkits



### Documentation

In 2022, the North Central Texas Council of Governments (NCTCOG) produced a Family Assistance Base Plan Template as well as a variety of other materials for all jurisdictions in the region to use. The QR code on this slide can be scanned via your phone's camera to link directly to the documentation developed as a result of this project.

Following development of the documentation, this training course was created to teach staff what is included in the Family Assistance Plan and how to apply the plan's contents to an FAC activation.

This training is the result of planning and coordination between jurisdictions across the North Central Texas region, led by a family assistance planning workgroup facilitated by the NCTCOG. The Family Assistance Base Plan, associated toolkit items, and this training should be reviewed annually and updated as best practices and lessons are learned from actual incidents and exercises.

Instructor Notes

Slide 4

### Course Objectives

- **Module I: Overview of Family Assistance**
  - Understand the primary purposes of an FRC and FAC
  - Describe the primary operational functions within an FRC and FAC
  - Describe the basic structure and organization of an FRC and FAC
  - Understand how to use the Family Assistance Base Plan and FRC/FAC Toolkits
- **Module II:**
  - Understand roles, responsibilities, and tools of FAC staff

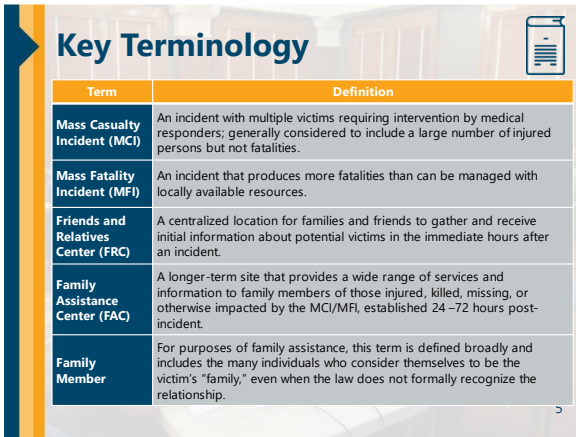
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Objectives

The Family Assistance Base Plan describes processes, procedures, and organization for how FRCs and FACs function. The course covers why and how an FAC is activated as well as the FRC and FAC organizational structures and staff roles and responsibilities. The course is divided into two modules. This slide outlines the course objectives. Does anyone have any questions about the course objectives?

Instructor Notes

Slide 5



Term	Definition
<b>Mass Casualty Incident (MCI)</b>	An incident with multiple victims requiring intervention by medical responders; generally considered to include a large number of injured persons but not fatalities.
<b>Mass Fatality Incident (MFI)</b>	An incident that produces more fatalities than can be managed with locally available resources.
<b>Friends and Relatives Center (FRC)</b>	A centralized location for families and friends to gather and receive initial information about potential victims in the immediate hours after an incident.
<b>Family Assistance Center (FAC)</b>	A longer-term site that provides a wide range of services and information to family members of those injured, killed, missing, or otherwise impacted by the MCI/MFI, established 24–72 hours post-incident.
<b>Family Member</b>	For purposes of family assistance, this term is defined broadly and includes the many individuals who consider themselves to be the victim's "family," even when the law does not formally recognize the relationship.

### Key Terminology

We will now define key phrases related to family assistance.

A Mass Casualty Incident, often referred to as an MCI, is an incident involving multiple people with injuries requiring medical attention. MCIs do not have to include fatalities. A Mass Fatality Incident, often called an MFI, is an incident that causes a number of fatalities that overwhelms local resources.

### Instructor Notes

The region decided to use the term FRC, which can mean Friends and Relatives Center or Family Reception Center, to describe a location that is set up quickly to assist families and friends of those impacted by the incident in the hours immediately following and incident. We will discuss FRCs in more detail later in this course.

Family Assistance Centers, or FACs, differ from FRCs in that they are set up usually 24-72 hours after an incident. FACs are much more robust offering a number of resources and services for those impacts by the incident and their loved ones.

Family members (for the purposes of these plans and this training) include any person who considers themselves family to the victim.

FRC/FAC ACTIVATION AND MANAGEMENT TRAINING: INSTRUCTOR MANUAL  
MODULE 1: OVERVIEW OF FAMILY ASSISTANCE

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## Module 1: Overview of Family Assistance

### *Introduction*

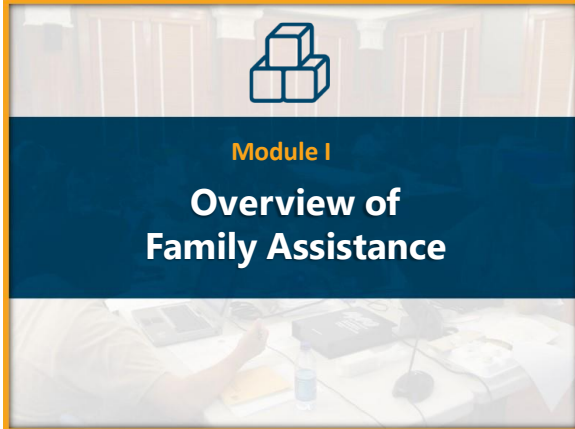
Module 1: Overview of Family Assistance provides a general overview of family assistance operations, an overview of the resources available, and an overview of staff positions.

### *Time Plan*

Suggested time: 1 hour



Slide 6



Module I

This module discusses the basics of what family assistance services are and do.

Much of the module references information found in the Family Assistance Base Plan.

Slide 7



**Why FRC/FAC Planning?**

- Support response operations following emergency event
- Identify and coordinate support services and basic assistance to those impacted and loved ones

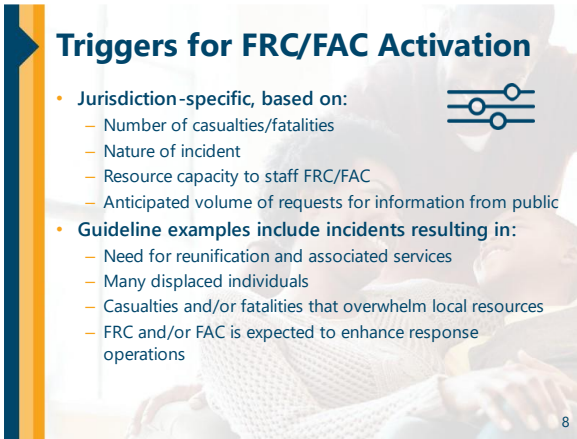
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Instructor Notes

Why FRC/FAC Planning?

Family assistance is a critical service following an MCI and/or MFI or any emergency event generating casualties and/or fatalities beyond a local jurisdiction's normal response. Family assistance provides support for response operations as well as support services to those impacted by the incident and their loved ones. Family assistance services may be needed for a variety of incidents, both human caused/intentional and natural disasters. Events that might warrant family assistance include active assailants, severe weather, or multi-vehicle accidents.

Slide 8



### Triggers for FRC/FAC Activation

- **Jurisdiction-specific, based on:**
  - Number of casualties/fatalities
  - Nature of incident
  - Resource capacity to staff FRC/FAC
  - Anticipated volume of requests for information from public
- **Guideline examples include incidents resulting in:**
  - Need for reunification and associated services
  - Many displaced individuals
  - Casualties and/or fatalities that overwhelm local resources
  - FRC and/or FAC is expected to enhance response operations

### Triggers for FRC/FAC Planning

Reasons to activate an FRC and/or FAC will be specific to each jurisdiction based on existing resources and the extent of the incident. It is recommended that each jurisdiction identify and determine their individual triggers based on local resources, keeping in mind each incident may produce unplanned results.

### Guideline examples include:

- An incident that results in the need for reunification and associated services, and the agency with jurisdiction (e.g., school system, hospital, business) requests the assistance of your local jurisdiction
- An incident that displaces many individuals requiring assistance, information, and reunification
- Any event in which there are multiple casualties and/or fatalities
- Any other incident in which establishing an FRC and/or FAC will enhance response operations

### Instructor Notes

Slide 9

### FRC vs. FAC

The diagram shows a horizontal timeline starting with a red circle labeled 'EVENT'. A red line extends to the right, labeled 'Immediate'. Below this line is a box labeled 'Friends and Relatives Center (FRC) established'. A yellow line continues from the red line, labeled '24-72 hours after event'. Below this line is a box labeled 'Family Assistance Center (FAC) established'. A small note below the FAC box says 'Operates 24/7 for days/weeks/months'.

- **FRC**
  - Quickly activated, providing centralized information-sharing
  - Away from incident site and media
  - Limits people going to incident site and/or hospitals
  - Provides facilitated reunification (if possible)
- **FAC**
  - Longer-term site opened 24-72 hours after incident
  - Provides many services (e.g., mental health support, spiritual care, social services, investigative support)
  - Secure location to provide vetted information to families
  - Coordination between law enforcement, EMS, hospitals, Medical Examiner/Coroner/Justice of the Peace
  - Located away from FRC (if possible)

• **IMPORTANT:**  
Avoid use of term “reunification center”

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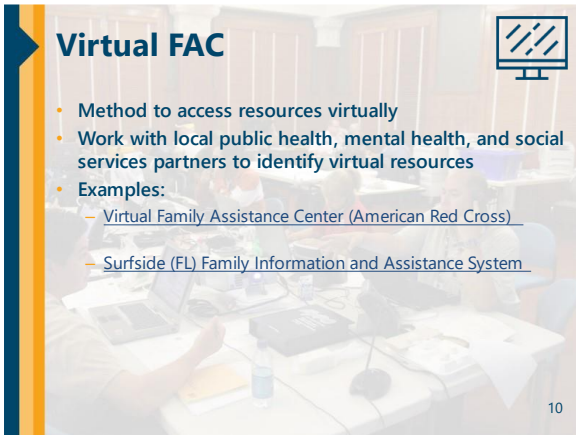
### FRC vs. FAC

This training covers both FRC and FAC operations, but it is important to remember that, in a large-scale incident, the primary focus should be to get the FAC up and running. While the extensive coordination and planning required for setting up the FAC is occurring, an FRC can help fill the gap in the time it takes to fully activate and open an FAC, quickly activating to provide essential support services to those impacted by the incident and their loved ones. This slide explains the differences between an FRC and FAC.

### Instructor Notes

Lessons learned from law enforcement incidents with mass casualties show that the term “reunification” can be limiting and could result in further trauma to affected family members who come to a family “reunification” center only to discover their loved one is deceased. Ensure staff supporting an FRC are aware of the importance of avoiding the term “family reunification center”.

Slide 10



### Virtual FAC

- Method to access resources virtually
- Work with local public health, mental health, and social services partners to identify virtual resources
- Examples:
  - [Virtual Family Assistance Center \(American Red Cross\)](#)
  - [Surfside \(FL\) Family Information and Assistance System](#)

### Virtual FAC

Individuals may be unable or unwilling to visit a physical FAC due to geographical distance, concerns related to possible interaction with the government or law enforcement, or due to public health concerns.

Thus, regardless of the type of incident or affected population, jurisdictions are encouraged to establish a method for affected individuals, families, and friends to access necessary resources virtually.

### Instructor Notes

A virtual platform can include call centers, phone banks, and web-based video conferencing tools to communicate effectively with those impacted by the incident and their and loved ones.

Slide 11

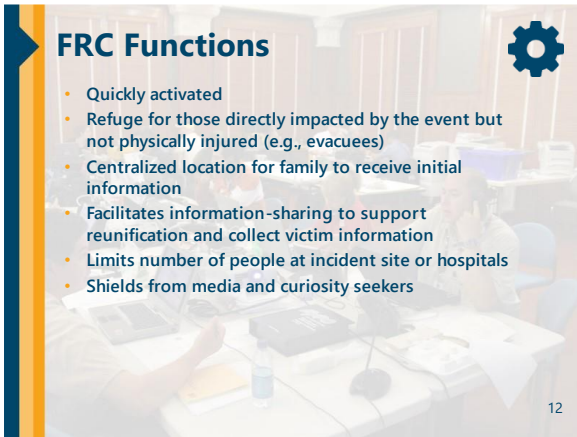


### FRC Overview

Each jurisdiction should place its primary resource focus on establishing a timely and robust FAC but, in the interim, an FRC can provide essential support and resources. We highlight the services and opportunities of a fully executed FRC here today, but remember, efforts should immediately be focused on establishing an FAC.

Instructor Notes

Slide 12



### FRC Functions

- Quickly activated
- Refuge for those directly impacted by the event but not physically injured (e.g., evacuees)
- Centralized location for family to receive initial information
- Facilitates information-sharing to support reunification and collect victim information
- Limits number of people at incident site or hospitals
- Shields from media and curiosity seekers

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#### Instructor Notes

#### FRC Functions

In the early hours after an MCI/MFI, people who think their loved ones might have been involved in the incident will seek information. These friends and family members might be able to provide vital information for victim identification.

An FRC can serve as a centralized location for families and friends to gather and receive initial information about potential victims in the immediate hours after an incident, as it could take 24–72 hours to establish and staff an FAC. FRCs are especially useful if the incident involves many people from out of the area (e.g., a festival, concert, or other tourist attraction or event).

The FRC may be as simple as a parking lot away from the incident site, if a facility is not readily available. Authorities most likely will not have many details to share with families, but they can indicate when a more structured FAC will be opened.

If the incident does not result in deaths or victims requiring transport to a hospital, an FRC may suffice and an FAC might not be necessary, providing all victims are accounted for and reunited with family.

Slide 13



### FRC Services

- **For Those Impacted and Families:**
  - Reception/intake
  - Security
  - Information briefings
  - Disaster mental health
- **Key Staff Functions:**
  - Public Information Officer (PIO)
  - Documentation Unit
  - FAC Transition Unit

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### FRC Services

A range of support services can be provided for those impacted by the incident, based on the duration the FRC is open as well as its location.

It is essential to fill key staff functions to ensure the transition to the FAC is seamless and timely.

Instructor Notes



Slide 14



### FRC Organization/Staffing

While staffing for the FRC will be limited in services and scope and designed to fill a need in the short term, it is the most important component of FRC operations.

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.

### Instructor Notes

This organization chart is meant to serve as staffing recommendations for an FRC compliant with the approach of an Incident Command System (ICS).

The entity responsible for FRC activation (a) determines an ICS-compliant organization strategy based on incident scope and (b) fills additional roles, as necessary.

The FRC Director may elect to activate an FRC with fewer services if fewer resources are available or if there is not a high demand for services (e.g., a smaller incident). In such cases, responsibilities tasked to positions not shown in this structure should be carried out by the next higher filled position in that section. This organizational chart can be expanded as needed, adding deputies, assistants, and other staff.

Slide 15

The slide features a background image of a classroom or meeting room with people seated at tables. A blue location pin icon is positioned in the upper right corner of the slide content area. The text is overlaid on the left side of the image.

### FRC Location Criteria

- Include a gathering spot (large open room)
- Privacy from media/onlookers
- Ample parking
- Located near (but not adjacent to) incident site
- Examples:
  - Vacated department store/mall
  - Shielded/private parking lot
  - Senior center
  - Recreation center

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#### FRC Location Criteria

An FRC location is often less formal and more makeshift than the FAC. FRCs are often closer to the incident site than an FAC, but neither should be directly adjacent to or have a view of the incident site. This slide provides additional specifics and examples related to FRC location criteria.

Instructor Notes

Slide 16



### FRC Examples

We will now discuss some example FRCs that have been set up for various incidents. Some have different names, but all have the same purpose: to provide an initial gathering space for victims and family to receive information about the incident and follow-up services in the immediate hours after a disaster.

After the Surfside condominium collapse in Florida in 2021, family assistance was initially provided in a community space, and later moved to a hotel with a larger, more robust space.

The Route 91 Festival mass shooting provides an example of the public information regarding the FRC. Note the use of the term “reunification.” This was a big lesson learned, and it has been trained on since. Not all will be reunified.

Following the Pulse Nightclub shooting in Orlando, an initial FRC was opened, which eventually moved to a new location due to the lack of privacy from the media outside and space inside.

### Instructor Notes

Slide 17



FAC Overview

We will now move on to review FACs.

Instructor Notes

Slide 18



**FAC Functions**

- Reception/data gathering
- Security
- Media management
- Basic needs, food, comfort
- Timely and vetted information and briefings
- Support services
  - Childcare
  - Spiritual care
  - Mental health
  - First aid
  - Transportation
  - Financial assistance
  - Document replacement
  - Investigative support
- Support for people with disabilities/access and functional needs
- Technology support (access to TV, phone chargers, computers)

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### FAC Functions

A FAC is a longer-term site that provides a wide range of services and information to the family members of those injured, killed, missing, or otherwise impacted by the incident. A FAC has three primary functions: receiving and registering families, providing notification and information of victims' status, and helping those impacted by the incident and their loved ones to access support services. The FAC is a venue for agencies to coordinate access to support services such as disaster mental health and spiritual services and disseminate information such as available financial resources.

### Instructor Notes

All facilities used for family assistance must be fully accessible for those with disabilities and others with access and functional needs. The final structure of an FAC may vary depending on the situation.

Slide 19



**FAC Services**

- **Services for those impacted:**
  - Reception/family host
  - Disaster mental health
  - Public health services
  - Social services
  - Spiritual care
  - Victim information
  - Call center
  - Meals/refreshments
  - Childcare
  - Security
  - Computer/family media area
  - Media briefings
  - Family briefings
- **Staff roles/responsibilities:**
  - PIO
  - Finance/Admin Section
  - Planning Section
    - Documentation Unit
    - Demobilization
  - Investigative Section
  - Volunteer coordination
  - Equipment, supplies, food, and water
  - Resources and ordering
  - VIP/external liaisons
  - Facility liaison
  - Disaster mental health services

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### FAC Services

An FAC may offer a variety of services to family and victims, as shown on the left.

To execute these services, staff service positions must be filled as shown on the right.

Instructor Notes

Slide 20



### FAC Location Criteria

- \*Restricted areas for FAC staff
- \*Private areas for family notifications
- \*Areas for registration, social services, mental health, spiritual care, family briefings
- \*Communications and technology
- \*Overall accessibility (e.g., elevators, restrooms)
- \*Ample parking, including accessible spaces
- \*Security measures
- Easy access to major thoroughfares/public transit
- Consideration of potential hazards (e.g., flooding)
- Controlled heating/air conditioning
- Availability on short notice
- Large indoor space
- Media area

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#### FAC Location Criteria

The location for the FAC should be selected carefully, with consideration for the location and size of the facility and its amenities.

This slide lists suggested criteria of the chosen FAC location, however it is important to keep in mind flexibility and adaptability to whatever spaces are available at the time. The asterisks indicate the most important considerations when selecting potential FAC locations. It is unlikely that a perfect location will be available with all ideal conditions and criteria as shown.

Instructor Notes

# FRC/FAC ACTIVATION AND MANAGEMENT TRAINING: INSTRUCTOR MANUAL

## MODULE 1: OVERVIEW OF FAMILY ASSISTANCE

Slide 21

**FAC Examples**

**CLARK COUNTY FAMILY ASSISTANCE CENTER**

Our Family Assistance Center is a safe haven location to provide support services to victims and their families. It is NOT open to the media and public. Family and crisis assistance, please go to:

**Las Vegas Convention Center**  
3100 Paradise Rd  
Las Vegas, NV 89109

**CALL**  
Local: 702-486-AIDE (2432)  
Out of State: 1-833-299-AIDE (2432)

**Hours of Operation:**  
Every day, 9 a.m. – 7 p.m.

**Services Available**

- Welfare Services
- Legal Assistance
- Transportation Services
- Accommodation Services
- Food and Beverage Services
- Medical Services
- Financial Services
- Language Services
- Interpreter Services
- Religious Services
- Other Services

**ALL DRIVERS MUST ENTER THE STAGING AREA FROM THE SOUTH AND EXIT FROM THE NORTH SIDE OF THE STADIUM**

**Park in Bronze Parking Lot off of Santa Vista Drive Go to South Hall (S2)**

### FAC Examples

We will now discuss examples of FACs that have been set up in response to incidents.

The Surfside collapse's family support services became virtual soon after activation due to COVID-19 conditions.

Clark County officials publicized details about the Route 91 FAC including the location, contact information, intended audience, and available services.

### Instructor Notes

Pulse Nightclub family assistance services were moved from the Senior Center to the Camping World Stadium. These images of the inside and outside of the FAC show the scale of support provided.



