

## FAC DIRECTOR POSITION CHECKLIST

**Mission:** The mission of the Family Assistance Center (FAC) Director is to provide overall direction to the activation, operation, and demobilization of the FAC. This includes developing and implementing strategic goals and objectives; approving and releasing resources; and performing any functions not assigned or delegated.

### PRE-ACTIVATION

- Obtain a full briefing of the incident from the incident commander (IC) and/or emergency operations center (EOC).
- Coordinate with the lead staffing agency of the FAC to review the activation sequence for the FAC.
- Coordinate with the EOC to determine staffing requirements for the FAC.
- Ensure that command staff have a clear understanding of the incident objectives, their role, and the flow of operations.
- Working with the FAC Command Staff and/Logistics Section personnel, develop the physical layout of the FAC and prepare a facility diagram showing the location of all FAC units and workstations.
- Estimate the resource types and quantities required for initial FAC activation.
- If required, arrange for augmentation of the host facility infrastructure.
- Advise IC and the local EOC when FAC is ready for activation.

### ACTIVATION

- Upon arrival at the FAC site, ensure all necessary support areas and staff have been identified and are prepared for client arrival. If staff have not yet arrived, assume responsibility for: checking in staff at the personnel check-in station in the reception area. Receive your assignment, materials, cell phone/radio, reporting location/station, reporting time, and any special instructions. Review the layout of the FAC.
- Obtain and display appropriate credentials such as a badge provided by FAC staff and agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Review the position checklist and any special instructions about the EOC, including:
  - The level and type of service needed based on the incident.
  - FAC staff organization charts.
  - Staffing needs; initiate requests for staff.
  - The incident-specific ICS structure.
  - Expectations, needs, and challenges.
- Activate the Family Assistance Base Plan.
- Ensure that staff have a clear understanding of the incident objectives, roles, and the flow of operations.
- Conduct an initial briefing with FAC staff that may include the following:
  - Review completed ICS 201 form.
  - Synopsis of the incident.

- Priorities and objectives.
  - Code of conduct.
  - Facility logistics and layout.
  - Synopsis of services provided at the FAC, including for people with disabilities/access and functional needs.
  - Staffing organization and work tasks.
  - Date, time, and location that the FAC will be activated.
  - Resources available for maintaining situational awareness (e.g., the FAC Information Branch, FAC operational documents, local activated EOCs).
- Ensure that staff have a clear understanding of the incident objectives, roles, and the flow of operations.
- Ensure key stakeholders and officials are notified of the FAC activation including the location, estimated dates, and hours of operation.
- Coordinate with the FAC Public Information Officer (PIO) and Liaison Officer to prepare a press release to announce FAC activation through media outlets and social media.
- Work with the Equipment and Supplies Unit to establish an information hotline for families of victims to call regarding FAC services. Ensure that information is accessible by people with disabilities/access and functional needs. Consider potential language needs, based on the situation. Include hotline information in any press releases. Information provided should include:
- Synopsis of the incident.
  - Synopsis of the services provided at the FAC.
  - Date, time, and location that the FAC will be activated.
  - Type of information that families will be asked to provide at the FAC (e.g., government-issued identification, description of victim including date of birth).
- Identify and assign a Family Briefing Facilitator.
- Identify a Facility Liaison, if applicable, to coordinate needs and questions related to the facility to facility management.
- Coordinate with ICS Command and General Staff to provide activation information to responding staff:
- Reporting time.
  - Travel instructions.
  - Any special communications instructions.
- Ensure that the management organization (the ICS structure) is established and communicated to all staff. Ensure that FAC Command Staff and Section Chiefs have (at minimum) reviewed the local Family Assistance Plan and are familiar with the resources provided in the FAC.
- Review FAC site plan, if available. Oversee and direct set-up of FAC site. Direct the Operations Section Chief to initiate set-up of staff registration.
- In coordination with the IC (or designee), establish communications procedures and protocols for the transmittal of information that affects, or may affect, FAC operations.

