

ASPR TRACIE Technical Assistance Request

Request Receipt Date (by ASPR TRACIE): 6 September 2017

Response Date: 27 September 2017; updated 28 September 2017; updated 9 April 2019

Type of TA Request: Standard

Request:

On behalf of [redacted information], the requestor asked if ASPR TRACIE had resources on family assistance centers (FACs) that were set up during a mass fatality incident. Specifically, they are interested in any materials other jurisdictions have developed related to comprehensive FAC plans; as well as insight or information on standing up/operating a FAC during a mass fatality incident involving federal response or support (DMORT or NTSB), including lead/supporting agencies.

Response:

The ASPR TRACIE team reviewed existing ASPR TRACIE Topic Collections for materials on this subject; namely, the [Family Reunification and Support](#), and [Fatality Management](#) Topic Collection. We also reviewed previous technical assistance response documents that were provided to other ASPR TRACIE users. The following resources were gathered and include several FAC plans.

I. Family Assistance Center Plans

Chatham Emergency Management Agency. (2013). [Chatham County Emergency Operations Plan: ESF-08 Annex Appendix 8-3: Family Assistance Center.](#)

This plan includes the Family Assistance Center Concept of Operations and protocols for Chatham Emergency Management Agency (Georgia). It addresses roles and responsibilities of the multiple response agencies.

District of Columbia. (n.d.). [Family Assistance Center \(FAC\) Plan.](#) (Accessed 4/9/2019.)

This plan--though specific to the District of Columbia--can serve as a mode for others interested in planning to establish a Family Assistance Center after a mass fatality event to provide services to those seeking assistance regarding the status of their loved ones.

Florida Department of Health. (n.d.). [Special Needs Shelter Program](#). (Accessed 4/9/2019.)

This website includes an overview of Florida's special needs shelters (SpNS) program, operating procedures and guidelines, forms (e.g., intake forms, job action sheets, sign-in sheets, etc.), activation reports and guidelines, and trainings.

Forrester, C., Dixon, R., Judy, C., et al. (2008). [Managing Mass Fatalities: A Toolkit for Planning](#). Santa Clara County Public Health Department.

This toolkit provides scalable, operational direction and tools to guide jurisdictions in creating a local plan related to managing mass fatalities. It includes guidance on infection and other health and safety threats, and requirements and recommendations for managing mass fatalities during a worst-case scenario pandemic influenza. **NOTE: The Family Assistance section begins on page 113 out of 250.**

Maine Disaster Behavioral Health. (2014). [Family Assistance Center SOP](#).

This plan includes the Family Assistance Center protocols for Maine Disaster Behavioral Health. It addresses roles and responsibilities of the multiple response agencies, and core and support services.

Los Angeles County Office of Emergency Management and Los Angeles County Department of Mental Health. (2014). Los Angeles County Operational Area Family Assistance Center Plan (See attachment).

This plan provides a framework for the activation, operation, management, and demobilization of a County Operational Area (government led) Family Assistance Center (FAC) during large scale mass casualty incidents (e.g., earthquakes) and local incidents such as shootings and explosions. The establishment of a FAC can: ensure a place for loved ones to gather information; serve as a coordination spot for first responders; and be a location where emotional support and other types of health support can be provided. (The Los Angeles County Operational Area covers all 88 cities and the unincorporated areas in the county).

Metro Orlando Family Assistance Working Group. (2017). Family Assistance Guidance Plan. (See attachments).

This plan was developed to provide guidance to the metro Orlando jurisdictions in the development, management, and execution of their jurisdiction specific family assistance plan to encompass the implementation of the Family Reunification Center (FRC) and a Family Assistance Center (FAC). Note there are four attachments: 1) The Family Assistance Guidance Plan, 2) Position Checklists, 3) References, and 4) Jurisdictional

Appendices. **NOTE: Do not further distribute these documents without permission from ASPR TRACIE.**

Seattle and King County Public Health. (2015). [Mass Fatality and Family Assistance Operations Response Plan.](#)

This plan describes a coordinated response among city and county agencies involved with conducting fatality management operations in Seattle and King County.

Shields, S., Wilson, M., Amara, R., et al. (2013). [Family Information Center Planning Guide for Healthcare Entities.](#) Los Angeles County Emergency Medical Services Agency (EMS).

This guide for healthcare providers describes the elements to develop a Family Information Center (FIC) plan, which includes providing information, support services, and reunification assistance to families of disaster patients. This guide includes activation, management, and demobilization of a FIC, in addition to example forms, diagrams, and needed resources.

U.S. Department of Justice, Federal Bureau of Investigation; and National Transportation Safety Board. (n.d.). [Mass Fatality Incident: Family Assistance Operations. Recommended Strategies for Local and State Agencies.](#) (Accessed 4/9/2019.)

This guide was developed for local and state agencies involved in the response to mass fatality events. It provides an overview of the family assistance process and the FAC operations as they relate to transportation and criminal incidents.

Virginia Department of Emergency Management. (2012). [Commonwealth of Virginia Family Assistance Center Plan.](#)

This plan provides state agencies (within Virginia) with the management framework under which they will cooperate to establish, operate, and close a FAC. The FAC core and support services are addressed.

Washington Military Department. (2012). [Puget Sound Region. Victim Information and Family Assistance Annex: Regional Catastrophic Disaster Coordination Plan.](#)

This plan provides a framework to facilitate multi-county, regional coordination of situational awareness and response related information for the purpose of determining when a Family Assistance Center (FAC) is needed after a catastrophic incident. It includes several tools (e.g., checklists, templates, and job action sheets) that may be used for planning or response to implement a FAC.