Slide 22



**Regional FAC Support**

- Regional assistance may be needed based on the incident size and available local resources
- Reasons for regional FAC activation:
  - Limited resources to support fatality management operations
  - Centralized information gathering and sharing for an effective (i.e., timely and accurate) response
- Dallas/Fort Worth/Arlington Urban Area Complex Coordinated Terrorist Attack Regional Family Assistance Concept of Operations

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### Regional FAC Support

When services and resources required to support the incident outpace the jurisdiction's capacity, it may be necessary to request regional support.

Regional FAC support allows for centralized and coordinated messaging and locations for those impacted by the incident and their loved ones.

The DFWA CCTA Regional FAC CONOPS is intended to support regional operations and should be reviewed during FAC planning efforts.

Instructor Notes

Slide 23

**FAC Communications**

- **Family Briefings**
  - Direct and timely updates to those impacted by the incident and their loved ones both in person at the FAC and in attendance virtually
  - Families must always receive updates before information is provided to the media/public
  - Provide briefings in multiple languages and formats
- **Media Briefings**
  - Public updates to media at a location away from the FAC
- **Information Portal**
  - Pre-populated online portal maintained by jurisdictions, kept hidden when there are no ongoing emergencies, and activated if an incident occurs

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Instructor Notes

## FAC Communications

There are several key elements regarding communications to keep in mind prior to, during, and after FAC operations.

### Family Briefings:

- Provide multiple briefings to family and victims daily, on a regular schedule
- Provide virtual options for families
- Conducted by FAC Director and PIO
- Include incident updates
- *Always release updates/information to families prior to releasing them to media*

### Media Briefings:

- Held in an external area away from FAC facility
- Release information only as verified by appropriate representatives, after releasing to family
- Media access to FAC facility should be prohibited

### Information Portal:

- Provide multiple briefings to family and victims daily, on a regular established schedule
- Provide virtual options for families
- Establish a web page to provide updated and validated incident and FAC information within first 12 hours of incident
- Develop FAC web pages ahead of time and archived on jurisdiction's website, allowing for quick activation when an incident occurs

Slide 24

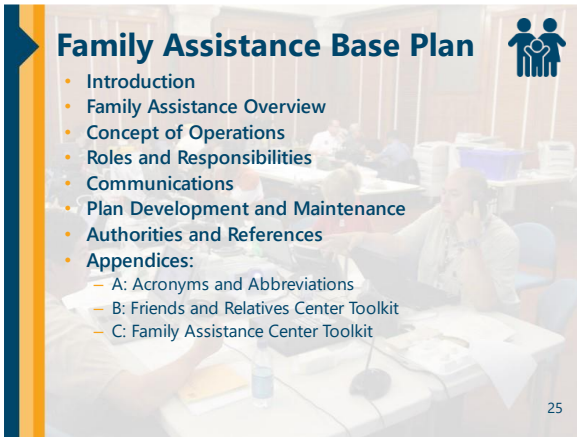



### Resources and Tools

There are several resources and tools available to support jurisdictions in the NCTCOG region.

Instructor Notes

Slide 25



**Family Assistance Base Plan** 

- Introduction
- Family Assistance Overview
- Concept of Operations
- Roles and Responsibilities
- Communications
- Plan Development and Maintenance
- Authorities and References
- Appendices:
  - A: Acronyms and Abbreviations
  - B: Friends and Relatives Center Toolkit
  - C: Family Assistance Center Toolkit

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### Family Assistance Base Plan

The Family Assistance Base Plan was developed to establish the framework for local FRC and FAC operations. Jurisdictions were provided a template and encouraged to customize it based on their family assistance planning activities. The plan defines the operational concepts, organizational arrangements, roles and responsibilities, and procedures to accomplish the tasks to open, operate, and close a FRC and FAC.

Instructor Notes

Slide 26



### FRC Toolkit Contents

The FRC toolkit contains several guidance documents, including how-to guides and specific staffing checklists for related FRC positions.

Instructor Notes

Slide 27

A slide titled "FAC Toolkit Contents" with a list of items. The background is a faded image of a call center. The slide has a blue and orange vertical bar on the left side. The number "27" is in the bottom right corner of the slide.

**FAC Toolkit Contents**

- Example – Local State of Emergency/Emergency Declaration
- Site Selection and Activation Tools
- Staffing and Supplies
- FRC/FAC Call Center Tools
- FAC Registration Tools
- FAC Interview Tools
- Communications Tools
- Cultural and Religious Considerations
- Family Resource Packet
- FAC Demobilization Checklist

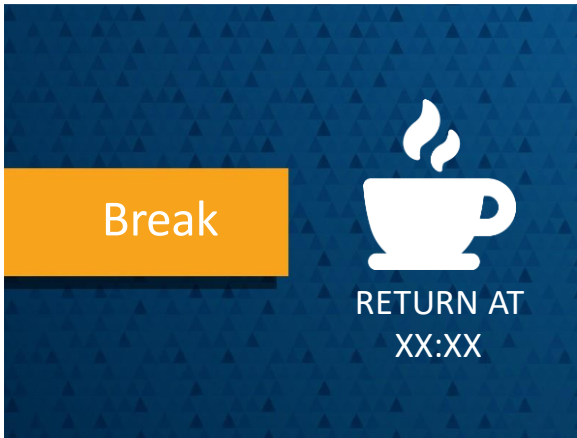
27

### FAC Communications


The FAC Toolkit is more extensive than the FRC toolkit since FAC operations are intended to be longer-lasting and require more coordination and planning. The toolkit includes guides for selecting locations and criteria to consider, as well as the other resources listed here.

Instructor Notes

Slide 28

A dark blue rectangular graphic with a repeating pattern of small white triangles. On the left, there is an orange horizontal bar with the word "Break" in white. To the right of the bar is a white icon of a coffee cup with steam rising from it. Below the icon, the text "RETURN AT" is written in white, followed by "XX:XX" on the next line.

Break



RETURN AT  
XX:XX

#### Important Considerations

Notes: A 15-minute break is suggested for each 1.5 hours of lecture, and 30 minutes for each 2.5-hour segment or lecture. Please note that instructors can copy/paste this slide based on how they customize their course.

Instructor Notes

## Module 2: FAC Staff Positions, Roles, and Responsibilities

### *Introduction*

Module 2: FAC Staff Positions, Roles, and Responsibilities provides information on all staffing roles of the FAC, including responsibilities and staffing sources.

### *Time Plan*

Suggested time: 3 hours



Slide 29

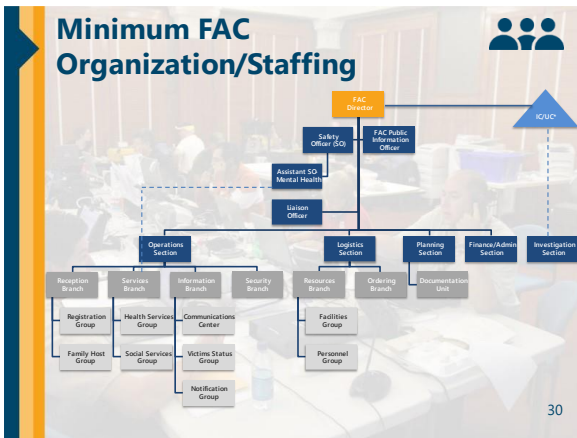


Module II: FAC Staff Positions, Roles, and Responsibilities

This module reviews each FAC staff position, its individual mission, staffing sources, and key activities in each phase of FAC operations. There are some items that all staff are responsible for, such as signing in and filling out an activity log. Those individual items are not discussed in this training, but they can be found in the staff checklists in the FAC Toolkit.

Instructor Notes

Slide 30



### Minimum FAC Organization/Staffing

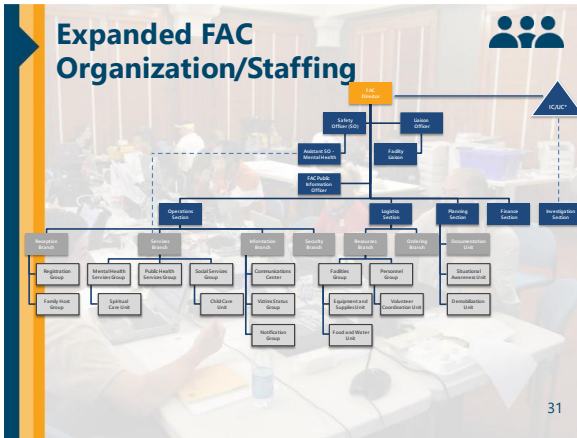
We will now review, at a high level, the positions involved in an FAC, after which we will discuss each position in more depth. Similar to an FRC, the entity responsible for FAC activation (a) determines an ICS-compliant organization strategy based on incident scope and (b) fills additional roles, as necessary.

The FAC Director may elect to activate an FAC with fewer services if fewer resources are available or if there is not a high demand for services based on the size and type of the incident. In such cases, responsibilities tasked to positions not shown here should be carried out by the next higher filled position in that section. Deputies, assistants, and staff can be added, as needed.

These recommendations assume that the local jurisdiction will request a regional FAC for incidents exceeding a medium-level impact.

### Instructor Notes

Slide 31



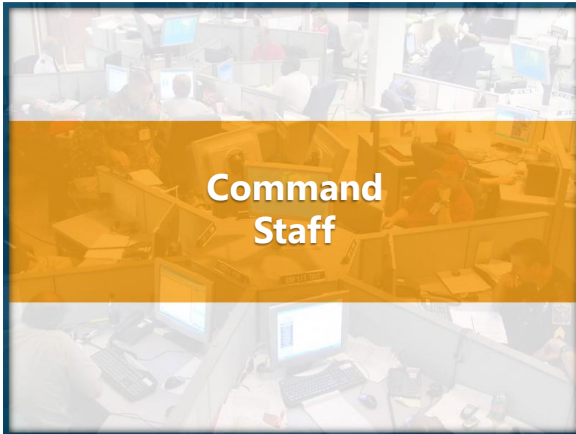
### Expanded FAC Organization/Staffing

This chart shows the organization and staffing for an expanded level of service to meet the needs of a more severe and/or larger incident.

The FAC Director may choose to activate an FAC that offers less or more services, based on the scale and scope of the incident. The FAC Director may also anticipate that the needs for the incident will exceed the capabilities of the local jurisdiction and request a regional FAC.

### Instructor Notes

Slide 32

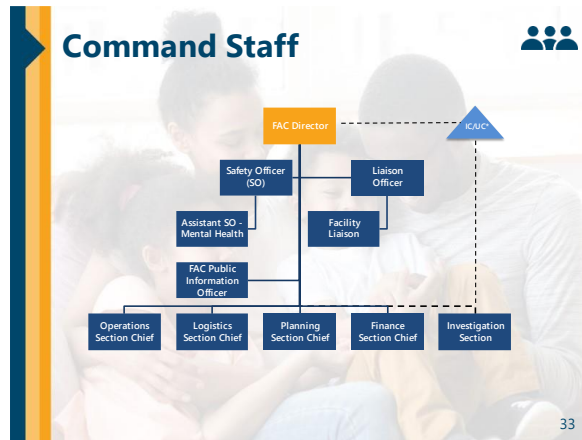


Command Staff

Moving into a review of the Command Staff.

Instructor Notes

Slide 33



### Command Staff

As with most organizational structures in the ICS model, the command - or leadership - staff include all staff who report to the FAC Director, plus the Safety Officer and Facility Liaison.

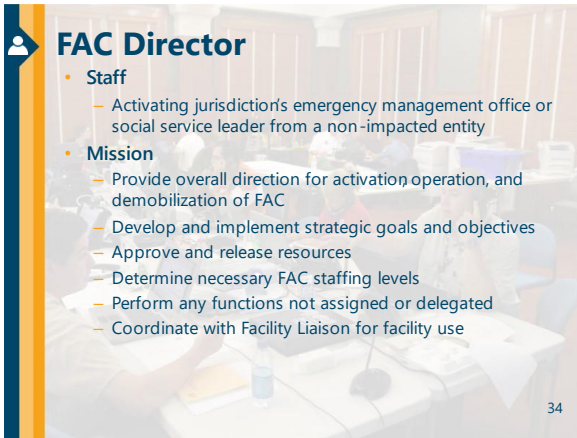
These positions are the highest level of the FAC Organizational chart. The Command Staff, collectively, is responsible for overseeing all FAC operations.

Responsibilities of the Command Staff include:

- Setting and overseeing FAC coordination and direction
- Providing public information and managing media relations
- Serving as agency liaisons with other agencies and organizations
- Ensuring proper safety and security procedures
- Ensuring staff receive essential communications and encouraging staff to take breaks and seek mental health services as needed

Instructor Notes

Slide 34

The slide features a background image of a person working at a desk with a computer. On the left side, there is a vertical blue bar with a white person icon. The text is as follows:

**FAC Director**

- **Staff**
  - Activating jurisdiction's emergency management office or social service leader from a non-impacted entity
- **Mission**
  - Provide overall direction for activation operation, and demobilization of FAC
  - Develop and implement strategic goals and objectives
  - Approve and release resources
  - Determine necessary FAC staffing levels
  - Perform any functions not assigned or delegated
  - Coordinate with Facility Liaison for facility use

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### FAC Director

The role of the FAC Director is usually filled by the emergency management office/agency of the jurisdiction that activated the FAC, or by a social service leader from an entity not directly impacted by the incident. The FAC Director's mission is to direct the activation, operation, and demobilization of the FAC. The FAC Director works to set goals and objectives, approves and releases resources, determines the necessary staffing levels, and coordinates facility use.

Instructor Notes

Slide 35



**FAC Director**

- **Responsibilities**
  - Oversee coordination between the FAC and agencies/organizations at other locations
  - Set operational objectives within the FAC and coordinating with external agencies
  - Establish appropriate staffing levels for the FAC and monitoring organizational effectiveness
  - Direct emergency public information actions and approving press releases and other public information
  - Coordinate with PIO to establish media assembly area
  - Support the FAC Safety Officer in ensuring safety and security

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Instructor Notes

### FAC Director

The FAC Director is responsible for:

- Overseeing coordination between the FAC and support agencies/organizations in the EOC, field, or remote locations
- Setting operational objectives within the FAC and coordinating objectives and operations with external agencies
- Establishing appropriate staffing levels for the FAC and monitoring organizational effectiveness to ensure appropriate modifications occur as required
- Directing, in consultation with the PIO, Medical Examiner, and Incident Commander, appropriate emergency public information actions using the best methods of dissemination and approving the issuance of press releases and other public information materials as required
- Coordinating with the PIO to establish a designated media assembly area
- Ensuring safety and security principles and procedures are applied to all FAC activities and supporting the FAC Safety Officer

Slide 36



**FAC Director Roles**

- **Pre-Activation**
  - Obtain situation briefings
  - Determine staffing requirements
  - Review FAC site plan
  - Ensure support areas and staff are identified and prepared for client arrival
  - Ensure command staff understand roles and operations
  - Estimate resource types and quantities needed
  - Notify partners when FAC is ready for activation
- **Activation**
  - Review position checklist
  - Conduct initial staff briefing
  - Assume any roles not assigned
  - Ensure FAC PIO and Liaison officer are prepared to release FAC activation statement
  - Ensure an information line has been established for families
  - Notify partners when FAC is officially activated

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Instructor Notes

### FAC Director Roles

The FAC Director has responsibilities prior to the official activation of the FAC. These roles are outlined on this slide and include:

- Gathering information about the incident and reporting to the location
- Identifying staffing requirements and communicating those staffing needs to designated staffing agencies
- Ensuring resources are available and the FAC is set up in proper fashion

During activation, the FAC Director is responsible for the items on this slide including:

- Ensuring all working areas are set up, associated staff have all the resources needed, and all safety procedures are in place
- Providing a briefing to all FAC staff or Command staff depending on the number of staff assigned to the FAC
- Assuming responsibility for any roles unstaffed
- Identifying objectives and priorities for the FAC
- Ensuring appropriate FAC positions are staffed
- Notifying partners when the FAC is officially activated



Slide 37

The slide features a background image of a person in a white protective suit. On the left, there is a vertical blue bar with a white person icon. The title 'FAC Director Roles' is in bold blue text. Below the title are two columns of bulleted text. The 'Operations' column lists: 'Coordinate activities for all command staff', 'Ensure regularly conducted command staff planning meetings', 'Maintain communications with incident command', 'Aid in coordinating family briefings', and 'Approve requests for additional resources or release of resources'. The 'Demobilization' column lists: 'Work with FAC Planning Section Chief to identify demobilization time', 'Conduct demobilization meeting with command staff', 'Inform EOC of FAC demobilization details', 'Ensure FAC facility is returned to original condition and equipment and supplies are returned', and 'Submit activity logs'. A small number '37' is in the bottom right corner of the slide content area.

**FAC Director Roles**

- **Operations**
  - Coordinate activities for all command staff
  - Ensure regularly conducted command staff planning meetings
  - Maintain communications with incident command
  - Aid in coordinating family briefings
  - Approve requests for additional resources or release of resources
- **Demobilization**
  - Work with FAC Planning Section Chief to identify demobilization time
  - Conduct demobilization meeting with command staff
  - Inform EOC of FAC demobilization details
  - Ensure FAC facility is returned to original condition and equipment and supplies are returned
  - Submit activity logs

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Instructor Notes

### FAC Director Roles

During FAC operations, the FAC Director is responsible for:

- Monitoring section staff activities to ensure all appropriate actions are being taken and carried out
- Ensuring command and general staff are provided incident and FAC operational updates on a regular basis
- Maintaining communication with the EOC and incident command for situation updates

During demobilization, the FAC Director is responsible for:

- Overseeing all demobilization operations to ensure a smooth and timely demobilization
- Conducting demobilization meetings with Command Staff or all staff if appropriate
- Ensuring partners have information regarding FAC demobilization
- Ensuring equipment and supplies are returned and the facility is returned to its original state
- Ensuring all documentation is collected and submitted to the appropriate personnel

Slide 38



**Safety Officer**

- **Staffing**
  - Identified by activating jurisdiction's fire/EMS or law enforcement department
- **Mission**
  - Ensure protection of the facility and staff

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### Safety Officer

The Safety Officer role is often filled by Fire/EMS or Law Enforcement.

The Safety Office ensure protection of the facility and staff by:

- Identifying, monitoring, and assessing hazardous and unsafe situations that arise at the FAC
- Developing measures to ensure personnel safety for the duration of the FAC
- Correcting any unsafe acts or conditions within the EOC and adjacent workspaces and response areas

Instructor Notes

Slide 39

**Safety Officer Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Conduct site inspection
  - Prepare or review FAC evacuation plan
  - Develop or review FAC security plan
  - Ensure safety information is included in just-in-time training
  - Identify a first aid area
  - Prepare a medical plan for the FAC
  - Ensure unsafe conditions are reported to the FAC Director
- **Operation**
  - Review Incident Action Plan (IAP) for safety implications
  - Monitor FAC safety conditions
  - Conduct walk-throughs of public areas
  - Advise FAC Director of unsafe conditions
  - Ensure staff wear PPE
  - Complete and distribute safety plan

Instructor Notes

Safety Officer Roles

During FAC activation, the Safety Officer is responsible for:

- Conducting site inspections to identify and assess hazardous or unsafe situations that arise in the FAC
- Developing and/or reviewing FAC evacuation and security plans
- Ensuring an area is identified for first aid operations
- Correcting any unsafe conditions within the FAC

During ongoing FAC operations, the Safety Officer is responsible for:

- Reviewing IAPs or other planning documents for safety implications
- Attending meetings to advise and report on safety concerns
- Identifying and reporting any unsafe or hazardous working conditions
- Ensuring staff are taking proper precautionary measures

Slide 40



**Safety Officer Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Review Demobilization Plan for safety implications
  - Monitor demobilization activities to ensure safe processes
  - Ensure all assigned equipment is returned
  - Submit activity logs

40

### Safety Officer Roles

In support of FAC demobilization efforts, the Safety Officer is responsible for the items on this slide including:

- Ensuring safe demobilization actions
- Ensuring forms or reports are complete and submitted
- Reviewing the demobilization plan for safety implications

Instructor Notes

Slide 41

The slide features a background image of a classroom or training room with several people seated at desks. A blue vertical bar on the left side contains a white person icon. The title "Assistant Safety Officer" is displayed in a bold, dark blue font. Below the title, there are two main sections: "Staffing" and "Mission", each with a list of bullet points. A small number "41" is visible in the bottom right corner of the slide image.