- Designate the people by position title (e.g., Liaison Officer) who have authority to request or transmit information between the FAC and IC.
- Specify the means of communication to be employed (e.g., landline, cell) and record applicable contact information.
- Specify a schedule for regular updates.
- If conference calls are scheduled, identify the people by position who should participate and document contact information.
- Document agreed-upon procedures in initial and subsequent Incident Action Plans.
- Maintain a communications log noting the dates, times, and name/title of the initiator and receiver as well as the subject of the communication.
- Document all communications using ICS Form 213 (hard copy or electronic).
- Establish contact and communications protocols with the EOC. Regularly scheduled communications should include:
  - General information sharing concerning the incident.
  - Overall incident management.
  - Information concerning the operational status of the FAC.
- Establish contact and communications protocols with the Incident Commander at the incident site(s).
- Oversee just-in-time training. Review position checklists for and become familiar with the mission of the positions that report to you (Command Staff and Section Chiefs).
- Conduct initial Command Staff meeting/briefing. Ensure the preparation of the initial Incident Action Plan.
- Upon recommendation from Section Chiefs and Safety Officers that the FAC is ready for operations, officially activate the FAC and notify the EOC and the IC that the FAC is activated.

## OPERATION

- Exercise responsibility for overall operation of the FAC.
- Maintain communications with the IC. Provide periodic status reports to the EOC.
- Coordinate activity for all Command Staff and Section Chiefs.
  - Identify, review, and communicate goals and objectives for FAC operation with Command Staff and Section Chiefs (see ICS 201 form).
  - Provide direction to Command Staff and Section Chiefs as needed.
  - Ensure accurate information, and equal access to that information, is released in a timely manner through the FAC PIO.
  - Coordinate with key stakeholders and officials through the Liaison Officer.
  - Coordinate with the Safety Officer to ensure the continued safety of facilities and staff.
  - Establish a meeting schedule. Conduct ongoing meetings with Command Staff and Section Chiefs.
- Ensure coordination of Command/Section Chief planning meetings on a regular basis to communicate information concerning FAC operations, status of the recovery effort, and other information of importance. At a minimum, the following staff meetings are recommended:
  - An "all FAC staff" meeting once per operational period.

Two command staff meetings, one near the beginning and one near the end of each operational period.

Section and unit meetings at the discretion of the Section Chief/Unit Leader.

Ensure the coordination of family briefings.

Maintain communications with the IC. Provide periodic status reports to the EOC.

Approve requests for additional resources or for the release of resources from the Logistics Section Chief.

Participate in meetings and briefings as needed.

Maintain Unit/Activity Log (ICS Form 214).

Brief incoming FAC Director at shift change.

### DEMOBILIZATION

In coordination with the Family Assistance Planning Section Chief and the EOC, determine that the FAC can be demobilized.

Conduct a demobilization meeting with Command Staff and Section Chiefs. Advise the EOC and Incident Commander of the date/time of demobilization. Coordinate with the representative of the FAC site facility owner, as necessary.

Conduct a demobilization briefing with all FAC staff.

Return equipment and unused supplies issued by the FAC to Logistics.

Arrange for the return of any agency-owned equipment (computers, etc.).

Ensure that your activity log (ICS Form 214) is given to the Documentation Unit.

Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

## FAC PUBLIC INFORMATION OFFICER POSITION CHECKLIST

**Mission:** The Family Assistance Center (FAC) Public Information Officer (PIO) is responsible for developing and releasing information about the FAC to news media, incident personnel, and other appropriate agencies and organizations. The FAC PIO reports to the FAC Director in coordination with the FRC PIO and the Joint Information Center (JIC).

### ACTIVATION

Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive your assignment, materials, radio, reporting location/station, reporting time, and any special instructions. As time permits, review the layout of the FAC.

Obtain and display appropriate credentials such as a badge provided by FAC staff and agency identification.

Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.

Attend just-in-time training, if required. Review your position checklist to determine and prioritize duties.

