Family Assistance Concepts and Planning Overview

Family Assistance Planning

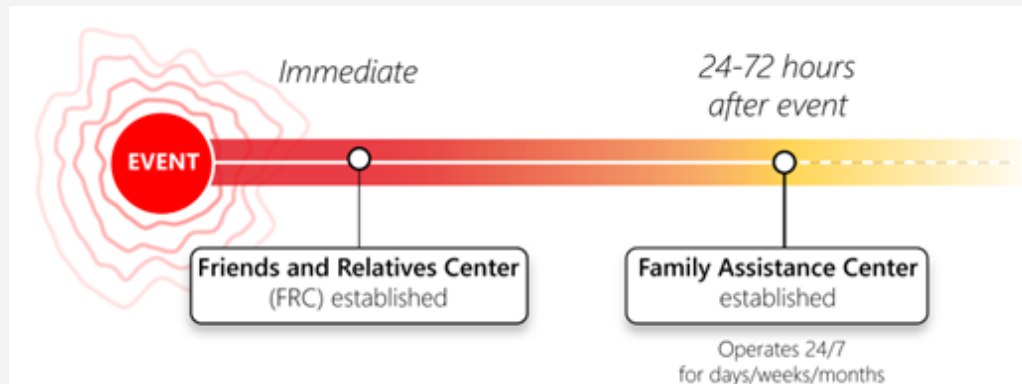**North Central Texas
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Why FRC/FAC Planning?

- **Supports response operations following mass casualty incident/mass fatality incident (MCI/MFI) or any emergency event with casualties/fatalities beyond the local jurisdiction's daily normal response**

- **Identifies and coordinates support services and basic assistance for those impacted by MCI/MFI (family, victim, friend, etc.)**

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Key Terms

- **Friends and Relatives Center (FRC)**
  - Quickly activated following MCI/MFI
  - Limits people going to incident site and/or hospitals
  - Centralized information sharing in first 24-48 hours
  - Provides a place away from the incident site and media
  - Facilitated reunification
- **Avoid the use of the term "Reunification Center"**

Immediate — EVENT — Friends and Relatives Center (FRC) established

24-72 hours after event — Family Assistance Center established — Operates 24/7 for days/weeks/months

Key Terms

- **Family Assistance Center (FAC)**
  - Longer-term site opened 24-72 hours after MCI/MFI
  - Secure, fully accessible facility
  - Provides a wide range of services including emotional support and spiritual care
  - Coordination between law enforcement, EMS, hospitals, and Medical Examiner/Coroner/Justice of the Peace
  - Vetted information for families
  - Located away from the FRC if possible

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FAC Functions

- **Reception/data gathering**
- **FAC security**
- **Media management**
- **Basic needs, food, comfort**
- **Timely, vetted information and briefings**
- **Technology - access to TV, phone chargers, computers**

- **Support services**
  - Childcare
  - Spiritual care
  - Transportation
  - Financial assistance
  - Document replacement
  - Mental health
  - Investigative services
  - Support for people with disabilities/access and functional needs

FAC Location Criteria

- **Easy access to major thoroughfares/public transit**
- **Overall accessibility (e.g., elevators, restrooms)**
- **Consider proximity to possible hazards (e.g., flooding)**
- **Large indoor space**
- **Heat/air conditioning**
- **Ample parking, including accessible spaces**

- **Security measures**
- **Restricted areas for FAC staff**
- **Private areas for family interviews and notifications**
- **Areas for registration, social services, family briefings**
- **Communications and technology**
- **Available on short notice**

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Virtual FAC

- **Some situations may warrant virtual operations**

- **Establish a method for affected individuals and families 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

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Overview of Family Assistance Base Template and Toolkits

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Family Assistance Base Template

- **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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FRC Toolkit Contents

- **FRC Activation Tools**
- **Staffing and Supplies**
- **FRC/FAC Call Center Tools**
- **FRC Registration Tools**

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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**

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Planning Considerations

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Planning Considerations

- **Family Assistance Base Plan Development Checklist**

- **Local review and input necessary to customize template, for elements such as:**

    – Hazards

    – Roles and responsibilities

    – Organization structures

    – Unique terminology

    – Existing processes and procedures

    – Training and exercise

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