**Assistant Safety Officer**

- **Staffing**
  - Identified by activating jurisdiction's fire/EMS department
- **Mission**
  - Support the emotional, psychological, and spiritual needs for FAC staff and clients
  - Liaison between Safety Officer and Mental Health Services Group Supervisor
  - Reports to Safety Officer


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### Assistant Safety Officer

The Assistant Safety Officer supports the Safety Officer in monitoring the safety of the FAC, with the Assistant Safety Officer focused on staff's mental health by acting as a liaison between the Safety Officer and the Mental Health Services Group Supervisor. This position is responsible for ensuring support of the emotional, psychological, and spiritual needs of FAC staff and clients.

Instructor Notes

Slide 42

The slide features a background image of a smiling woman in a white shirt. The text is overlaid on the left side of the image. The title 'Assistant Safety Officer Roles' is in a dark blue font. Below it, there are two columns of bullet points: 'Activation' and 'Operation'. The 'Activation' column lists three items: attending training, identifying goals, and reporting unsafe conditions. The 'Operation' column lists four items: coordinating services, managing staff, developing a break schedule, and referring staff to resources. A small number '42' is in the bottom right corner of the slide area.

**Assistant Safety Officer Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Identify common goals with Safety Officer and Mental Health Services Group Supervisor
  - Report unsafe conditions to the Safety Officer
- **Operation**
  - Coordinate family and staff counseling services
  - Manage staff emotional, mental, and spiritual services
  - Develop a break schedule for staff
  - Refer staff to resources such as the Local Mental Health Authority

### Assistant Safety Officer Roles

During FAC activation, the Assistant Safety Officer is responsible for:

- Identifying common goals related to mental health with the Safety Officer and Mental Health Services Group Supervisor
- Ensuring staff are aware of the purpose of the position and services
- Reporting unsafe conditions to the Safety Officer

### Instructor Notes

During ongoing FAC operations, the Assistant Safety Officer is responsible for:

- Monitoring staff for signs of excessive stress or fatigue and ensuring adequate rest and support is provided to meet their needs
- Developing and maintaining a break schedule for staff
- Referring staff to local support resources as necessary

Slide 43

The slide features a background image of a control room with several operators at computer workstations. A blue vertical bar on the left side contains a white person icon. The title "Assistant Safety Officer Roles" is in bold blue text. Below it, a bulleted list details demobilization tasks. A small number "43" is in the bottom right corner of the slide area.

**Assistant Safety Officer Roles**

- **Demobilization**
  - Ensure all staff are aware of mental health resources after demobilization
  - Return equipment and supplies to Logistics Section
  - Review Demobilization Plan for safety implications

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### Assistant Safety Officer Roles

In support of demobilization efforts, the Assistant Safety Officer is responsible for:

- Ensuring all staff are aware of the mental health resources and have appropriate contact information if necessary
- Returning unused equipment and reviewing the Demobilization Plan for safety concerns

Instructor Notes

Slide 44

**Liaison Officer**

- **Staffing**
  - Activating jurisdiction's external outreach department/office
- **Mission**
  - Point of contact for external agencies to provide input on policies, resource availability, and other incident -related matters
  - Coordinating with agencies, departments, and entities outside the jurisdiction, authority, or purview of the jurisdiction

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### Liaison Officer

This optional position is activated at the discretion of the FAC Director. This position may be activated in a situation where the incident requires the coordination and cooperation of various local governments, agencies, and organizations outside the purview of the jurisdiction. If the Liaison Officer position is activated, it might be staffed by the external outreach department/office. Liaison Officer assistants may be needed, who may represent assisting agencies or jurisdictions.

### Instructor Notes

The FAC Liaison Officer is responsible for:

- Point of contact for representatives of other government agencies, nongovernmental organizations (NGOs), and/or private sector (with no jurisdiction or legal authority) to provide input on their agency's policies, resource availability, and other incident-related matters
- Assisting, cooperating, and coordinating with agencies, departments, and entities outside the jurisdiction, authority, or purview of the jurisdiction



Slide 45



**Liaison Officer Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure key stakeholders notified of activation details
  - Coordinate to disseminate FAC operations information
  - Coordinate with external agency liaisons to ensure seamless response
  - Establish contact with EOC Liaison Officer and Facility Liaison
  - Maintain contact list of personnel
- **Operation**
  - Coordinate and communicate with key stakeholders and FAC
  - Keep partner agencies informed of FAC status
  - Maintain list of partner organizations represented at FAC
  - Coordinate and conduct briefings for visiting VIPs
  - Notify FAC Director of significant events

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Instructor Notes

### Liaison Officer Roles

During FAC activation, the Liaison Officer is responsible for:

- Coordinating with the FAC Director to ensure that key stakeholders are aware of FAC activation details
- Coordinate with FAC PIO and FAC Director to disseminate FAC operations information
- Establishing communication links with agency liaisons
- Developing and maintaining a contact list of personnel

During ongoing FAC operations, the Liaison Officer is responsible for:

- Supporting the coordination and communication between key stakeholders and the FAC including keeping partner agencies informed of FAC status
- Maintaining a list of all partner agencies involved in and supporting the FAC
- Coordinating authorized VIP visits with the FAC Director or notifying the Director of other significant events

Slide 46



**Liaison Officer Roles**

- **Demobilization**
  - Attend demobilization meetings
  - Communicate demobilization information with partners
  - Communicate follow-up information to key stakeholders
  - Submit activity logs, forms, and reports

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### Liaison Officer Roles

In support of demobilization efforts, the Liaison Officer is responsible for:

- Attend any demobilization meetings, as requested
- Communicating demobilization information to key stakeholders
- Ensuring follow-up information regarding FAC services is communicated to stakeholders
- Ensuring all required forms and reports are completed prior to demobilization

Instructor Notes

Slide 47



**Facility Liaison**

- **Staffing**
  - Host facility staff
- **Mission**
  - Serve as point of contact for host facility to coordinate FAC operations
  - Reports to Liaison Officer

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### Facility Liaison

This role should be filled by a staff member of the host facility. The Facility Liaison serves as the conduit between the facility and FAC leadership. The Facility Liaison ensures and supports activation logistics, monitors ongoing FAC operations, and coordinates demobilization logistics.

Instructor Notes

Slide 48



**Facility Liaison Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Provide facility access
  - Make contact and review facility logistics with Liaison Officer, Safety Officer, and FAC Director
  - Coordinate with FAC Director to determine activation details
  - Ensure PIO has logistics information
- **Operation**
  - Notify Liaison Officer and/or FAC Director of significant events/ occurrences related to facility
  - Notify Safety Officer of any potential or ongoing safety hazards

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### Facility Liaison Roles

During FAC Activation, the Facility Liaison is responsible for:

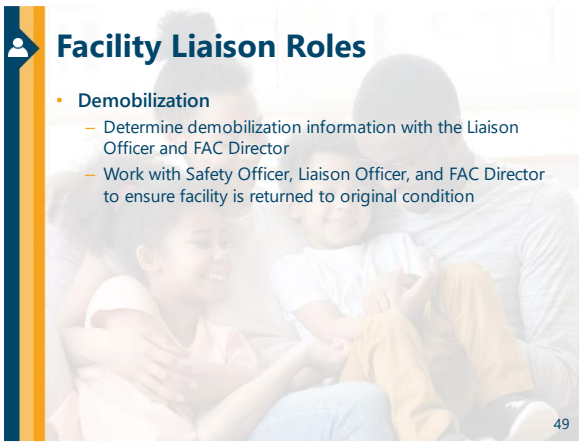
- Providing access to the facility and reviewing facility logistics and specifics with FAC staff
- Supporting public information efforts as needed regarding facility access
- Ensuring the facility is providing the appropriate resources to meet the FAC's objectives

### Instructor Notes

During ongoing FAC operations, the Facility Liaison is responsible for:

- Ensuring the ongoing access to the facility by FAC staff and the public and monitoring the status of the facility
- Supporting operations and notifying the Liaison Officer and/or FAC Director of significant issues that would impact FAC operations
- Ensuring the facility is safe and discussing any issues with the Safety Officer

Slide 49



**Facility Liaison Roles**

- **Demobilization**
  - Determine demobilization information with the Liaison Officer and FAC Director
  - Work with Safety Officer, Liaison Officer, and FAC Director to ensure facility is returned to original condition

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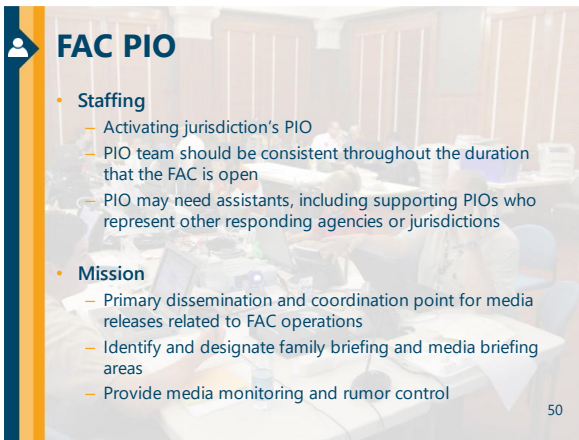
### Facility Liaison Roles

To support demobilization efforts, the Facility Liaison is responsible for:

- Working with the Safety Officer, Liaison Officer, and FAC Director to ensure the facility is returned to the original condition and taking measures to notify appropriate FAC staff if it is not
- Providing FAC Staff with information regarding demobilization and any associated facility logistics

Instructor Notes

Slide 50

The slide features a background image of a control room with multiple computer monitors and desks. On the left side, there is a vertical blue bar with a white person icon and the text 'FAC PIO'. The main content area contains two sections: 'Staffing' and 'Mission', each with a list of bullet points. A small number '50' is visible in the bottom right corner of the slide content.

**FAC PIO**

- **Staffing**
  - Activating jurisdiction's PIO
  - PIO team should be consistent throughout the duration that the FAC is open
  - PIO may need assistants, including supporting PIOs who represent other responding agencies or jurisdictions
- **Mission**
  - Primary dissemination and coordination point for media releases related to FAC operations
  - Identify and designate family briefing and media briefing areas
  - Provide media monitoring and rumor control

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## FAC PIO

The FAC PIO is usually staffed by the activating jurisdiction's PIO and is responsible for:

- Serving as the primary dissemination and coordination point for media releases related to FAC operations and in support of the incident PIO
- Maintaining responsibility for all official information released regarding FAC activities
- Coordinating with the Security Officer to identify and designate a family briefing and media briefing area
- Providing media monitoring and rumor control

Instructor Notes

Slide 51

The slide features a background image of a woman in a white lab coat, likely a healthcare professional, with her hands clasped. On the left side, there is a vertical blue bar with a white person icon and the title "FAC PIO Roles".

**FAC PIO Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Coordinate with Liaison Officer and FAC Director to ensure key stakeholders notified of activation details
  - Develop press release to announce FAC activation
  - Ensure a media area is established outside of FAC
  - Develop rules of engagement for media personnel at FAC
  - Develop standardized messages and briefing templates for use in media briefings
  - Establish contact with EOC PIO
  - Develop strategy for public information management
  - Establish phone line for families

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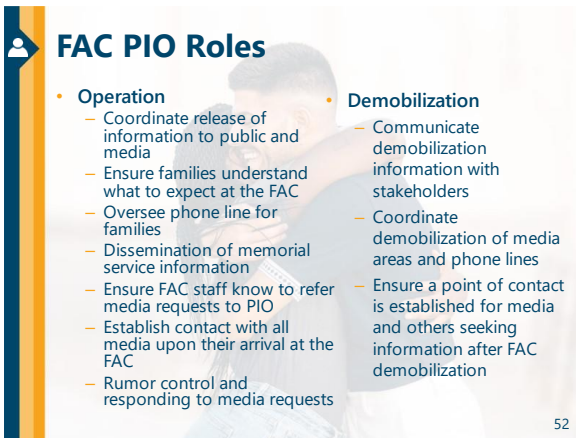
Instructor Notes

### FAC PIO Roles

When the FAC is activated, the FAC PIO has multiple responsibilities as shown on this slide, including:

- Understanding the situation to develop accurate and timely public information
- Developing a press release to notify the public of FAC activation
- Providing information to the public including a synopsis of the event, services provided at the FAAC, and the type of information people who access the FAC need to provide
- Identifying a schedule for and conducting initial family and media briefings
- Developing rules of engagement for the media, as well as standardized messages and template for media briefings
- Establishing contact with the EOC PIO
- Developing a strategy for public information management
- Ensuring an informational phone line is established for families outside of the FAC

Slide 52



**FAC PIO Roles**

- **Operation**
  - Coordinate release of information to public and media
  - Ensure families understand what to expect at the FAC
  - Oversee phone line for families
  - Dissemination of memorial service information
  - Ensure FAC staff know to refer media requests to PIO
  - Establish contact with all media upon their arrival at the FAC
  - Rumor control and responding to media requests
- **Demobilization**
  - Communicate demobilization information with stakeholders
  - Coordinate demobilization of media areas and phone lines
  - Ensure a point of contact is established for media and others seeking information after FAC demobilization

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Instructor Notes

FAC PIO Roles

During FAC operations, the FAC PIO is responsible for:

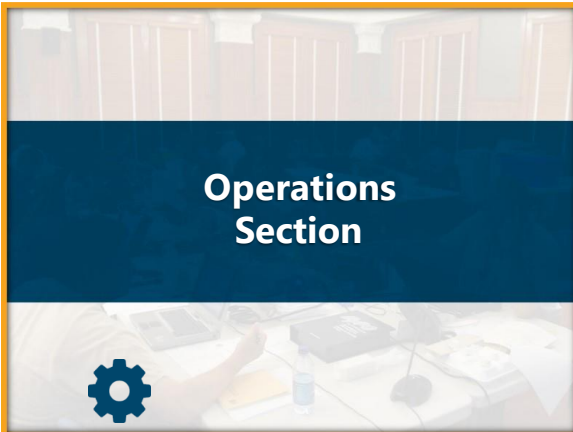
- Coordinating the development and release of all vital public information and incident/FAC updates via briefings and reports
- Ensuring families understand what to expect at the FAC and overseeing the phone line for those not at the FAC
- Ensuring memorial services information is provided to families and key stakeholders
- Ensuring media requests are referred to the PIO, and responding to all media requests
- Monitoring all media to ensure rumor control is executed as necessary
- Develop messaging for appropriate uses, as requested by FAC staff

In support of demobilization, the FAC PIO is responsible for:

- Communicating demobilization information to key stakeholders, political leaders, and the media
- Coordinating the demobilization of media information lines and the media briefing area
- Ensuring follow-up contact information is publicly provided for any seeking information about the FAC or support services



Slide 53



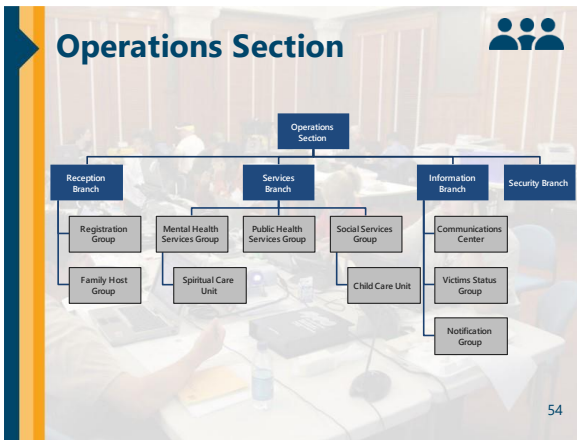
### Operations Section

A break can be added here if time permits.

We will now move to the Operations Section. This section has the largest number of staff to support FAC operations.

Instructor Notes

Slide 54

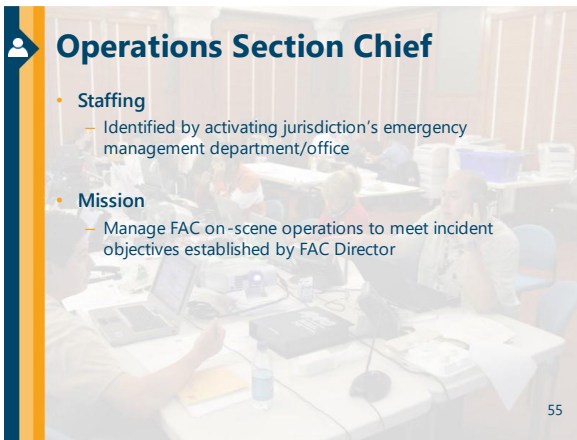


### Operations Section

The Operations Section works to coordinate all activities that allow the FAC to function, aiming to reach incident objectives, establish tactics, and direct operational resources. The Operations Section has many sub-positions, as indicated on this slide. During the course of this module, we will discuss each position in more detail. This is the breakdown of the Operations Section staff positions. The Operations Section is made up of four branches, eight groups and two units.

Instructor Notes

Slide 55

The slide features a background image of a control room with several people working at desks with computers. A blue vertical bar on the left contains a white person icon. The title 'Operations Section Chief' is in bold blue text. Below it are two bullet points: 'Staffing' and 'Mission', each with a sub-bullet. A small '55' is in the bottom right corner of the slide area.

**Operations Section Chief**

- **Staffing**
  - Identified by activating jurisdiction's emergency management department/office
- **Mission**
  - Manage FAC on-scene operations to meet incident objectives established by FAC Director

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### Operations Section Chief

The Operations Section Chief is staffed by the activating jurisdiction's emergency management office and is responsible for ensuring the operational coordination function is carried out to meet operational objectives as identified by the Planning Section. The function of this role is similar to that of the Operations Section in an EOC, but it is within and supports the FAC.

Instructor Notes

Slide 56

**Operations Section Chief Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure staff understand incident objectives, the situation, and available resources
- **Operation**
  - Ensure sufficient resources available to support ongoing operations
  - Develop and communicate a meeting schedule for Operations Section staff
  - Provide information as necessary to FAC PIO for family/media briefings
- **Demobilization**
  - Conduct demobilization meeting with Operations Section staff
  - Ensure equipment and supplies are returned to the Logistics Section

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Instructor Notes

### Operations Section Chief Roles

When the FAC is activated, the Operations Section Chief is responsible for:

- Coordinating with subordinate staff to ensure all staff understand incident objectives, understand the situation, and are aware of the resources available to execute their position in the FAC

During the FAC operational cycle, the Operations Section Chief is responsible for:

- Ensuring subordinate staff have the resources necessary to execute their mission
- Developing and communicating a meeting schedule for Operations Section staff
- Providing information as necessary to the FAC PIO and Planning Section

In support of FAC demobilization efforts, the Operations Section Chief is responsible for:

- Conducting a meeting with subordinate staff to ensure they are aware of demobilization information and details
- Ensuring all equipment and supplies are returned and documentation is submitted

Slide 57

The slide features a background image of a busy office with several people working at desks. A blue vertical bar on the left side contains a white person icon. The title 'Reception Branch Director' is in bold blue text. Below it are three bullet points: 'Staffing' with a sub-bullet 'Activating jurisdiction's Department of Social Services'; 'Mission' with sub-bullets 'Coordinate client registration operations and provide intake services for arriving clients' and 'Maintain database of all clients and staff who arrive at FAC'; and a 'Note' in orange and blue text stating 'This branch is responsible for registering all FAC staff and clients and must be among the first to arrive'. A small '57' is in the bottom right corner of the slide area.

**Reception Branch Director**

- **Staffing**
  - Activating jurisdiction's Department of Social Services
- **Mission**
  - Coordinate client registration operations and provide intake services for arriving clients
  - Maintain database of all clients and staff who arrive at FAC
- **Note:** This branch is responsible for registering all FAC staff and clients and must be among the first to arrive

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### Reception Branch Director

The Reception Branch Director, usually staffed by the Department of Social Services, oversees registration operations in support of client intake. The Reception Branch includes a Registration Group and Family Host Group.

Since this branch is responsible for registration of both FAC staff and clients, this position must be among the first to arrive.