- Receive an initial briefing that may include the following:
  - Review completed ICS 201 form.
  - Synopsis of the incident.
  - Priorities and objectives.
  - Code of Conduct.
  - Facility logistics and layout.
  - Synopsis of the services provided at the FAC, including for people with disabilities/access and functional needs; emphasize the quality care of families.
  - Staffing organization and work tasks.
  - The date, time, and location that the FAC will be activated.
  - Resources available for maintaining situational awareness (e.g., the FAC Information Branch, local activated EOCs).
- Coordinate with the Liaison Officer and FAC Director to ensure key stakeholders and officials are notified of the FAC activation including the location, estimated dates, and hours of operation.
- Coordinate with the Liaison Officer and FAC Director to prepare a press release to announce FAC activation through media outlets and social media.
- Coordinate with the FAC Director and Liaison Officer to provide FAC information to local agencies with responsibilities to provide information to the public such as social service networks, 211, citizen hotlines, etc. Provide information to telephone banks, community organizations, media, government agencies, foreign diplomatic corps representatives, etc. Ensure that information is accessible to people with disabilities/access and functional needs. Information provided should include:
  - A synopsis of the incident.
  - A synopsis of the services provided at the FAC.
  - The date, time, and location that the FAC will be activated.
  - The type of information that families will be asked to provide at the FAC (e.g., government-issued identification, description of the victim including date of birth).
- Develop a one-page document that includes instruction and guidance for family members on what to expect and how to interface with the media. The FAC Toolkit contains a communications tool that includes guidance on family briefings and interactions with the media.
- Work with the FAC Director and Facility Liaison to establish a separate media area and ensure the media are informed of its location. Request security to be assigned to the media area.
- Develop and disseminate a set of rules of engagement for media personnel at the FAC. For example, one rule would say that media personnel are not permitted inside the FAC.
- Develop standardized messages and briefing templates for use in media briefings and for informing political officials. Ensure that these "canned" messages are developed in coordination with local emergency management officials, mental health professionals, and other key stakeholders.
- Establish contact with the PIO in the emergency operations center (EOC) and/or JIC.
- Develop and execute a strategy for the management of public information, including communications with political officials, the media, and the public. Ensure that political officials are provided information regarding the FAC mission and objectives. Ensure that the public information

strategy accommodates people with disabilities/access and functional needs. Submit this strategy to the FAC Director.

Ensure that a media center is established near the FAC (e.g., on the opposite side of the parking lot). Establish and maintain a regular briefing schedule with the media. Share rules of engagement at the beginning of each briefing. Maintain a list of media at the media center.

Ensure that an information telephone line is established for families that are not at the FAC.

Request additional resources as needed.

## OPERATION

Receive briefing from the FAC Director regarding expectations, goals, and objectives.

Coordinate the release of all information to the public, the media, and other outside agencies. Ensure that Command Staff and Section Chiefs have copies of media releases.

Ensure that a one-page document that contains instruction and guidance for family members at the FAC on what to expect and how to interface with the media is disseminated to arriving family members. Ensure that families have an opportunity to ask questions regarding media management and engagement.

Oversee operations for the information line for families not at the FAC.

Maintain communications with the incident site and EOC/JIC PIOs.

Attend Command/Section Chief planning meetings and participate in other meetings and briefings as needed.

Ensure that information regarding memorial services is communicated to key stakeholders.

Instruct all FAC supervisory personnel (Section Chiefs, Command Staff, group/team leaders) to refer media requests to the PIO, and to not answer questions from the media.

Establish yourself as a contact person for media arriving at the FAC. Direct media to the designated area.

Respond to media requests for information. Refer media inquiries to appropriate sources of information.

Maintain Unit/Activity Log (ICS Form 214).

Brief incoming FAC PIO at shift change.

## DEMOBILIZATION

Communicate demobilization information with political officials, the media, and the public. Ensure that information regarding follow-on services is clearly communicated to key stakeholders.

Coordinate demobilization of the media center and information phone line. Ensure that an alternate point of contact is provided for inquiries made after the FAC is demobilized.

Conduct a demobilization meeting with staff assigned to you.

Ensure that equipment and unused supplies are returned to the Logistics Section.

Arrange for the return of any agency-owned equipment (computers, etc.).

Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Documentation Unit.

Sign out at the personnel check-out station. Turn in any assigned equipment.

Supply Guidelines		
Area	Resource	Quantity
Family Briefing Room	Chairs for family briefing area	Number based on incident and whether facility has an auditorium; stationary chairs should be placed next to designated wheelchair locations
	Display screens (to enhance communications with family members, including those with speech challenges)	1 or more as needed
	Microphones/speakers/speaker wire	2 microphones, 4 speakers, speaker wire as needed
	Projectors/screens/remotes with supplemental batteries	1 projector, 2 screens, 1 remote, 1 set of supplemental batteries
	Signage	1 sign per family station; directional signage as needed
	Telephones	1 telephone with speakerphone and conference call capability
	Tissues	1 box per table as well as individual packs