Instructor Notes

Slide 58



**Reception Branch Director Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure staff familiar with key resources, including FAC forms, registration spreadsheets, and layout
  - Review registration and flow strategy based on FAC layout and objectives
  - Develop strategy to maintain comfortable environment for family members
- **Operation**
  - Ensure staff coordinate with other group supervisors to accommodate family members' needs
  - Receive completed FAC forms and submit to Information Branch Director

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Instructor Notes

### Reception Branch Director Roles

When an FAC is activated, the Reception Branch Director is responsible for:

- Ensuring staff are familiar with the location of resources needed to serve registration and clients
- Reviewing the registration process and flow with the Registration Group Supervisor
- Coordinating with the Family Host Group Supervisor to develop a strategy to maintain a comfortable environment for family members, such as reviewing the process and resources for support

During the FAC operational cycle, the Reception Branch Director is responsible for:

- Overseeing operations of the reception branch to ensure all clients needs are met by subordinate staff
- Receiving completed FAC forms and submitting them to appropriate personnel

Slide 59



**Reception Branch Director Roles**

- **Demobilization**
  - Ensure staff aware of demobilization details
  - Ensure follow-up services clearly communicated
  - Ensure equipment and supplies returned to Logistics Section
  - Collect and submit activity logs

59

### Reception Branch Director Roles

In support of demobilization operations, the Reception Branch Director is responsible for:

- Ensuring staff are aware of demobilization details to properly communicate this information to clients
- Ensuring all documentation and records are collected and submitted to appropriate staff
- Ensuring supplies and equipment are returned

Instructor Notes

Slide 60

The slide features a background image of a group of people, including a woman in a white t-shirt with 'VOLUNTEER' written on it, looking at a document. The slide has a blue and orange vertical bar on the left side. The title 'Registration Group Supervisor' is in bold blue text. Below the title are two main sections: 'Staffing' and 'Mission', each with a list of bullet points. A small number '60' is in the bottom right corner of the slide area.

**Registration Group Supervisor**

- **Staffing**
  - Impacted jurisdiction's Department of Social Services/Human Services, emergency management department/office, or Non -Governmental Organizations
- **Mission**
  - Register and verify identification of clients and FAC staff
  - Provide appropriate access to services, waiting area assignments, and FAC forms

60

### Registration Group Supervisor

The Registration Group Supervisor, which is often staffed by the Department of Social Services, emergency management, or an NGO such as the Red Cross, is responsible for overseeing the staff that are registering clients. Verification of client identification also is involved.

The registration point is where friends and family entering the FRC/FAC are first engaged. This includes friends and families seeking support and personnel who are staffing the center.

Instructor Notes



Slide 61

The slide features a background image of a woman smiling. On the left, there is a vertical blue bar with a white person icon. The title "Registration Group Supervisor Roles" is in bold blue text. Below the title, there are two columns of bullet points under the headings "Activation" and "Operation".

**Registration Group Supervisor Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure Check-in Specialists assigned appropriately
  - Ensure Greeters know where to refer family members who request support
  - Ensure Registration Group staff know how to use and submit FAC forms
  - Proper protection of FAC forms that include sensitive or personal identifying information
- **Operation**
  - Develop strategy to coordinate activities of Registration Group personnel
  - Ensure coordination among Check-in Specialists, Greeters, Family Hosts, and FAC staff who monitor the check-in line
  - Inspect and organize registration area

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Instructor Notes

### Registration Group Supervisor Roles

When an FAC is activated, the Registration Group Supervisor is responsible for:

- Ensuring at least one Check-in Specialist is assigned to the staff check-in area and at least one Check-in Specialist is always assigned to the family check-in area
- Adjusting staffing based on need
- Ensuring Greeters know where to refer family members who request support. Greeters should not provide support services (e.g., counseling). Instead, they should refer families to the applicable provider
- Ensuring Registration Group staff understand FAC forms and that completed forms are submitted to the Reception Branch Director
- Advising that FAC forms containing sensitive information may not be left unattended

During the FAC operational cycle, the Registration Group Supervisor is responsible for:

- Overseeing registration processes to ensure staff are coordinated and client needs are met to minimize wait time and ensure information and expectations are clearly communicated
- Inspecting and organizing the registration area to ensure proper placement of supplies and equipment to support registration operations

Slide 62

The slide content is overlaid on a background image of a person working at a computer desk. The text is as follows:

**Registration Group Supervisor Special Instructions**

- Request resources to ensure requests for access and functional needs accommodations are met
- Acquire equipment, personnel, and space to support accommodation requests
- Ensure identification of needed accommodations
- Ensure clients with incident information are referred to Security Branch
- Review and submit registration forms regularly

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Instructor Notes

### Registration Group Supervisor Special Instructions

There is additional guidance for the family registration area to include:

- Ensuring accommodations are made for people with access and functional needs including equipment, sitting areas, and making frequent announcements that accessible information and services are available upon request
- Providing an opportunity for incoming clients to identify accommodations and notify supervisors of such requirements
- Ensuring clients are referred to the Security Branch if they witnessed anything of significance at the incident site
- Ensuring forms are provided to families and are reviewed regularly and submitted

Slide 63



**Registration Group Supervisor Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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Instructor Notes

### Registration Group Supervisor Roles

In support of demobilization efforts, the Registration Group Supervisor is responsible for:

- Ensuring staff are aware of demobilization details and can adequately relay this information to any new FAC clients
- Ensuring follow-up services are clearly communicated to clients
- Ensuring equipment and supplies are returned
- Ensuring all forms are collected and submitted accurately, both for registration and intake and for staff activity

Slide 64



**Family Host Group Supervisor**

- **Staffing**
  - Activating jurisdiction's Department of Social/Human Services or NGOs
- **Mission**
  - Serve as partner/guide for clients, ensuring they are aware of services available at the FAC
  - Address and track requests of clients

64

### Family Host Group Supervisor

Family Hosts, staffed by the Department of Social/Human Services or NGOs such as the Red Cross, act as liaisons and guides for clients in the FAC. The Family Host Group Supervisor is responsible for overseeing operations of the Family Hosts and ensuring clients needs are met.

Once the friends and families are registered, family hosts help them maneuver through the FRC/FAC, access various support services, and understand the available information about their loved ones who were impacted by the incident.

To provide personalized care for families, FRC/FAC leadership should strive to keep the ratio of families to hosts as low as possible.

Instructor Notes

Slide 65

**Family Host Group Supervisor Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure familiarity of Family Hosts with FAC resources location
  - Ensure adequate number of Family Hosts identified and prepared to receive families; adjust staffing levels as necessary
  - Obtain incident briefing to understand situation and resources required
- **Operation**
  - Coordinate activities of Family Host Group personnel
  - Develop strategy to “hand-off” families during FAC shift change
  - Ideally, assign two family hosts to each family to rotate breaks and off-shift periods
  - Ensure family members aware of resources available at FAC
  - Announce briefing times and available support services at regular intervals – clearly display key messages to ensure visibility

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Instructor Notes

### Family Host Group Supervisor Roles

When an FAC is activated, the Family Host Group Supervisor is responsible for:

- Ensuring the Family Host role is filled by an appropriate number of qualified staff
- Ensuring identified Family Hosts are familiar with the location of resources in the FAC
- Obtaining an update on the incident and services to be provided at the FAC

During the FAC operational cycle, the Family Host Group Supervisor is responsible for:

- Coordinating Family Hosts to ensure families are provided an adequate overview of the FAC and support services
- Ensuring Family Hosts are rotating through job duties
- Announcing briefing times so Family Hosts know when to relay this to clients

Slide 66



**Family Host Group Supervisor Roles**

- **Demobilization**
  - Ensure staff aware of demobilization details
  - Ensure follow-up services clearly communicated
  - Ensure equipment and supplies returned to Logistics Section
  - Collect and submit activity logs

66

### Family Host Group Supervisor Roles

In support of FAC demobilization efforts, the Family Host Group Supervisor is responsible for:

- Ensuring staff are aware of demobilization details
- Ensuring Family Hosts have information on follow-up services to provide to clients as necessary
- Ensuring all documentation is submitted accurately

Instructor Notes

Slide 67

The slide features a background image of a control room with several operators at computer workstations. A blue vertical bar on the left side contains a white person icon and the title "Services Branch Director".

**Services Branch Director**

- **Staffing**
  - Activating jurisdiction's Department of Social Services
- **Mission**
  - Oversee provision of mental health, public health, social services, spiritual care, and victim support services
  - Ensure all religious and cultural considerations are made as necessary

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### Services Branch Director

The Services Branch Director, often staffed by the Department of Social Services, is responsible for overseeing the provision of social services within the FAC. This includes coordinating specific agencies and services to be involved with the FAC, ensuring all requested services are available, and the needs of clients are being met. The Services Branch Director is also responsible for ensuring religious and cultural considerations are made as appropriate.

### Instructor Notes

Families and victims will need access to a variety of services to help them address and recover from the impacts of the incident. The social services function overseen by the Services Branch Director may start out as a single agency that can connect the families to a wide range of support, but as the incident progresses or expands there are likely to be multiple agencies involved that can provide access to specialized care.

Slide 68

**Services Branch Director Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Meet with Operations Section Chief to understand operational objectives and assignments
  - Obtain computers and equipment from Resources Branch
  - Ensure subordinate staff aware of responsibilities and resources
- **Operation**
  - Ensure mental health, public health, and social services are readily accessible to families– follow up to ensure requests for support are met
  - Ensure Operations Section Chief is aware of activities

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Instructor Notes

### Services Branch Director Roles

When the FAC is activated, the Services Branch Director is responsible for:

- Attending any trainings and reviewing their own position checklist as well as those for the groups and units that report to the Services Branch Director
- Meeting with the Operations Section Chief to ensure operational objectives and assignments are clear and understood
- Obtaining needed equipment from the Resources Branch
- Ensuring subordinate staff understand their roles, responsibilities, and available resources

During FAC operation, the Services Branch Director's responsibilities include:

- Ensuring various services are accessible to loved one including providing follow-up support
- Ensuring the Operations Section Chief is aware of any activities performed by the Services Branch Director



Slide 69



**Services Branch Director Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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Instructor Notes

### Services Branch Director Roles

In support of FAC demobilization efforts, the Services Branch Director is responsible for:

- Ensuring staff are aware of demobilization details and logistics
- Ensuring follow-up services are accurately communicated and provided to clients
- Ensuring all agencies have no unmet needs
- Ensuring equipment and supplies are returned

Slide 70



**Mental Health Services Group Supervisor**

- **Staffing**
  - Activating jurisdiction's Department of Social Services, mental health agency, or NGOs
- **Mission**
  - Ensure services provided for emotional, mental, and spiritual needs of clients and FAC staff
  - Manage spiritual care personnel

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Instructor Notes

Mental Health Services Group Supervisor

The Mental Health Services Group Supervisor, often staffed by the Department of Social Services, mental health agencies, or NGOs such as the Red Cross, is responsible for ensuring specific services are provided at the FAC in support of emotional, mental, and spiritual needs of both families and FAC staff to mitigate the psychological impact of the incident.

Individuals personally affected by a disaster often require a broad range of specialized mental health services. The Mental Health Services Group Supervisor ensures that disaster mental health staff and disaster chaplains are on hand to provide these services. Disaster mental health personnel can provide a confidential forum for FRC/FAC personnel to assist with problem solving and conflict de-escalation, educate on stress reactions and coping, reinforce the importance of maintaining good self-care practices, and provide guidance about meeting families' emotional needs.

The American Red Cross recommends one spiritual care worker (i.e. chaplains) per every eight families at an FAC and one worker per every 40 staff; they also recommend one mental health worker (i.e. psychologists, social workers) per every eight families at an FAC and one worker per every 40 staff.

Slide 71

The slide features a background image of a woman's face. On the left, there is a vertical blue bar with a white person icon. The title "Mental Health Services Group Supervisor Roles" is in bold blue text. Below the title are two columns of bullet points under the headings "Activation" and "Operation".

**Mental Health Services Group Supervisor Roles**

- Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Review key resources, processes, or documentation
  - Ensure staff understand social and mental health services available to support families
  - Obtain equipment from Resources Branch
- Operation**
  - Identify staff who are bilingual, child specialists, and/or clinicians experienced in working in a crisis
  - Encourage staff to float to family areas (e.g., waiting area, lines) and assist as needed
  - Observe families when arriving and while waiting in the reception area to identify mental health and other support service needs
  - Ensure staff develop plan for follow-up support to all families requiring services

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Instructor Notes

### Mental Health Services Group Supervisor Roles

When an FAC is activated, the Mental Health Services Group Supervisor is responsible for:

- Ensuring familiarity with all position resources and information (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Mental Health Group
- Ensuring familiarity with subordinate staffs' subject matter expertise to be able to adequately serve clients
- Ensuring staff are familiar with the mental health services available to adequately support clients

During FAC operations, the Mental Health Services Group Supervisor is responsible for:

- Identifying staff who may be able to assist with translation support, childcare, and/or mental health who may be able to support as needed
- Observing families when arriving at the FAC to determine by visual observation if support services are needed
- Ensuring staff identify a plan for coordinated follow-up services

Slide 72



**Mental Health Services Group Supervisor Roles**

- Demobilization
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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### Mental Health Services Group Supervisor Roles

In support of FAC demobilization efforts, the Mental Health Services Group Supervisor is responsible for:

- Ensuring all staff are aware of demobilization details
- Ensuring all follow-up services are clearly communicated to staff and clients
- Ensuring all equipment is returned and documentation is appropriately submitted

Instructor Notes

Slide 73



**Spiritual Care Unit Leader**

- **Staffing**
  - Spiritual care providers from government agencies, partner volunteer groups, or NGOs that meet spiritual care provider criteria
- **Mission**
  - Ensure spiritual care services are made available to and meet the needs of clients at FAC

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Instructor Notes

### Spiritual Care Unit Leader

The Spiritual Care Unit Leader is responsible for ensuring spiritual care services and providers are available at the FAC and meet the needs of clients. Spiritual care providers offer a compassionate presence to clients waiting for information, support client briefings, initiate condolence visits, support grief counseling, support antemortem interviews, support death notifications, and escort clients on visits to the incident site(s) and to memorial services. They offer companionship, care, and comfort, and they provide a sacred space.

In addition, spiritual care providers offer a bridge to faith resources, some of which may be related to preexisting support or other referrals, such as funeral homes that observe specific ritual needs. Finally, spiritual care providers facilitate rituals, including prayers, blessings of remains, and religious services.

Slide 74

**Spiritual Care Unit Leader Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Coordinate with Mental Health Services Group to understand operational objectives
  - Obtain equipment and resources from Resources Branch; request additional resources such as spiritual texts or items
- **Operation**
  - Develop strategy for providing spiritual care
  - Coordinate with Notification Group on strategies for providing spiritual care support to families as needed
  - Support coordination efforts for site visits and memorial services
  - Encourage staff to float between family areas to ensure services are provided to all family members

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Instructor Notes

### Spiritual Care Unit Leader Roles

When an FAC is activated, the Spiritual Care Unit Leader is responsible for:

- Coordinating with leadership to ensure an appropriate understanding of the situation, services available, and any unique client needs as identified by any individualized communities impacted
- Gathering resources as necessary, and requesting any that may not be available such as spiritual texts or other items

During FAC operations, the Spiritual Care Unit Leader is responsible for:

- Developing a strategy for and providing spiritual care to individuals requesting these services
- Coordinating with Notification staff to provide support if death notifications are being made
- Supporting coordination efforts for site visits and memorial services, if appropriate

Slide 75



**Spiritual Care Unit Leader Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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### Spiritual Care Unit Leader Roles

In support of FAC demobilization efforts, the Spiritual Care Unit Leader is responsible for:

- Ensuring clients are aware of follow-up services and resources
- Ensuring all materials and equipment used are returned
- Submitting documentation as required
- Providing support to FAC staff who may experience post-operational trauma

Instructor Notes

Slide 76



**Public Health Services Group Supervisor**

- **Staffing Sources**
  - Activating jurisdiction's health department.
  - First aid may be provided by a different organization, such as EMS/Fire.
- **Mission**
  - Oversee provision of public health services for clients
  - Provide advice and support with community -based health referrals

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### Public Health Services Group Supervisor

The Public Health Services Group Supervisor, usually staffed by the health department, is responsible for providing physical health support to clients at the FAC if deemed necessary. The Public Health Services Group ensures that information and access to services, such as communicable disease control/rapid health assessment, and assessment of medical/chronic conditions to ensure treatment, are available to families and staff.

Instructor Notes



Slide 77

The slide features a background image of a person in a white lab coat. The title is 'Public Health Services Group Supervisor Roles'. It is divided into two columns: 'Activation' and 'Operation'.

**Public Health Services Group Supervisor Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Meet with Operations Section Chief to understand operational objectives and assignments
  - Obtain computers and equipment from Resources Branch
  - Ensure subordinate staff are aware of responsibilities and resources
- **Operation**
  - Oversee provision of public health services for those at the FAC
  - Ensure FAC facility is a healthy environment for staff and families
  - Provide basic first aid or arrange for it to be provided by other agencies/organizations
  - If food is to be prepared in the facility, arrange for an inspection by local Public Health

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### Public Health Services Group Supervisor Roles

When an FAC is activated, the Public Health Services Group Supervisor is responsible for:

- Receiving training as necessary and incident briefings to understand operational objectives and assignments
- Obtaining equipment as necessary
- Ensuring subordinate staff and other FAC staff are aware of the services provided by the group

### Instructor Notes

During FAC operations, the Public Health Services Group Supervisor is responsible for:

- Ensuring the FAC is a healthy environment, and any prepared food is inspected as appropriate
- Public health services may have nurses on standby in or near the registration area to provide basic medical care for non-emergency medical needs of families and staff, such as providing advice and making referrals to community-based health services.
- Providing or arranging for basic first aid. Referring staff or clients to external services such as the hospital, if deemed necessary based on symptoms
- If food is to be prepared in the FRC/FAC, this function may arrange for an inspection by the local public health department.

Slide 78

The slide features a background image of a person working at a desk with a laptop. On the left side, there is a vertical blue bar with a white person icon. The main text is in a dark blue font. The title is "Public Health Services Group Supervisor Roles". Below it, there is a bulleted list under the heading "Demobilization".

**Public Health Services Group Supervisor Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Clearly communicate follow -up service options
  - Ensure first aid area is returned to original condition
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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### Public Health Services Group Supervisor Roles

In support of FAC demobilization efforts, the Public Health Services Group Supervisor is responsible for:

- Ensuring the area where first aid services were provided is returned to its original condition
- Ensuring there are no unmet physical health needs of staff or clients
- Returning all equipment and supplies and submitting all documentation as appropriate

Instructor Notes

Slide 79

The slide features a background image of a meeting room with people seated at tables. A blue vertical bar on the left contains a white person icon. The title 'Social Services Group Supervisor' is in bold blue text. Below it are two sections: 'Staffing Sources' and 'Mission', each with a list of bullet points. A small number '79' is in the bottom right corner of the slide area.

**Social Services Group Supervisor**

- **Staffing Sources**
  - Activating jurisdiction's Department of Social/Human Services or NGOs
- **Mission**
  - Ensure social service needs are met, including childcare and memorial service support
  - Facilitate FAC activities of private sector participants and coordinate with other support agencies/organizations
  - Coordinate provision of long-term social services until long-term assistance is identified

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Instructor Notes

### Social Services Group Supervisor

The Social Services Group Supervisor is responsible for ensuring the social service needs of clients are met, including childcare, memorial support, and governmental support.

The Social Services Group ensures that families' and loved ones' needs, such as childcare and memorial service support, are met in the FRC/FAC environment. This function is typically staffed by nongovernmental agencies or local social services departments, and staffing should be confirmed based upon the event type and scale.

The social services group, in coordination with the local jurisdiction, can appoint a coordinator to make arrangements for a memorial service. Details about the memorial service should be given to PIOs to ensure information about the service is provided to the public (if it is open to the public). The social services group facilitates response activities of private sector participants in the FRC/FAC, and it coordinates with other support organizations.

Slide 80



**Social Services Group Supervisor Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure staff understand resources available through Services Branch in addition to those provided in the Social Services Group
  - Obtain equipment from the Resources Branch
  - Ensure set-up and logistics are complete for subordinate areas
- **Operation**
  - Make referrals to external resources
  - Help families schedule appointments for service providers
  - Encourage staff to float to family areas to inform about FAC programs
  - Arrange transportation/provide directions
  - Plan for pets/service animals at FAC
  - Appoint coordinator to address memorial services
  - Identify/maintain liaison between FAC and disaster assistance center
  - Arrange translation/interpretation services
  - Ensure safe and appropriate set up of childcare/play area

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Instructor Notes

### Social Services Group Supervisor Roles

When an FAC is activated, the Social Services Group Supervisor is responsible for:

- Ensuring staff are aware of services provided at the FAC to appropriately serve the clients
- Ensuring equipment and resources are provided for social services providers in an adequate set up
- Ensuring the area is set up to provide privacy between support agencies

During FAC operations, the Social Services Group Supervisor is responsible for:

- Ensuring appropriate referrals are made to agencies at the FAC and externally
- Assisting in scheduling appointments with providers and arranging transportation services as appropriate
- Ensuring services are provided for families who may bring pets or service animals to the FAC; contact external agencies if additional animal support is needed
- Ensuring memorial services are coordinated by a dedicated staff member
- Identifying a liaison between the FAC external assistance centers that may have been established due to the incident
- Ensuring accommodations are made to provide an inclusive environment that accommodates all who seek access
- Ensuring the childcare area is ready according to safety standards and other regulations

Slide 81



**Social Services Group Supervisor Roles**

- **Demobilization**
  - Ensure demobilization of childcare center or play area, if established
  - Demobilize animal care services, if established
  - Notify social service providers that FAC is being demobilized
  - Arrange for ongoing service provision for families who require continuing support

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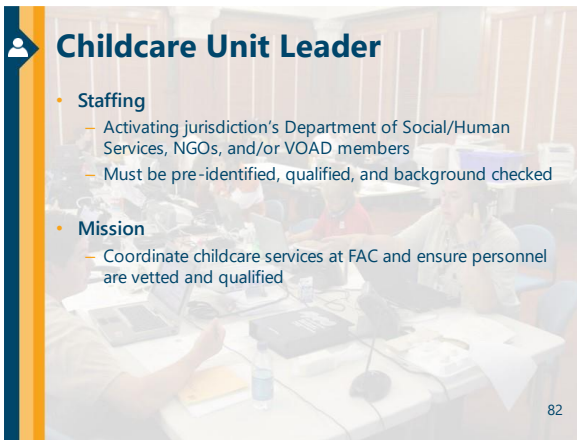
Instructor Notes

### Social Services Group Supervisor Roles

In support of FAC demobilization efforts, the Social Services Group Supervisor is responsible for:

- Ensuring all social services areas are demobilized, including the childcare area, social services area, and animal care area
- Ensuring used facilities and areas are returned to their original condition
- Notifying social services providers of demobilization and discuss follow-up services
- Arranging for follow-up services for families needing them

Slide 82

The slide features a background image of a person working at a desk with a computer. On the left side, there is a vertical blue bar with a white person icon at the top. The title "Childcare Unit Leader" is in bold blue text. Below the title are two main sections: "Staffing" and "Mission", each with a blue bullet point and a list of sub-points in grey text. A small number "82" is in the bottom right corner of the slide area.

**Childcare Unit Leader**

- **Staffing**
  - Activating jurisdiction's Department of Social/Human Services, NGOs, and/or VOAD members
  - Must be pre-identified, qualified, and background checked
- **Mission**
  - Coordinate childcare services at FAC and ensure personnel are vetted and qualified

82

Instructor Notes

### Childcare Unit Leader

The Childcare Unit Leader is responsible for coordinating and overseeing the childcare function and service providers.

If childcare is required, it should be requested, overseen, and coordinated with and through the local social services department. This department may be supported by the American Red Cross and/or other local community-based partners, such as VOAD members. The childcare area should be staffed by pre-identified, qualified caretakers. All caretakers must pass a background check before the incident and wear identification while working.

Slide 83



### Childcare Unit Leader Roles

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Follow setup guidelines for childcare area
  - Obtain resources from Resources Branch and request others as necessary
  - Ensure childcare team is vetted and qualified
  - Work with Facility Liaison to develop emergency exit plan for childcare staff and clients
  - Determine number of clients from FAC leadership and forecast childcare needs based on size of disaster
- **Operation**
  - Obtain information from Social Services Group Supervisor
  - Provide recreational activities for children
  - Identify and arrange for appropriate procedures to pick up children
  - Prepare reports of numbers under childcare and other information on a regular basis

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Instructor Notes

### Childcare Unit Leader Roles


When an FAC is activated, the Childcare Unit Leader is responsible for:

- Setting up the childcare area as denoted in the setup guidelines
- Obtaining resources for the oversight of children and children's items such as toys and games
- Ensuring a plan is in place for emergency exits if necessary and for identifying verified adults when children are picked up
- Predicting the number of potential children expected at the FAC and identify adequate staffing

During FAC operations, the Childcare Unit Leader is responsible for:

- Providing recreational activities for children
- Keeping record of the number of children in the childcare area through each reporting period and ensuring procedures are followed for drop off and pick up of children

Slide 84



**Childcare Unit Leader Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Ensure all children are picked up by verified adults
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

84

#### Childcare Unit Leader Roles

In support of FAC demobilization efforts, the Childcare Unit Leader is responsible for:

- Ensuring all children are picked up by verified, authorized guardians
- Ensuring all equipment is returned to the logistics area or other originating area
- Submitting final documentation as appropriate

Instructor Notes



Slide 85

The slide features a background image of a control room with several people working at desks with multiple computer monitors. A blue vertical bar on the left side contains a white person icon and the title. The text is organized into bullet points under two main categories: Staffing and Mission.

**Information Branch Director**

- **Staffing**
  - Activating jurisdiction's Medical Examiner/Coroner/Justice of the Peace, Fire/EMS, law enforcement, and/or emergency management
- **Mission**
  - Provide information to clients about status and location of loved ones

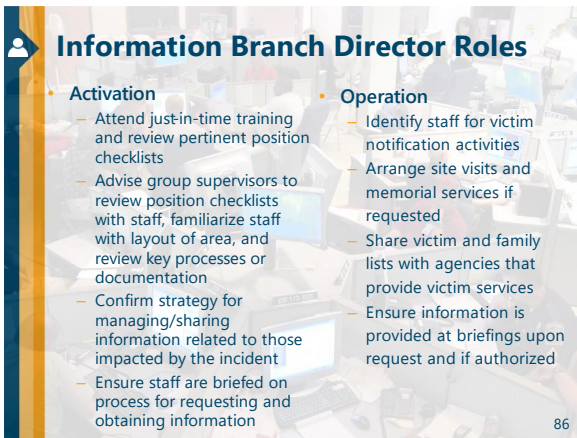
85

### Information Branch Director

The Information Branch Director is responsible for overseeing the Communications Center, Victim Status Group, and Notification Group. These Groups and the Information Branch collectively serve to support public information and victim information. The Information Branch Director position is usually staffed by the Medical Examiner/Coroner's Office, law enforcement, and/or emergency management

Instructor Notes

Slide 86



**Information Branch Director Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Advise group supervisors to review position checklists with staff, familiarize staff with layout of area, and review key processes or documentation
  - Confirm strategy for managing/sharing information related to those impacted by the incident
  - Ensure staff are briefed on process for requesting and obtaining information
- **Operation**
  - Identify staff for victim notification activities
  - Arrange site visits and memorial services if requested
  - Share victim and family lists with agencies that provide victim services
  - Ensure information is provided at briefings upon request and if authorized

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### Instructor Notes

#### Information Branch Director Roles

When an FAC is activated, the Information Branch Director is responsible for:

- Ensuring all subordinate staff are familiar with the incident and procedures to be followed with regard to the information branch
- Advise group supervisors to review group's position checklists with staff, familiarize staff with layout of area, and review key processes or documentation to help in accomplishing their mission
- Ensuring staff are aware of information request processes

During FAC operations, the Information Branch Director is responsible for:

- Work with the Notification Group to identify who will be involved in victim notification activities for victims that (a) have been transported to hospitals (b) are deceased, or (c) are still missing
- Arrange site visits or memorial services if requested by Social Services Group Supervisor
- Sharing information about victims with authorized staff
- Identify one representative to provide a brief report out on their group's key findings at family briefings, including taking questions from families as part of briefing
- Ensuring information is provided upon request at briefs with family, staff, or media (if authorized), or share these updates with authorized staff for public release

Slide 87



**Information Branch Director Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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### Information Branch Director Roles

In support of FAC demobilization efforts, the Information Branch Director is responsible for:

- Ensuring staff are aware of demobilization logistics and details
- Ensuring follow-up services are communicated to clients
- Ensuring all equipment used by subordinate positions is returned and documentation is submitted

Instructor Notes

Slide 88



**Communications Center Leader**

- **Staffing**
  - Support personnel as designated by activating jurisdiction as well as NGOs such as the Red Cross
- **Mission**
  - Establish and maintain a call center for inquiries and information for friends and families

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Instructor Notes

Communications Center Leader

The Communications Center Leader is responsible for establishing and overseeing call center operations. Because of the large influx of interest and attention an MCI/MFI gains, a single, centralized call center, staffed by qualified, trained call coordinators is vital to successfully providing FRC/FAC services.

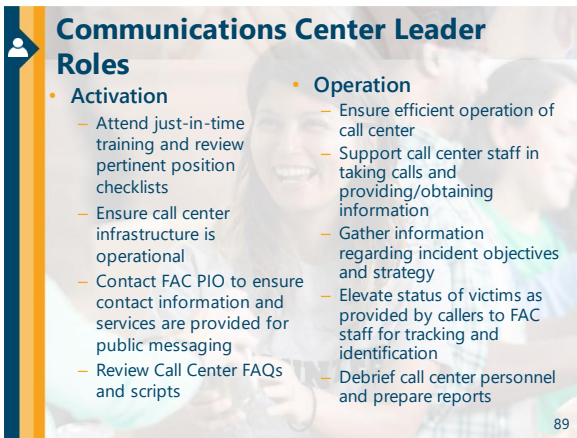
A centralized call center is imperative for effectively managing the reunification process and assisting those in need of incident information.

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 the physical FRC/FAC can.

The call center should screen callers, provide initial telephone intake, and refer appropriate callers to a physical FRC/FAC. The call center may also assist with victim identification by entering basic data provided by family to send to medical examiners, referring callers to appropriate services, and helping families locate loved ones who are 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.

Slide 89

The slide features a background image of a smiling woman. On the left, there is a vertical blue bar with a white person icon. The main content is titled "Communications Center Leader Roles" and is organized into two columns of bullet points. The first column is under the heading "Activation" and the second is under "Operation".

**Communications Center Leader Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure call center infrastructure is operational
  - Contact FAC PIO to ensure contact information and services are provided for public messaging
  - Review Call Center FAQs and scripts
- **Operation**
  - Ensure efficient operation of call center
  - Support call center staff in taking calls and providing/obtaining information
  - Gather information regarding incident objectives and strategy
  - Elevate status of victims as provided by callers to FAC staff for tracking and identification
  - Debrief call center personnel and prepare reports

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Instructor Notes

### Communications Center Leader Roles

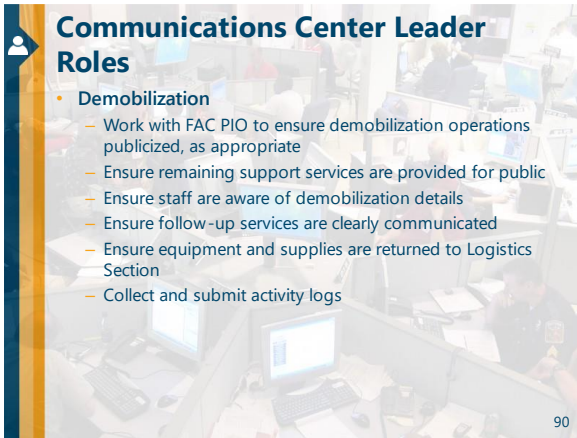
When an FAC is activated, the Communications Center Leader is responsible for:

- Ensuring the physical call center is set up and infrastructure is in place to support callers
- Coordinating with the FAC PIO to ensure all contact information and services to be provided are correct
- Becoming familiar with the call center scripts and FAQs and ensuring these are approved by the FAC PIO

During FAC operations, the Communications Center Leader is responsible for:

- Ensuring the call center is operating in an efficient manner
- Supporting call center staff to ensure constituent calls are used to gather as much information as possible about the victim and take their requests as necessary
- Ensuring frequent situation updates are received that may impact responses given in the call center
- Elevating the status of victims as provided by callers and providing this information to FAC staff
- Interview personnel coming off duty to determine the effectiveness of strategy and tactics, work accomplished and left to be accomplished
- Prepare call center reports at periodic intervals as requested by FAC leadership

Slide 90



**Communications Center Leader Roles**

- **Demobilization**
  - Work with FAC PIO to ensure demobilization operations publicized, as appropriate
  - Ensure remaining support services are provided for public
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

90

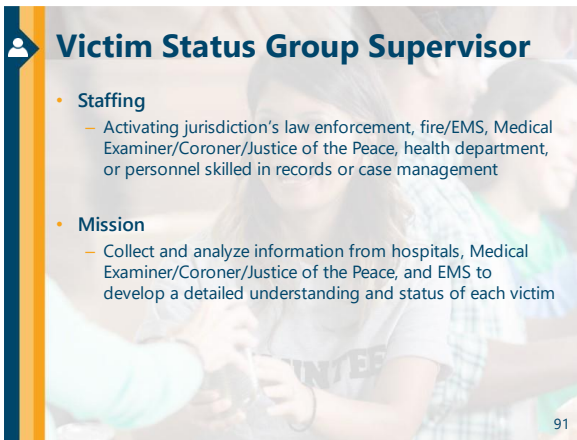
Instructor Notes

### Communications Center Leader Roles

In support of FAC demobilization, the Communications Center Leader is responsible for:

- Ensuring demobilization operations have been coordinated with the FAC PIO to properly publicize and provide callers with information
- Ensuring follow-up services are provided as necessary, or relaying where/how services can be accessed
- Ensuring call center staff are aware of demobilization details
- Overseeing the breakdown of the call center to ensure the area is returned to its original condition and all equipment and materials are returned
- Ensuring documentation about call center operations is submitted

Slide 91

The slide features a background image of a person in a white lab coat, possibly a medical professional, looking down. The text is overlaid on the left side of the slide. The title is "Victim Status Group Supervisor" with a person icon to its left. Below the title are two main sections: "Staffing" and "Mission", each with a sub-bullet point. A small number "91" is visible in the bottom right corner of the slide area.

**Victim Status Group Supervisor**

- **Staffing**
  - Activating jurisdiction's law enforcement, fire/EMS, Medical Examiner/Coroner/Justice of the Peace, health department, or personnel skilled in records or case management
- **Mission**
  - Collect and analyze information from hospitals, Medical Examiner/Coroner/Justice of the Peace, and EMS to develop a detailed understanding and status of each victim

91

Instructor Notes

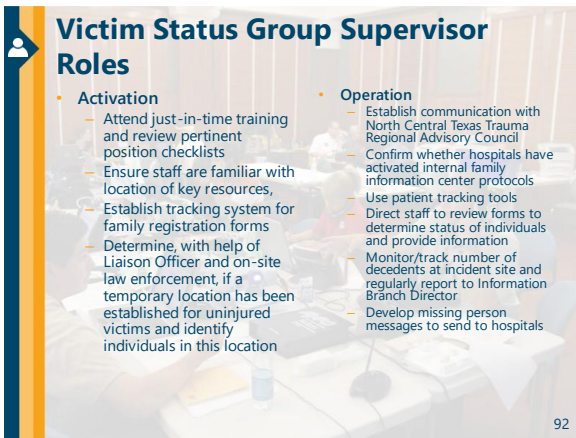
### Victim Status Group Supervisor

The Victim Status Group Supervisor is responsible for conducting activities to understand the status of each victim. The families of victims may access the FRC/FAC for information about the status of their loved ones.

As such, this function is a critical element, and significant resources should be put into properly researching and tracking down victim information, whether the individual is admitted to a hospital, released from care, missing, or deceased. In larger incidents, various sources of information may be assigned to specific groups to focus on handling the data and research and to provide updates to the families.

This function is typically staffed by law enforcement, fire/EMS, the medical examiner/coroner's office, health department, and/or other personnel who have appropriate skills and experience.

Slide 92



**Victim Status Group Supervisor Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure staff are familiar with location of key resources,
  - Establish tracking system for family registration forms
  - Determine, with help of Liaison Officer and on-site law enforcement, if a temporary location has been established for uninjured victims and identify individuals in this location
- **Operation**
  - Establish communication with North Central Texas Trauma Regional Advisory Council
  - Confirm whether hospitals have activated internal family information center protocols
  - Use patient tracking tools
  - Direct staff to review forms to determine status of individuals and provide information
  - Monitor/track number of decedents at incident site and regularly report to Information Branch Director
  - Develop missing person messages to send to hospitals

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Instructor Notes

Victim Status Group Supervisor Roles

When an FAC is activated, the Victim Status Group Supervisor is responsible for:

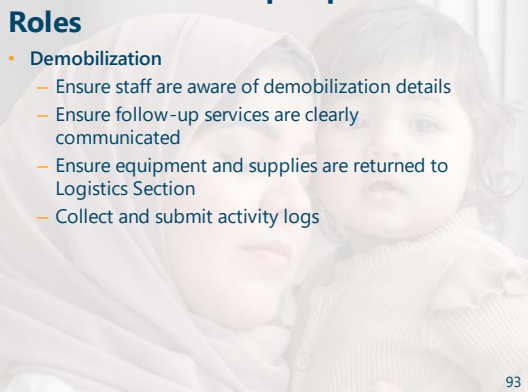
- Ensuring staff are familiar with the location of resources as necessary, including FAC forms
- Ensuring a tracker is established to track family registration forms
- Determine through contact with on-site law enforcement if a temporary holding area has been established for uninjured victims and when those individuals are sent elsewhere
- Establishing procedures to coordinate with law enforcement related to victim status

During FAC operations, the Victim Status Group Supervisor is responsible for:

- Establishing communication with the NCTTRAC and working with them to request regular updates from hospitals for the duration of the incident
- Gaining an understanding of hospital operations and how their information related to victim status can interface with the FAC
- Using available patient tracking tools to determine whether victims have been transported to hospitals. This may involve searching databases of missing persons and collaborating with law enforcement in other parts of the affected city or in other jurisdictions
- Directing staff to review the forms to determine whether individuals are at the hospital, a missing person, or a decedent
- Tracking the number and status of decedents and reporting to Information Branch Leadership
- Developing missing person messages to be sent to all hospitals



Slide 93



**Victim Status Group Supervisor Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

93


### Victim Status Group Supervisor Roles

In support of FAC demobilization, the Victim Status Group Supervisor is responsible for:

- Ensuring staff are aware of demobilization details and logistics
- Ensuring follow-up services are clearly communicated to meet unmet needs
- Ensuring all equipment and supplies are returned
- Collecting and submitting activity logs and other documentation

Instructor Notes

Slide 94

The slide features a background image of a control room with several operators at computer workstations. A blue vertical bar on the left side contains a white person icon. The title 'Notification Group Supervisor' is in a bold, dark blue font. Below the title, there are two main sections: 'Staffing' and 'Mission', each with a list of sub-points.

**Notification Group Supervisor**

- **Staffing**
  - Notification Group Teams include:
    - Mental health
    - Medical Examiner/Coroner/Justice of the Peace (if notifying next of kin),
    - Fire/EMS (if advising of hospital location)
    - Law enforcement (if advising victims are missing)
- **Mission**
  - Notify loved ones regarding status of family members
  - Track status of completed client forms

94

### Notification Group Supervisor

The Notification Group Supervisor is responsible for advising families about the status of their family members. This is part of the victim information function, and it requires collaboration with the medical examiner, law enforcement, and hospitals.

Notification Group Teams include one mental health representative and a representative of the jurisdiction's Medical Examiner/Coroner/Justice of the Peace (if notifying next of kin), a representative of the jurisdiction's fire/EMS (if advising of hospital location), and a representative of law enforcement (if advising victim is still missing).

Instructor Notes

Slide 95



**Notification Group Supervisor Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Contact lead law enforcement agency to establish parameters for release of patient names and locations to FAC
  - Establish secure location for storing family forms
  - Ensure all personnel assigned to Notification Unit are familiar with and follow all privacy and security protocols regarding family forms
- **Operation**
  - Working with the Information Branch Director to understand which staff will be involved in victim notification processes
  - Receive and review completed forms
  - Coordinate identification and location of families and escort to notification area
  - Contact appropriate Consulate if victims include non-US citizens
  - Support arrangement of site visits and memorial services

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Instructor Notes

Notification Group Supervisor Roles

When an FAC is activated, the Notification Group Supervisor is responsible for:

- Contact lead law enforcement agency to establish parameters for release of patient names and locations to FAC, possibly including using a code or phrase when contacting law enforcement or hospital partners to obtain information
- Establishing a secure area for storing family forms in the FAC; security and privacy of these forms is of utmost priority
- Establish secure location for storing family forms to maintain privacy and security
- Ensuring all personnel are familiar with protocols used to retain family and client information

During FAC operations, the Notification Group Supervisor is responsible for:

- Receive direction from Information Branch Director as to who will be involved in notification for victims that (a) have been transported to hospitals (b) are deceased or are (c) still missing
- Review completed family forms provided by Family Hosts and coordinate with the Information Branch Director to provide any requested information or resources
- Coordinating identification and location of families to escort them to notification area as necessary
- Making contact with external agencies for any non-U.S. citizens
- Coordinating with the Social Services Group to support memorial services

Slide 96



**Notification Group Supervisor Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

96

### Notification Group Supervisor Roles

In support of FAC demobilization, the Notification Group Supervisor is responsible for:

- Ensuring staff are aware of demobilization details
- Ensuring the notification area is returned to its original condition including returning supplies
- Ensuring all documentation is submitted
- Ensuring FAC staff and families are aware of follow-up mental health services and where to access them

Instructor Notes

Slide 97



**Security Branch Director**

- **Staffing**
  - Activating jurisdiction's law enforcement
- **Mission**
  - Coordinate FAC security, including managing and staffing site security operations, badging, and investigation support
  - Maintain security both internal and external to FAC including crowd control and site access

97

### Security Branch Director

The Security Branch Director, staffed by law enforcement is responsible for overseeing security at the FAC to ensure a safe environment both internally and externally. The Security Branch Director helps to ensure only authorized personnel access the FAC.

Instructor Notes

Slide 98

**Security Branch Director Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Develop Security Plan for interior and exterior of FAC site
  - Appoint interior and exterior security personnel for the FAC
  - Confirming authority related to law enforcement within the FAC facility
- **Operation**
  - Overseeing all security branch operations and personnel as needed
  - Ensuring a safe environment and taking enforcement or protective actions if deemed necessary by the situation
  - Making referrals to mental health services as necessary

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Instructor Notes

### Security Branch Director Roles

When an FAC is activated, the Security Branch Director is responsible for:

- Coordinating with the Safety Officer to develop a Security Plan for the FAC
- Ensuring personnel are assigned to internal and external security positions
- If the FAC is in a private facility, obtain delegation of authority from facility management to enforce all laws and regulations of the site, including the authority to detain and remove people trespassing or causing disturbances

During FAC operations, the Security Branch Director is responsible for:

- Communicate with, organize, and prepare assignments for Security Branch personnel
- Oversee all FAC Security Branch operations and ensure mission completion by guiding group supervisors
- Initially refer on-site mental health professionals to anyone inconsolable to the extent of not following direction - only as a last resort detain the person and remove them to an isolated area in the FAC

Slide 99



**Security Branch Director Roles**

- **Interior Security Roles**
  - Prevent unauthorized access to all ingress and egress points of FAC site
  - Ensure only authorized personnel in restricted areas
  - Ensure individuals picking up children from care facility are legal guardians or authorized family representatives
  - Escort non-badged personnel
  - Address any potential threats
- **Exterior Security Roles**
  - Keeping media only in authorized locations
  - Screening those who approach the perimeter to ensure valid use of FAC services
  - Establishing and enforcing perimeter security
  - Ensuring only authorized vehicles gain access to the restricted areas

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Instructor Notes

### Security Branch Director Roles

In the FAC, the interior security roles include:

- Preventing unauthorized individuals from entering the FAC
- Ensuring only authorized personnel are allowed in restricted areas
- Helping to ensure those picking up children from childcare are authorized
- Escort non-badged personnel who are authorized to be on site at FAC temporarily
- Addressing threats to FAC operations immediately

Outside the FAC, the exterior security roles include:

- If media are present, ensure press members are kept in appointed areas
- Prescreen individuals as they approach FAC perimeter entrance Establish and enforce FAC perimeter security
- Ensure only official vehicles assigned to personnel at FAC and vehicles operated by families are granted access to restricted area

Slide 100



**Security Branch Director Roles**

- **Demobilization**
  - Demobilize site security, perimeter security, and badging stations
  - Notify sworn and non-sworn staff in Security Branch that FAC is being demobilized
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

100

### Security Branch Director Roles

In support of FAC demobilization, the Security Branch Director is responsible for:

- Breaking down the site perimeter and returning all other used areas to their original location
- Notifying subordinate staff and external command staff the FAC is being demobilized
- Submitting documentation and activity logs to the appropriate point of contact

Instructor Notes



Slide 101

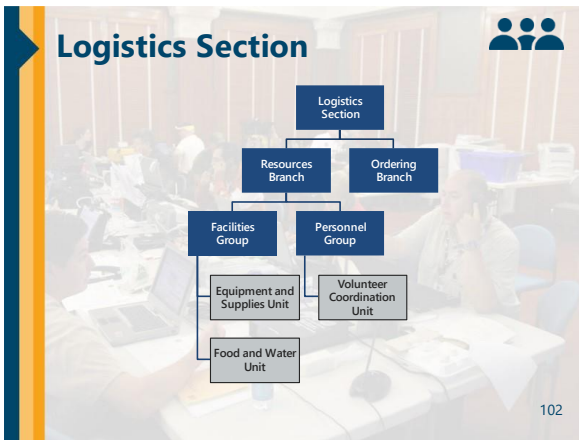


Logistics Section

We will now move to the Logistics Section.

Instructor Notes

Slide 102



### Logistics Section

The Logistics Section is responsible for providing facilities, services, personnel, equipment, and materials. This section has two branches, two groups, and three units. This section provides resources and needed services to support achievement of FAC operations and objectives.

Instructor Notes

Slide 103

**Logistics Section Chief**

- **Staffing**
  - Activating jurisdiction's facility, supply, or logistics department/office
- **Mission**
  - Identify and support all logistical support needs for FAC including ordering resources
  - Manage and coordinate FAC logistics, disability and access and functional support needs, information technology, and communications resources

103

Instructor Notes

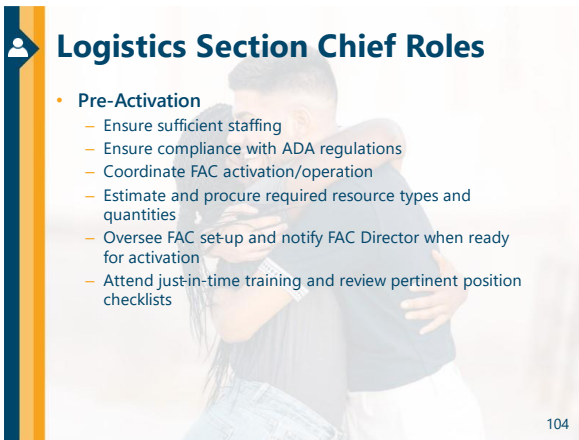
### Logistics Section Chief

The Logistics Section Chief oversees the provision of, location of, and acquisition of equipment, supplies, personnel, facilities, and food as necessary for the FAC. This position is similar to an EOC Logistics Section Chief, with the exception of providing services for the FAC.

The Logistics Section Chief coordinates closely with the Operations Section Chief to establish priorities for resource allocation to serve FAC operations.

This position is usually filled by someone with expertise in facilities, logistics, and or supplies.

Slide 104



**Logistics Section Chief Roles**

- **Pre-Activation**
  - Ensure sufficient staffing
  - Ensure compliance with ADA regulations
  - Coordinate FAC activation/operation
  - Estimate and procure required resource types and quantities
  - Oversee FAC set-up and notify FAC Director when ready for activation
  - Attend just-in-time training and review pertinent position checklists

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Instructor Notes

### Logistics Section Chief Roles

The Logistics Section Chief oversees the provision of, location of, and acquisition of equipment, supplies, personnel, facilities, and food as necessary for the FAC. This position is similar to an EOC Logistics Section Chief, with the exception of providing services for the FAC.

The Logistics Section Chief coordinates closely with the Operations Section Chief to establish priorities for resource allocation to serve FAC operations.

This position is usually filled by someone with expertise in facilities, logistics, and or supplies.

Slide 105



### Logistics Section Chief Roles

- **Activation**
  - Ensure Resources Branch is prepared to provide resources and equipment
  - Contact EOC Logistics Section Chief
  - Submit resource requests and facilitate completion of approved requests
- **Operation**
  - Ensure sufficient resources to support operations
  - Attend meetings
  - Report status and unusual events of subordinate branches to Command Staff
  - Support development of IAP

105

### Logistics Section Chief Roles

When an FAC is activated, the Logistics Section Chief is responsible for:

- Ensuring the Resources Branch is prepared to provide equipment and resources needed by FAC staff
- Making contact with the EOC Logistics Section Chief to ensure coordinated efforts
- Confirming the resource request process with the FAC Manager

### Instructor Notes

During FAC operations, the Logistics Section Chief is responsible for:

- Ensuring sufficient resources are available to support ongoing operations
- Attending command meetings to stay updated on operational and incident updates
- Supporting development of the IAP and reporting status updates to Command Staff

Slide 106



**Logistics Section Chief Roles**

- **Demobilization**
  - Participate in demobilization meeting
  - Communicate demobilization information to subordinate staff
  - Oversee breakdown of FAC
  - Arrange for equipment return in coordination with host facility if applicable

106

### Logistics Section Chief Roles

In support of FAC demobilization, the Security Branch Director is responsible for:

- Breaking down the site perimeter and returning all other used areas to their original location
- Notifying subordinate staff and external command staff the FAC Is being demobilized
- Submitting documentation and activity logs to the appropriate point of contact

Instructor Notes

Slide 107

The slide features a background image of a busy office environment with several people working at desks equipped with computers. A blue vertical bar on the left side contains a white person icon. The title "Resources Branch Director" is displayed in a bold, dark blue font. Below the title, there are two main bullet points: "Staffing" and "Mission", each followed by a sub-bullet point. The number "107" is located in the bottom right corner of the slide area.

**Resources Branch Director**

- **Staffing**
  - Activating jurisdiction's facility, supply, or logistics department/office
- **Mission**
  - Coordinate provision of logistics for work areas, including ordering supplies such as tables, chairs, food, and other supplies

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### Resources Branch Director

The Resources Branch Director is responsible for providing resources and ordering items as necessary to support the FAC facility.

Instructor Notes

Slide 108



### Resources Branch Director Roles

- **Pre-Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Determine numbers and types of staff, equipment, and supplies for first operational period
  - Evaluate requests for staffing, equipment, and supplies and submit order to Ordering Branch
  - Ensure supplies are distributed to FAC staff as appropriate and necessary
- **Activation**
  - Ensure set-up and logistics for subordinate areas
  - Ensure staff familiar with location of key resources and procurement
  - Coordinate to develop resource management strategies based on layout of facility and objectives of FAC

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### Instructor Notes

#### Resources Branch Director Roles

Prior to FAC activation, the Resources Branch Director is responsible for:

- Working with FAC leadership to determine the types of staff, equipment, and resources that may be needed for FAC operations, and procuring those items as identified
- Evaluating requests for staffing, equipment, and supplies, and procuring them as necessary
- Ensuring supplies are distributed when the FAC is being set up

During FAC activation, the Resources Branch Director is responsible for:

- Ensuring set up and logistics are complete for all FAC staff areas
- Ensuring staff are familiar with the location of key resources and familiar with procurement procedures in the jurisdiction
- Meeting with supervisors to understand their resource needs and develop procurement/distribution strategies based on the facility layout



Slide 109

**Resources Branch Director Roles**

- **Operation**
  - Receive and provide resource requests to Ordering Branch
  - Ensure requests for communications support are completed
  - Prepare to receive incoming resources
  - Establish check -in function for equipment and supplies
  - Account for and track all equipment and supplies
- **Demobilization**
  - Participate in demobilization meeting
  - Ensure staff aware of demobilization details
  - Ensure equipment demobilized and returned
  - Collect and submit tracking sheets to Logistics Section Chief
  - Clearly communicate follow-up services

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### Resources Branch Director Roles

During FAC operations, the Resources Branch Director is responsible for:

- Supporting resource requests in coordination with the Ordering Branch
- Receiving resources by identifying a check in area and tracking mechanism for accountability
- Supporting communications resource requests

### Instructor Notes

In support of FAC demobilization, the Resources Branch Director is responsible for:

- Participating in any demobilization meetings as requested
- Ensuring staff are aware of demobilization efforts
- Ensuring all equipment is demobilized and returned to its original state and location
- Submitting tracking logs to the Logistics Section Chief

Slide 110

The slide features a background image of a control room with several operators at computer workstations. A blue vertical bar on the left contains a white person icon. The title 'Facilities Group Supervisor' is in bold blue text. Below it are two bullet points: 'Staffing' with a sub-bullet 'Activating jurisdiction's facility, supply, or logistics department/office', and 'Mission' with a sub-bullet 'Determine types and levels of services needed to maintain the FAC facility'. A small '110' is in the bottom right corner of the slide area.

**Facilities Group Supervisor**

- **Staffing**
  - Activating jurisdiction's facility, supply, or logistics department/office
- **Mission**
  - Determine types and levels of services needed to maintain the FAC facility

110

### Facilities Group Supervisor

The Facilities Group Supervisor, staffed by someone with expertise in this area, is responsible for becoming familiar with the facility to be able to identify the types and levels of support needed to maintain the FAC.

Instructor Notes

Slide 111

**Facilities Group Supervisor Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Coordinate check-in procedures and badging equipment
  - Prepare for distribution of computers and equipment
  - Establish procedure for staff bringing agency-owned equipment to provide information on connection procedures
- **Operation**
  - Compile list of staff at the FAC, including contact information and work location
  - Maintain facility services
  - Receiving and responding to resource requests

111

Instructor Notes

### Facilities Group Supervisor Roles

When an FAC is activated, the Facilities Group Supervisor is responsible for:

- Coordinating with the Security Branch to support badging and check-in operations
- Preparing to support resource distribution and notifying the Resources Branch Director upon completion
- Ensuring processes are in place to support staff's use of personal equipment their connection to the facility

During FAC operations, the Facilities Group Supervisor is responsible for:

- Prepare and distribute list of personnel assigned to FAC at beginning of each operational period (name, title, unit assigned, workstation, landline telephone, cellular telephone, and email address)
- Compiling a list of all staff at the FAC, including contact information and work location
- Create list of services needed for the facility and ensure services are maintained
- Receive and respond to requests for support from Resources Branch Director

Slide 112



**Facilities Group Supervisor Roles**

- **Demobilization**
  - Participate in demobilization meeting
  - Ensure staff are aware of demobilization details
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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Instructor Notes

### Facilities Group Supervisor Roles

In support of FAC demobilization, the Facilities Group Supervisor is responsible for:

- Participating in any demobilization meetings, as requested
- Ensuring staff have the details they need to support demobilization in a timely fashion
- Ensuring all equipment and supplies are returned to their original condition and location
- Collecting and submitting all documentation and activity logs

Slide 113

**Equipment and Supply Unit Leader**

- **Staffing**
  - Activating jurisdiction's facility, supply, or logistics department/office
- **Mission**
  - Determine the types and amount of equipment and supplies that are needed and en route, and arrange for receiving ordered supplies

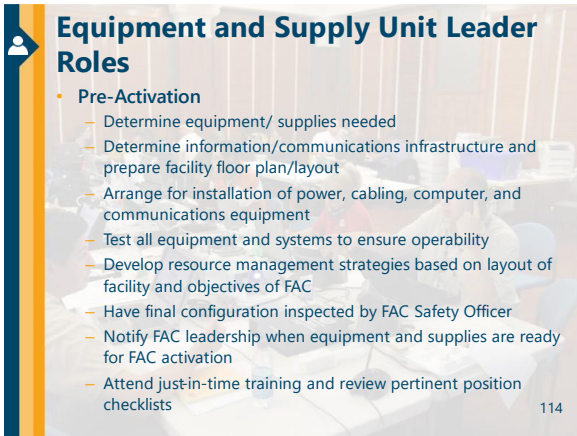
113

### Equipment and Supply Unit Leader

The Equipment and Supply Unit Leader is responsible for supporting all equipment and supply needs of the FAC and overseeing the ordering and receiving of these items.

Instructor Notes

Slide 114



**Equipment and Supply Unit Leader Roles**

- **Pre-Activation**
  - Determine equipment/ supplies needed
  - Determine information/communications infrastructure and prepare facility floor plan/layout
  - Arrange for installation of power, cabling, computer, and communications equipment
  - Test all equipment and systems to ensure operability
  - Develop resource management strategies based on layout of facility and objectives of FAC
  - Have final configuration inspected by FAC Safety Officer
  - Notify FAC leadership when equipment and supplies are ready for FAC activation
  - Attend just-in-time training and review pertinent position checklists

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Instructor Notes

### Equipment and Supply Unit Leader Roles

Before an FAC is activated, the Equipment and Supply Unit Leader is responsible for:

- Identifying the amount of equipment needed to support the predicted number of staff at the FAC
- Developing the layout of the FAC, determining the physical capabilities of the facility, and identifying the communications and technology infrastructure that will be needed to support operations
- Testing all equipment and systems to ensure operability
- Helping to identify resource management processes
- Ensuring the Safety Officer inspects and approves the FAC set-up
- Notifying FAC leadership when all equipment and supplies are set up

Slide 115

**Equipment and Supply Unit Leader Roles**

- **Activation**
  - Ensure staff are familiar with location of key resources
  - Distribute computers and other electronic equipment
  - Maintain and issue passwords required for internet access
  - Maintain and distribute list of landline phone numbers for workstations
  - Compile Communications Directory listing phone numbers for Command Staff
- **Operation**
  - Receive, distribute, and store supplies and equipment
  - Complete requests for communications support
  - Establish check-in, accountability, inventory, and tracking for equipment and supplies
  - Determine the types and numbers of supplies enroute
  - Arrange for receiving ordered supplies
  - Maintain master roster of resources at FAC

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Instructor Notes

### Equipment and Supply Unit Leader Roles

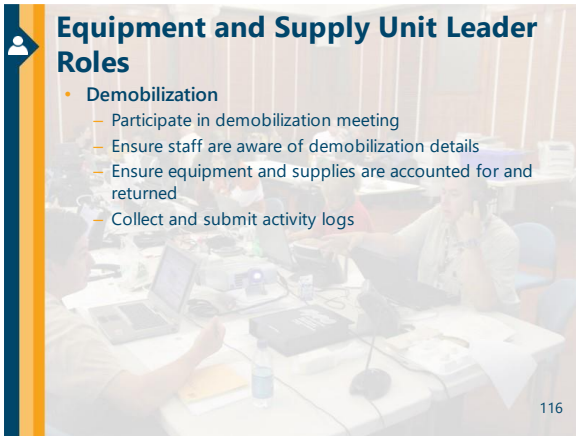
During FAC activation, the Equipment and Supply Unit Leader is responsible for:

- Ensuring staff are aware of the location of resources
- Supporting in the distribution of computers or other equipment to support FAC operations
- Ensuring all staff have necessary information such as passwords or login information
- Maintaining a list of all workstation phone numbers within the FAC and a list of all staff phone numbers

During FAC operations, the Equipment and Supply Unit Leader is responsible for:

- Receiving and distributing requested equipment and supplies
- Supporting communications requests
- Ensuring check-in and monitoring processes are established for equipment and supplies and maintaining an accurate count and status of all resources
- Anticipating the number of supplies enroute to the FAC and preparing to receive supplies

Slide 116



**Equipment and Supply Unit Leader Roles**

- **Demobilization**
  - Participate in demobilization meeting
  - Ensure staff are aware of demobilization details
  - Ensure equipment and supplies are accounted for and returned
  - Collect and submit activity logs

116

### Equipment and Supply Unit Leader Roles

The Equipment and Supply Unit Leader is responsible for the following items related to demobilization:

- Participate in any demobilization meetings, as requested
- Ensure staff are aware of demobilization details
- Ensure all equipment and supplies are accounted for and returned
- Collect and submit activity logs

Instructor Notes



Slide 117



**Food Unit Leader**

- **Staffing**
  - Activating jurisdiction's facility, supply, or logistics department/office or NGO
- **Mission**
  - Determine number of persons to be fed and best methods/resources for providing food
  - Provide well-balanced meals for clients and staff and maintain supplies of potable water

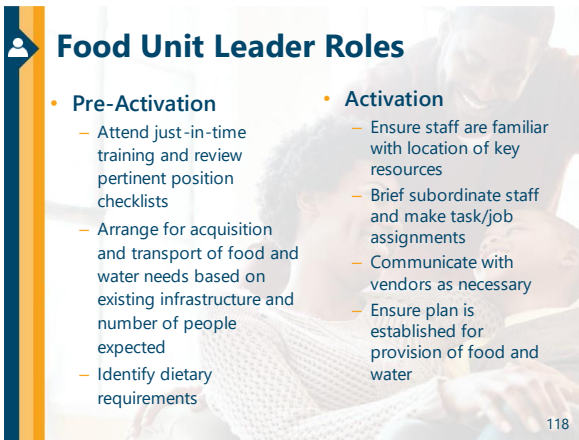
117

### Food Unit Leader

The Food Unit Leader is responsible for supporting the meal and refreshment needs of FAC staff and family by procuring and providing meals at established times. This position should be staffed by someone with expertise in supplies, logistics, and mass feeding, or by an NGO such as the Red Cross.

Instructor Notes

Slide 118



**Food Unit Leader Roles**

- **Pre-Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Arrange for acquisition and transport of food and water needs based on existing infrastructure and number of people expected
  - Identify dietary requirements
- **Activation**
  - Ensure staff are familiar with location of key resources
  - Brief subordinate staff and make task/job assignments
  - Communicate with vendors as necessary
  - Ensure plan is established for provision of food and water

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Instructor Notes

### Food Unit Leader Roles

Prior to FAC activation, the Food Unit Leader is responsible for:

- Determining the number of staff and family who will be present at the FAC and ordering or preparing an appropriate amount of food
- Surveying the facility to determine what supplies are needed to prepare food
- Identifying a food source and method for delivery to the FAC or pick-up
- Planning for any community-specific dietary requirements

When an FAC is activated, the Food Unit Leader is responsible for:

- Ensuring Food Unit staff are familiar with the locations of key resources such as food and preparation supplies
- Ensuring Food Unit staff are aware of their roles and assign staff as necessary
- Communicating with food vendors to procure food as necessary
- Ensuring a plan is in place to provide food and refreshments at established, identified timeframes

Slide 119

**Food Unit Leader Roles**

- **Operation**
  - Coordinate provision of food, water, and meals for the duration of the FAC
  - Provide meal schedule
  - Appropriately serve those with dietary needs
  - Request resources as necessary
- **Demobilization**
  - Participate in demobilization meeting
  - Ensure staff are aware of demobilization details
  - Return food/water distribution areas to original state
  - Ensure vendors aware of demobilization efforts
  - Ensure Facility Liaison is aware of the status of food/water area prior to demobilization
  - Return equipment and supplies to Logistics Section

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Instructor Notes

### Food Unit Leader Roles

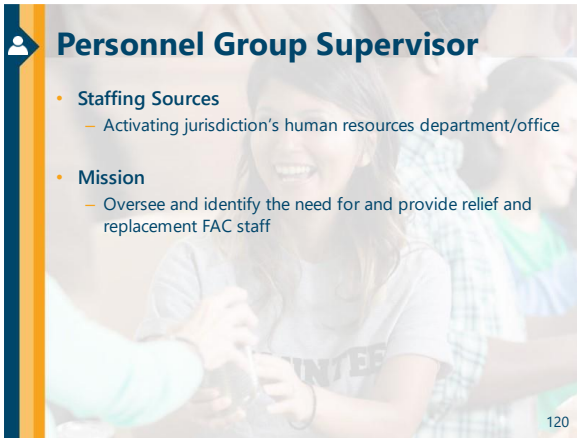
During FAC operations, the Food Unit Leader is responsible for:

- Planning for, coordinating, and overseeing the provision of meals during FAC operations
- Ensuring a meal schedule is provided to clients
- Ensuring all dietary accommodations are made, as appropriate
- Identifying and requesting resources to support the provision of food and refreshments

In support of FAC demobilization, the Food Unit Leader is responsible for:

- Participating in any demobilization meetings, as requested
- Ensuring all areas used for meal preparation, storage, distribution, and consumption are returned to their original state and confirm this status with the Facility Liaison
- Ensuring vendors are aware of demobilization efforts and any associated scheduled
- Returning equipment and supplies to the FAC Logistics Section

Slide 120

The slide features a background image of a group of people, with a woman in the foreground smiling. A blue vertical bar on the left contains a white person icon. The title 'Personnel Group Supervisor' is in bold blue text. Below it are two bullet points: 'Staffing Sources' with a sub-point 'Activating jurisdiction's human resources department/office', and 'Mission' with a sub-point 'Oversee and identify the need for and provide relief and replacement FAC staff'. A small '120' is in the bottom right corner of the slide area.

**Personnel Group Supervisor**

- **Staffing Sources**
  - Activating jurisdiction's human resources department/office
- **Mission**
  - Oversee and identify the need for and provide relief and replacement FAC staff

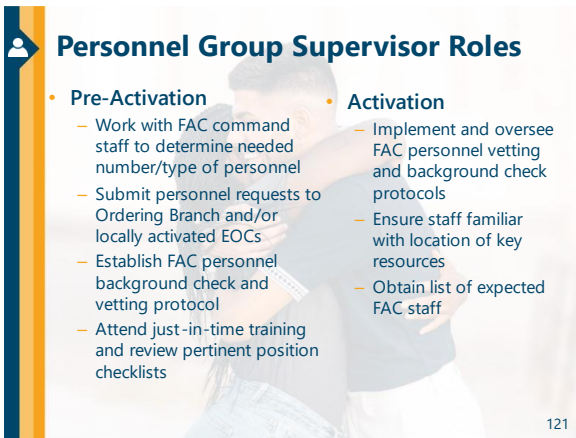
120

### Personnel Group Supervisor

The Personnel Group Supervisor, usually someone in human resources, is responsible for overseeing and identifying the need for additional staff at the FAC, ensuring all staff are provided with adequate rest, and identifying backup staffing sources as necessary.

Instructor Notes

Slide 121

The slide features a background image of two men in a professional setting. One man is wearing a dark blue polo shirt and a name tag, while the other is in a light-colored shirt. The text is overlaid on the left side of the image.

**Personnel Group Supervisor Roles**

- **Pre-Activation**
  - Work with FAC command staff to determine needed number/type of personnel
  - Submit personnel requests to Ordering Branch and/or locally activated EOCs
  - Establish FAC personnel background check and vetting protocol
  - Attend just-in-time training and review pertinent position checklists
- **Activation**
  - Implement and oversee FAC personnel vetting and background check protocols
  - Ensure staff familiar with location of key resources
  - Obtain list of expected FAC staff

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Instructor Notes

### Personnel Group Supervisor Roles

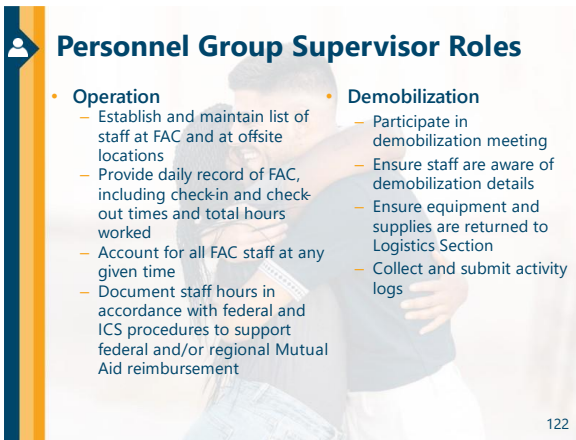
Prior to FAC activation, the Personnel Group Supervisor is responsible for:

- Coordinating with FAC leadership to understand the numbers and types of staff that will be needed to support FAC operations for the first operational period
- Submitting requests for such staffing and coordinating with EOCs as necessary
- Ensuring all personnel at the FAC have completed a background check and are vetted

When an FAC is activated, the Personnel Group Supervisor is responsible for:

- Ensuring all personnel follow the established background check and verification processes. These protocols should include anyone assigned to work in the FAC, local jurisdictional staff, volunteers, service providers, and subject matter experts
- Ensuring staff are aware of the location of key resources and how to submit requests if necessary
- Ensuring understanding and accurate expectations for who is supposed to be arriving at the FAC to support staffing and when they may be expected

Slide 122

The slide features a background image of two people, one in a blue shirt and another in a white shirt, with the text overlaid. The text is organized into two columns under the heading 'Personnel Group Supervisor Roles'.

**Personnel Group Supervisor Roles**

- **Operation**
  - Establish and maintain list of staff at FAC and at offsite locations
  - Provide daily record of FAC, including check-in and check-out times and total hours worked
  - Account for all FAC staff at any given time
  - Document staff hours in accordance with federal and ICS procedures to support federal and/or regional Mutual Aid reimbursement
- **Demobilization**
  - Participate in demobilization meeting
  - Ensure staff are aware of demobilization details
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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Instructor Notes

### Personnel Group Supervisor Roles

During FAC operations, the Personnel Group Supervisor is responsible for:

- Keeping a list of all FAC personnel and those who may be supporting off-site
- Keeping a daily roster of staff including their specific time worked
- Provide an accounting for all staff in the FAC at any given time
- Providing records to appropriate FAC staff to support reimbursement opportunities

In support of FAC demobilization, the Personnel Group Supervisor is responsible for:

- Participating in any demobilization meetings, as requested
- Ensuring all staff are aware of demobilization details and no additional staff plan to arrive to support FAC operations
- Ensuring all tracking and check-in equipment is returned and in its original state
- Submitting activity logs and documentation as appropriate

Slide 123

The slide features a background image of a meeting room with several people seated at tables with laptops. A blue vertical bar on the left side contains a white person icon and the title. The text is organized into bullet points under two main categories: Staffing and Mission. A small number '123' is visible in the bottom right corner of the slide area.

**Volunteer Coordination Unit Leader**

- **Staffing**
  - Activating jurisdiction's recreation and parks or NGOs
- **Mission**
  - Liaise with volunteer groups and identify needs with Logistics Section Chief

123

### Volunteer Coordination Unit Leader

The Volunteer Coordination Unit Leader, staffed by parks and recreation or an NGO such as the Red Cross, is responsible for coordinating with volunteer staffing agencies and obtaining volunteer support as needed.

Only pre-identified and vetted volunteers should support FAC efforts.

Depending on jurisdictional policies, in some cases volunteers may be allowed only outside the facility to support with parking, greeting, etc.

Instructor Notes

Slide 124

**Volunteer Coordination Unit Leader Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure volunteers are familiar with location of key resources
  - Contact EOC and volunteer liaison to understand jurisdiction volunteer management plans
  - Request additional volunteers/resources
- **Operation**
  - Follow volunteer management plans and practices and ensure staff are aware of them
  - Provide volunteer information to FAC PIO for public distribution
  - Redirect spontaneous volunteers
  - Coordinate identified volunteer roles with local EOC or voluntary lead agency

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Instructor Notes

### Volunteer Coordination Unit Leader Roles

When an FAC is activated, the Volunteer Coordination Unit Leader is responsible for:

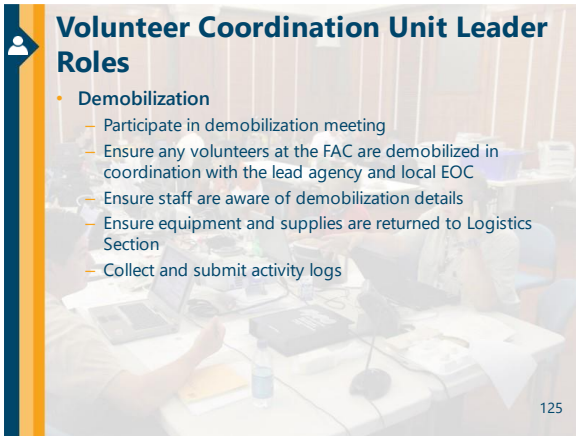
- Ensuring volunteers are aware of their purpose, the location of support resources, and associated policies that may guide their activity during FAC operations
- Working with the EOC to understand the jurisdiction's policy for volunteer management and adhere as necessary
- Requesting additional volunteers if deemed necessary

During FAC operations, the Volunteer Coordination Unit Leader is responsible for:

- Ensure volunteer coordination needs are routed according to locally established volunteer management plans and practices
- Providing the PIO with information on volunteer opportunities to be published. Notice should be given to deter unaffiliated volunteers from arriving at the FAC
- Ensuring all staff are aware of policies related to volunteers and know to redirect spontaneous volunteers that arrive at FAC to appropriate organization following established plan and process
- Coordinate organized volunteer jobs with local EOC or volunteer management lead agency to support FAC operations



Slide 125



**Volunteer Coordination Unit Leader Roles**

- **Demobilization**
  - Participate in demobilization meeting
  - Ensure any volunteers at the FAC are demobilized in coordination with the lead agency and local EOC
  - Ensure staff are aware of demobilization details
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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Instructor Notes

#### Volunteer Coordination Unit Leader Roles

In support of FAC demobilization, the Volunteer Coordination Unit Leader is responsible for:

- Participate in any demobilization meetings, as requested
- Ensuring volunteers are demobilized in coordination with the lead volunteer agency and local EOC
- Ensuring all volunteer activities completed and hours worked are logged and submitted as appropriate
- Ensuring support staff are aware of demobilization details
- Ensuring all equipment is returned to its original condition and location

Slide 126



**Ordering Branch Director**

- **Staffing**
  - Activating jurisdiction's facility, supply, or logistics department/office
- **Mission**
  - Review all incoming requests for resources and provide single-point ordering

126

### Ordering Branch Director

The Ordering Branch Director is responsible for overseeing resource requests and ordering items as appropriate in coordination with the EOC.

Instructor Notes

Slide 127



**Ordering Branch Director Roles**

- **Pre-Activation**
  - Coordinate and evaluate requests for staffing, equipment, and supplies and process orders
  - Attend just-in-time training and review pertinent position checklists
- **Activation**
  - Distribute computers/electronic equipment
  - Ensure staff are familiar with location of key resources
  - Ensure set-up and logistics are complete for subordinate areas
  - Monitor and provide direction as needed

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Instructor Notes

### Ordering Branch Director Roles

Prior to FAC activation, the Ordering Branch Director is responsible for:

- Working with FAC Command Staff and Logistics Section Chief, determine numbers and types of staff, equipment, and supplies anticipated to be assigned to FAC for first operational period
- Evaluating current resource requests and processing orders as appropriate

When an FAC is activated, the Ordering Branch Director is responsible for:

- Distributing supplies and equipment to FAC staff
- Ensuring staff are familiar with the location of resources and processes to support the ordering cycle
- Ensuring all staffing areas are provided with supplies as requested and appropriate

Slide 128

The slide features a background image of a woman in a white sweater looking at a laptop. On the left, there is a vertical bar with a person icon and the title "Ordering Branch Director Roles". The main content is organized into two columns: "Operation" and "Demobilization", each with a list of responsibilities.

**Ordering Branch Director Roles**

- **Operation**
  - Coordinate activities of Ordering Branch personnel
  - Analyze requests for resources and develop orders for approval by the Logistics Section Chief
  - Prepare to receive incoming resources
- **Demobilization**
  - Participate in demobilization meeting
  - Ensure staff are aware of demobilization details
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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Instructor Notes

### Ordering Branch Director Roles

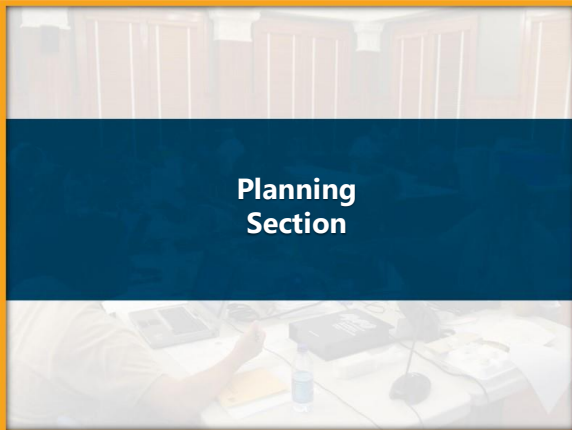
During FAC operations, the Ordering Branch Director is responsible for:

- Overseeing ordering processes and supporting subordinate personnel
- Receiving, reviewing, and acting upon requests for resources, as appropriate
- Ensuring an adequate and prepared area for receiving supplies

In support of FAC demobilization, the Ordering Branch Director is responsible for:

- Participating in any demobilization meetings, as requested
- Ensuring staff are aware of demobilization details
- Ensuring all equipment and supplies are returned as appropriate
- Ensuring documentation is submitted

Slide 129



Planning Section

We will now move to the Planning Section.

Instructor Notes

Slide 130



### Planning Section


This section supports FAC operations by tracking resources, collecting and analyzing information, and maintaining documentation.

The Planning Section is responsible for collecting, evaluating, and disseminating information; developing reports in coordination with other functions, such as public information; and maintaining all FAC documentation. This section is also charged with planning for FAC demobilization.

### Instructor Notes

The Planning Section contains the Documentation Unit, Situational Awareness Unit, and Demobilization Unit.

Slide 131



**Planning Section Chief**

- **Staffing**
  - Activating jurisdiction's emergency management department/office
- **Mission**
  - Ensure planning documentation is prepared, approved, and submitted to aid in situational awareness.
  - Supports planning meetings and identifying operational objectives.

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### Planning Section Chief

The Planning Section Chief, usually staffed by emergency management, is responsible for ensuring planning documentation is prepared, approved, and submitted in an effort to aid situational awareness of all FAC staff. The Planning Section Chief also supports planning meetings and identifying operational objectives.

Instructor Notes

Slide 132

**Planning Section Chief Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Ensure staff have clear understanding of incident objectives, their role, and flow of operations
  - Receive initial situation briefing
  - Establish contact and communications protocols with EOC
- **Operation**
  - Ensure sufficient staff and resources to support ongoing planning operations
  - Support FAC PIO with obtaining and preparing necessary information for family briefings
  - Prepare for and facilitate Command/Section Chief planning meetings
  - Conduct plans and operations briefings

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Instructor Notes

### Planning Section Chief Roles

When an FAC is activated, the Planning Section Chief is responsible for:

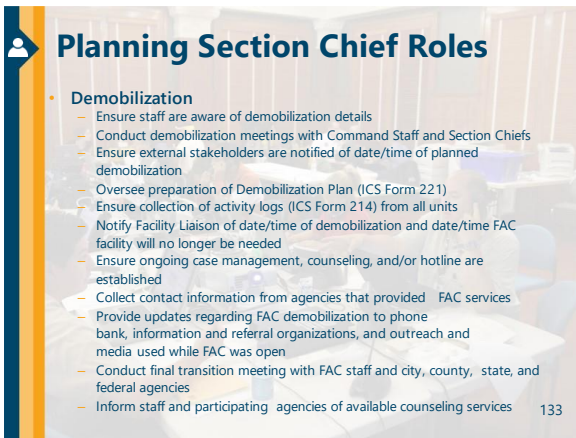
- Ensuring staff understand expectations of the planning section, communication methods within the section, and available resources
- Gathering information about the situation and being familiar enough to relay this information to others
- Establishing communication with the planning section in the EOC and identifying communication protocols and expectations

During FAC operations, the Planning Section Chief is responsible for:

- Preparing for planning meeting and communicating updated information, objectives, and resources to FAC leadership
- Providing updated information, documentation, and status reports to the PIO for public briefings
- Conducting planning meetings on a regular basis with FAC leadership and staff to communicate information concerning FAC operations, status of recovery effort, and other information of importance



Slide 133



**Planning Section Chief Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Conduct demobilization meetings with Command Staff and Section Chiefs
  - Ensure external stakeholders are notified of date/time of planned demobilization
  - Oversee preparation of Demobilization Plan (ICS Form 221)
  - Ensure collection of activity logs (ICS Form 214) from all units
  - Notify Facility Liaison of date/time of demobilization and date/time FAC facility will no longer be needed
  - Ensure ongoing case management, counseling, and/or hotline are established
  - Collect contact information from agencies that provided FAC services
  - Provide updates regarding FAC demobilization to phone bank, information and referral organizations, and outreach and media used while FAC was open
  - Conduct final transition meeting with FAC staff and city, county, state, and federal agencies
  - Inform staff and participating agencies of available counseling services

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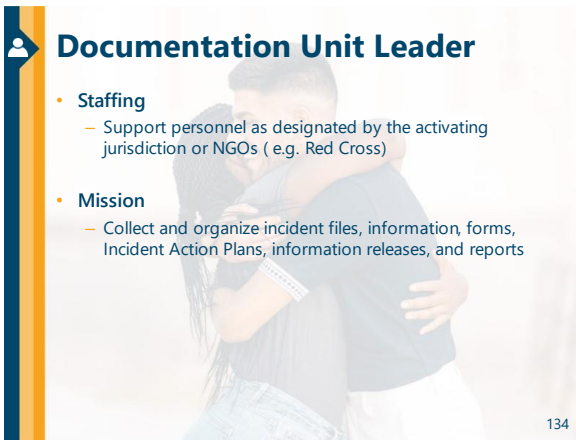
Instructor Notes

### Planning Section Chief Roles

In support of FAC demobilization, the Planning Section Chief is responsible for:

- Using planning/demobilization meetings and planning documents to ensure all stakeholders and the Facility Liaison are aware of demobilization details
- Overseeing the demobilization unit's completion of the demobilization plan
- Collecting all activity logs
- Ensuring records are kept on all agencies that provided services in the FAC, to include contact information if follow-up services are needed
- Ensuring the call center is aware of demobilization efforts and logistics to support clients' situational awareness
- Ensuring a final meeting is held between all partners involved with the FAC to discuss follow-up services
- Ensuring the call center is aware of demobilization efforts and logistics to support client's situational awareness
- Ensuring a final meeting is held between all partners involved with the FAC to discuss follow-up services

Slide 134



**Documentation Unit Leader**

- **Staffing**
  - Support personnel as designated by the activating jurisdiction or NGOs ( e.g. Red Cross)
- **Mission**
  - Collect and organize incident files, information, forms, Incident Action Plans, information releases, and reports

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### Documentation Unit Leader

The Documentation Unit Leader is responsible for collecting, analyzing, organizing, and validating information, reports, and releases, using forms and Incident Action Plans.

Instructor Notes

Slide 135



### Documentation Unit Leader Roles

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Develop and execute strategy for ongoing coordination of documentation-related responsibilities at FAC
  - Obtain equipment to support job responsibilities
- **Operation**
  - Establish and organize incident files
  - Determine number of copies and duplicate IAPs
  - Accept and file reports and forms
  - Check accuracy and completeness of records
  - Observe legal restrictions on public and exempt records
  - Retain and file duplicate copies of official forms and reports

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#### Instructor Notes

#### Documentation Unit Leader Roles

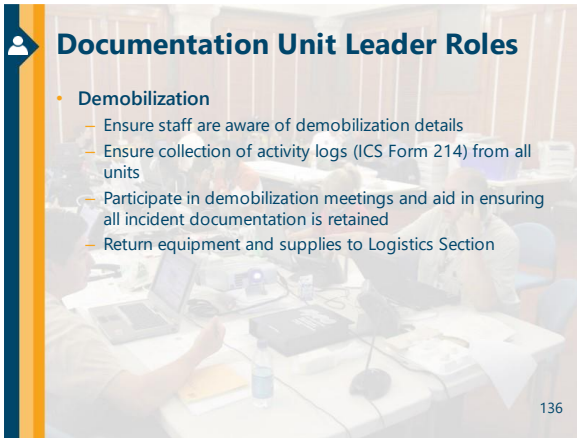
When an FAC is activated, the Documentation Unit Leader is responsible for:

- Identifying a strategy for coordinating documentation roles and responsibilities to ensure all information is gathered and documentation and reports are accurately produced and disseminated
- Obtaining equipment to support the roles of the unit, to include computers, forms, and communication equipment

During FAC operations, the Documentation Unit Leader is responsible for:

- Organizing files and information
- Processing documentation that supports development of IAPs
- Ensuring all reports are accurate and reviewed and approved by authorized personnel
- Ensuring reports do not contain personal information
- Keeping copies of all records and reports produced for end-of-operations submission

Slide 136



**Documentation Unit Leader Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Ensure collection of activity logs (ICS Form 214) from all units
  - Participate in demobilization meetings and aid in ensuring all incident documentation is retained
  - Return equipment and supplies to Logistics Section

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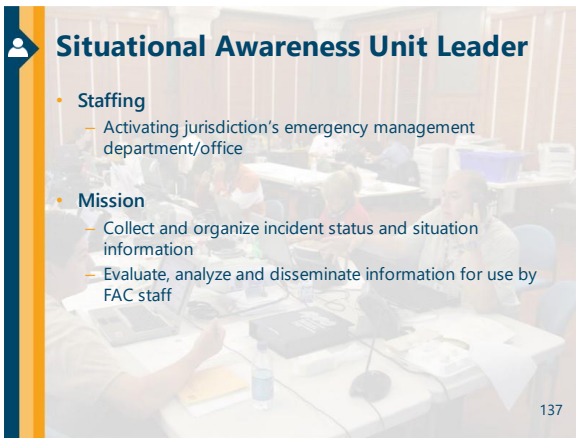
#### Documentation Unit Leader Roles

In support of FAC demobilization, the Documentation Unit Leader is responsible for:

- Supporting the collection of all ICS forms
- Ensuring all records are retained and submitted for reimbursement processes
- Supporting demobilization meetings
- Ensuring staff are aware of demobilization details
- Returning all equipment and supplies as necessary

Instructor Notes

Slide 137



**Situational Awareness Unit Leader**

- **Staffing**
  - Activating jurisdiction's emergency management department/office
- **Mission**
  - Collect and organize incident status and situation information
  - Evaluate, analyze and disseminate information for use by FAC staff

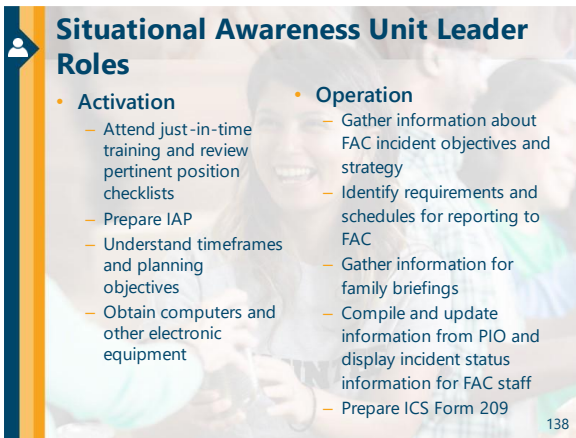
137

### Situational Awareness Unit Leader

The Situational Awareness Unit Leader, typically staffed by emergency management personnel, is responsible for gathering and organizing incident information to support FAC staff's situational awareness about the incident and FAC operations.

Instructor Notes

Slide 138

The slide features a background image of a smiling woman in a light blue uniform. On the left, there is a vertical blue bar with a white person icon. The title 'Situational Awareness Unit Leader Roles' is in bold blue text. Below the title are two columns of bullet points under the headings 'Activation' and 'Operation'.

**Situational Awareness Unit Leader Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Prepare IAP
  - Understand timeframes and planning objectives
  - Obtain computers and other electronic equipment
- **Operation**
  - Gather information about FAC incident objectives and strategy
  - Identify requirements and schedules for reporting to FAC
  - Gather information for family briefings
  - Compile and update information from PIO and display incident status information for FAC staff
  - Prepare ICS Form 209

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Instructor Notes

### Situational Awareness Unit Leader Roles

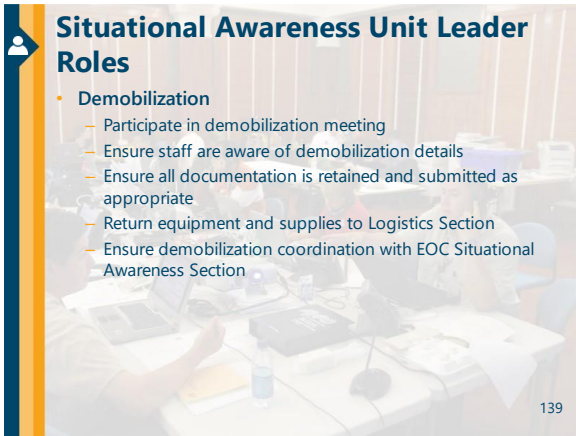
When an FAC is activated, the Situational Awareness Unit Leader is responsible for:

- Identifying the process for developing and creating incident action plans
- Working with Command Staff and Section Chiefs, prepare IAP
- Ensuring awareness of the FAC director's planning objectives and any associated timeframes for support activities
- Obtaining supplies and equipment needed to gather situational awareness from the Resources Branch

During FAC operations, the Situational Awareness Unit Leader is responsible for:

- Ensuring information is up to date and accurate and gathering objectives from FAC leadership
- Identifying and publicizing reporting requirements for each staff area at the FAC to report updates to be included in publicized reports or incident action plans
- Gathering and organizing information to support family briefings
- Preparing forms such as the incident action plan or incident command system standardized forms such as ICS Form 209 as requested by FAC Director or Planning Section Chief

Slide 139



**Situational Awareness Unit Leader Roles**

- **Demobilization**
  - Participate in demobilization meeting
  - Ensure staff are aware of demobilization details
  - Ensure all documentation is retained and submitted as appropriate
  - Return equipment and supplies to Logistics Section
  - Ensure demobilization coordination with EOC Situational Awareness Section

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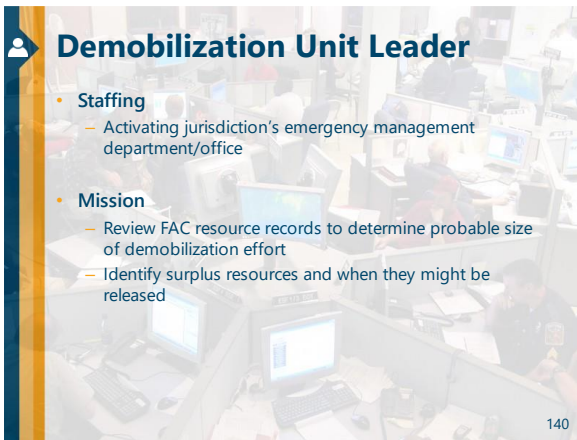
Instructor Notes

### Situational Awareness Unit Leader Roles

In support of FAC demobilization, the Situational Awareness Unit Leader is responsible for:

- Participating in any demobilization meetings, as requested
- Ensuring all documentation for FAC operations is submitted as appropriate for activity and reimbursement purposes
- Ensuring all equipment and supplies are returned and in their original condition
- Coordinating demobilization documentation needs with other planning section staff

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The slide features a background image of a control room with several operators at computer workstations. A blue vertical bar on the left side contains a white person icon and the title "Demobilization Unit Leader".

**Demobilization Unit Leader**

- **Staffing**
  - Activating jurisdiction's emergency management department/office
- **Mission**
  - Review FAC resource records to determine probable size of demobilization effort
  - Identify surplus resources and when they might be released

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### Demobilization Unit Leader

The Demobilization Unit Leader is responsible for planning for and conducting demobilization of the FAC based on length and magnitude of operations.

Instructor Notes



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**Demobilization Unit Leader Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Receive briefing on incident, objectives, and intended demobilization timeframe
  - Gather equipment and supplies to support demobilization efforts
  - Work to understand depth of current services and expected longevity of FAC
- **Operation**
  - Work with Planning Section Lead and Planning Section staff to understand status of service usage
  - Develop demobilization plan including how and when each service will be demobilized, ongoing resources to be provided, and how services can be rendered after demobilization

Instructor Notes

### Demobilization Unit Leader Roles

When an FAC is activated, the Demobilization Unit Leader is responsible for:

- Receiving a situation update on the incident and FAC objectives and intended demobilization timeframe
- Procuring supplies to support demobilization planning
- Identifying any unique planning considerations related to FAC demobilization

During FAC operations, the Demobilization Unit Leader is responsible for:

- Meeting with the Planning Section Chief to understand the status of FAC services and staff
- Developing the demobilization plan to include specific plans for how and when each service provided will be demobilized
- Identifying which resources will be needed to support demobilization efforts
- Determining how demobilization information will be communicated to clients and through public information lines, in coordination with the PIO
- Ensuring plans are made to provide services as necessary or requested following FAC demobilization

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**Demobilization Unit Leader Roles**

- **Demobilization**
  - Conduct demobilization meeting
  - Ensure staff are aware of demobilization details
  - Ensure all services and staff have been properly demobilized according to the demobilization plan
  - Ensure FAC PIO has all demobilization information and service access information for public dissemination
  - Ensure Facility Liaison is involved in demobilization efforts
  - Ensure EOC is aware of demobilization efforts
  - Return all equipment and supplies to Logistics Section

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Instructor Notes

### Demobilization Unit Leader Roles

In support of FAC demobilization, the Demobilization Unit Leader is responsible for:

- Ensuring demobilization efforts are conducted according to the demobilization plan
- Ensuring the PIO has all the information needed to advise the public regarding demobilization
- Ensuring demobilization coordination with the Facility Liaison
- Coordinating demobilization efforts with the EOC to acquire and/or provide any additional resources or support needed
- Returning all equipment and supplies to their original location and condition
- Confirming all areas and services have been demobilized in coordination with FAC leadership

Slide 143



#### Finance Section

The Finance Section monitors costs related to the FAC and provides accounting, procurement, time recording, and cost analyses.

Finance is responsible for financial record keeping, including documentation about resources procured and/or used to support the FAC.

Instructor Notes

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**Finance Section Chief**

- **Staffing**
  - Activating jurisdiction's finance department/office
- **Mission**
  - Responsible for all administrative and financial considerations surrounding the FAC

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Instructor Notes

### Finance Section Chief

The Finance Section is responsible for required procurements, detailed financial record keeping, and documentation activities related to resources used to support the FAC.

This section has only a chief and no unit staff because the requirements for financial tracking are more limited in scope than that of an EOC or full incident tracking.

The Finance Section Chief is responsible for ensuring all financial and administrative records are tracked during FAC operations, coordinating spending limits, if necessary, with proper authorities, and submitting all documentation as appropriate.

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**Finance Section Chief Roles**

- **Activation**
  - Receive initial briefing and just-in-time training as necessary to support financial documentation operations
  - Review pertinent position checklists
  - Receive equipment and supplies as necessary
  - Ensure staff are familiar with location of key resources
- **Operation**
  - Brief activating entity administrative personnel on all FAC-related business management issues needing attention and followup
  - Coordinate establishment of financial systems and administrative systems
  - Coordinate accounting for food, equipment, wages, accommodations, and travel for response team and auxiliary personnel
  - Prepare financial and administrative status reports

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Instructor Notes

### Finance Section Chief Roles

When an FAC is activated, the Finance Section Chief is responsible for:

- Consulting with the FAC Director or external financial staff for spending limits
- Reviewing financial requirements and procedures with Section Chiefs and other FAC leadership and determining the level of purchasing authority
- Ensuring staff are familiar with key resources and how to use them

During FAC operations, the Finance Section Chief is responsible for:

- Ensuring any incoming staff are aware of policies or decisions related to financial tracking
- Establishing financial and administrative tracking systems or processes in the FAC
- Tracking items procured, hours worked by staff, and other FAC support expenses
- Reporting on the financial status of FAC operations

Slide 146

The slide features a background image of a person working at a desk with a computer. On the left side, there is a vertical blue bar with a white person icon. The title "Finance Section Chief Roles" is in bold blue text. Below the title is a bulleted list under the heading "Demobilization".

**Finance Section Chief Roles**

- **Demobilization**
  - Participate in demobilization meeting
  - Ensure staff are aware of demobilization details
  - Collect, organize, and file finance -related documentation
  - Coordinate with Facility Liaison as necessary to arrange for billing and invoicing, if applicable
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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Instructor Notes

#### Finance Section Chief Roles

In support of FAC demobilization, the Finance Section Chief is responsible for:

- Participating in demobilization meetings as requested
- Ensuring staff are aware of demobilization details and associated reporting requirements
- Collecting all finance or procurement-related documentation
- Coordinating with the Facility Liaison to discuss invoicing, if not pre-determined
- Ensuring all supplies and equipment are returned to their original condition and location
- Ensuring all records and reports are submitted as appropriate and required for reimbursement purposes

Slide 147



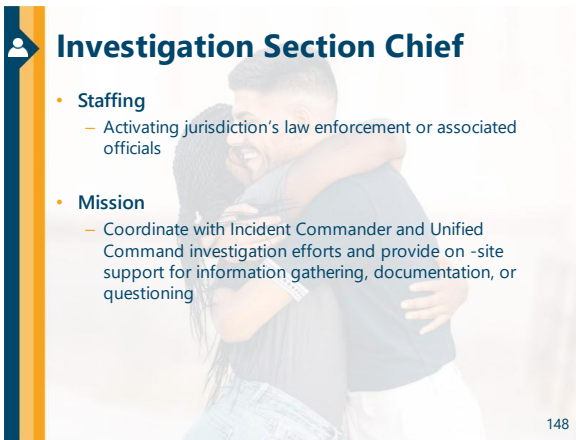
### Investigation Section

The Investigation Section supports local law enforcement or investigation efforts to serve as a liaison between Incident Command/Unified Command and the FAC.

This section has only a chief and no unit staff.

Instructor Notes

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**Investigation Section Chief**

- **Staffing**
  - Activating jurisdiction's law enforcement or associated officials
- **Mission**
  - Coordinate with Incident Commander and Unified Command investigation efforts and provide on-site support for information gathering, documentation, or questioning

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### Investigation Section Chief

The Investigation Section Chief, who should be a law enforcement officer, is responsible for working in coordination with the IC's/UC's investigation efforts and providing on-site support for information gathering, documentation, or questioning that is needed.

Instructor Notes



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**Investigation Section Chief Roles**

- **Activation**
  - Attend just-in-time training and review pertinent position checklists
  - Identify reporting method for victim
  - Obtain incident briefing and equipment to support operations
- **Operation**
  - Conduct victim interviews
  - Serving as a liaison between IC/UC and the FAC and relaying information, documentation, and updates as necessary
  - Providing law enforcement updates as appropriate to FAC leadership

Instructor Notes

### Investigation Section Chief Roles

When an FAC is activated, the Investigation Section Chief is responsible for:

- Identifying a reporting method following victim interviews at the FAC in coordination with local law enforcement
- Ensuring updates on the incident are current

During FAC operations, the Investigation Section Chief is responsible for:

- Conduct victim interviews at FAC as necessary in coordination with law enforcement
- Provide support for gathering information and documentation as requested by law enforcement and/or IC/UC
- Attend Command/Section Chief planning meetings. During meetings, be prepared to provide status update of Investigative Section activities
- Provide regular updates of the number of victims interviewed to Planning Section Chief

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**Investigation Section Chief Roles**

- **Demobilization**
  - Ensure staff are aware of demobilization details
  - Ensure follow-up services are clearly communicated
  - Ensure equipment and supplies are returned to Logistics Section
  - Collect and submit activity logs

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### Investigation Section Chief Roles

In support of FAC demobilization, the Investigation Section Chief is responsible for:

- Ensuring coordination of the IC/UC and FAC demobilization efforts, as appropriate
- Ensuring all relevant staff are aware of demobilization efforts
- Returning all supplies and equipment to its original condition and location
- Submitting reports and logs as appropriate

Instructor Notes

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End

Instructor Notes

FRC/FAC ACTIVATION AND MANAGEMENT TRAINING: INSTRUCTOR MANUAL  
MODULE 2: FAC STAFF POSITIONS, ROLES, AND RESPONSIBILITIES

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