



CFDMC

Family Assistance Center

Response Plan and Team

Deployment Guidelines

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Introduction

An incident that causes mass fatalities and/or mass casualties will require a coordinated effort to aid to survivors, families, and loved ones with multi-jurisdictional and multi-agency resources.

Following the Pulse nightclub shooting in Orlando in June 2016, the Metro Orlando Family Assistance Working Group developed a Family Assistance Guidance Plan, which was finalized in December 2017. The Metro Orlando Family Assistance Working Group then took on the next step – creating a response team available at the request of a jurisdiction within the region to quickly set up a family assistance center.

The Central Florida Disaster Medical Coalition (CFDMC) Family Assistance Center (FAC) Response Plan addresses the recruiting and response aspects of deploying a FAC team in our region and setting up a FAC to implement the family assistance process post-incident or disaster. The response plan utilizes the Family Assistance Guidance Plan as a foundation. The response plan and deployment guidelines were developed via a small working group from the Metro Orlando Family Assistance Working Group, including emergency management, first responders, fatality management partners, health and medical, private and non-governmental agencies from Region Five. The plan was shared with all Coalition members for input prior to being finalized.

PURPOSE

The FAC Deployment Guidelines were developed to recruit, and mobilize a team to establish Family Assistance Center operations within the Central Florida Region. While all emergencies are unique; this document provides a concept of operations that allows for flexibility and scalability depending on the size, scope, complexity, and the urgent needs of the situation. This document identifies an incident command based organizational structure, direction and control, staffing, planning processes, preparedness activities, public information, authorities and references, and appendices to assist command and general staff, and essential services that may be offered in a FAC. During a major disaster, emergency or incident, family members, co-workers, and other persons may require several services at a FAC, some may become separated or their whereabouts since last contact may be unknown. Additionally, minor children may become separated from parents or legal guardians so family reunification may be initial mission for team personnel when deploying and establishing a FAC.

SCOPE

In the event of a mass casualty/mass fatality incident, a FAC can be established to facilitate the process of identifying fatalities and survivors of an incident, reuniting them with family, and ensuring the provision of emergency social and financial services to survivors and families during the aftermath of an incident or disaster. Family Assistance Centers (FACs) provide information to survivors, family, and friends, coordinate access to support services, and facilitate the collection of information from families that is necessary

for identification while providing a responsive and sensitive environment for those affected.

Establishing a FAC requires coordination of personnel and logistics and may take time to open. Survivors of the incident and their families should be able to receive an array of services, including family reunification aid, identification of loved ones, basic needs and support services, and other assistance through this overall family assistance process. Establishing an FAC requires the coordinated effort of all governmental and non-governmental agencies. Ongoing communications and coordination will be maintained with all impacted jurisdictions through regularly scheduled conference calls and Situation Reports (SITREPs) from the FAC through the EOCs in the affected area.

SITUATION

The FAC Deployment Guidelines are intended to address family assistance regardless of the hazard. Many disasters result in at least some fatalities, and several types of hazards have the potential to produce multiple fatalities. Based on the Homeland Security Presidential Policy Directive – 8, the National Preparedness Goals National Planning Scenarios, and local hazard and vulnerability assessments, there are more than 20 scenarios that have the potential to result in multiple fatalities for which the Central Florida Region area must plan to respond, including:

- Natural Disasters
 - Hurricanes
 - Floods
 - Tornadoes
 - Wildfires
- Natural biological disease outbreak
- Weapons of Mass Destruction Events
 - Chemical Attack: Toxic Industrial Chemicals; Chlorine Tank Explosion; Blister Agent; Nerve Agent
 - Biological Attack: Aerosolized Anthrax; Plague, Food Contamination
 - Radiological Attack: Radiological Dispersal Device
 - Nuclear Detonation: 10 Kiloton Improvised Nuclear Device
 - Explosives Attack: Bombing using an improvised explosive device
- Technical or Human-Caused Disasters
 - Fires
 - Hazardous materials
 - Chemical rail spills
 - Civil disturbance
 - Airliner jet crash
 - Small plane crash
 - Cruise ship crash
 - Multiple homicide / shooting

- Building collapse
- Train crash
- Bus crash
- Cyber attack

The size of the disaster will help guide expected resource needs, but the number of fatalities is not necessarily the best measure. When establishing how to classify the disaster from a mass fatality standpoint, the jurisdiction will consider the estimated number of fatalities as well as other factors, including:

- Magnitude: Overall size
- Type: Hurricane, bombing, pandemic, etc.
- Condition of Remains: Burned, severely traumatized
- Rate of Recovery: Speed at which remains can be brought to the morgue from the scene
- Contamination: Special precautions necessary
- Location of Incident: Roadway, water, building, etc.

Development of Guidelines

These guidelines were developed through a collaborative effort of the following agencies:

- Central Florida Disaster Medical Coalition
- City of Orlando Office of Emergency Management
- City of Orlando Police Department (OPD)
- District Nine, Medical Examiner's Office (Orange & Osceola)
- Orange County Office of Emergency Management
- Orlando Health, Inc.
- Seminole County Office of Emergency Management
- University of Central Florida
- American Red Cross, Central Florida Region
- Central Florida Region Domestic Security Task Force (RDSTF)
- District Seven, Medical Examiner's Office (Seminole & Volusia)
- Florida Division of Emergency Management
- Greater Orlando Aviation Authority, Orlando International Airport
- Orange County Emergency Medical Services, Office of the Medical Director
- Orlando Sanford International Airport
- Osceola County Office of Emergency Management
- School Board of Orange County

The above agencies formed **Metro Orlando Family Assistance Working Group** and are responsible for developing and maintaining this document. This document should be reviewed after each implementation, training, or exercise and/or at least every two years

and updated accordingly. Those individuals charged with responsibilities for managing various activities within the document are responsible for developing standard operating procedures and supporting plans for the implementation of those activities. **Please note that the Family Assistance Guidance Plan developed by Metro Orlando Family Assistance Working Group in December 2017 was instrumental in the development of these guidelines.** Please see Table 1 on following page which lists revisions to this plan.

FAC Management Team Personnel

The Metro Orlando Family Assistance Working Group also has responsibility for recruiting personnel to fill roster spots on the deployable team. Ideally, we can recruit, train, and exercise three deep at every position. We have adopted a multi-pronged approach to achieve our goals and fill these positions identified on the organizational chart. Our approach includes:

- Utilizing current Region 5 Incident Management Team (IMT) personnel
- Recruiting personnel from Region 5 stakeholder agencies to supplement IMT
- Utilizing already established volunteer groups (i.e., CERT, Medical Reserve Corps) to backfill positions
- Coordinating with the Florida Division of Emergency Management and other Regional IMTs to provide support if needed
- Utilizing Florida Emergency Mortuary Operations Response System (FEMORS) out of University of Florida (State Asset), <http://femors.org/>

The Working Group has also distributed an ICS205A form to assist agencies with adding names to the FAC Team roster we are developing.

CONCEPT OF OPERATIONS

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Since the September 11, 2001, terrorist attacks on the World Trade Center and the Pentagon, much has been done to improve prevention, preparedness, response, recovery, and mitigation capabilities and coordination processes across the country. A comprehensive national approach to incident management, applicable at all jurisdictional levels and across functional disciplines, has worked to improve the effectiveness of emergency response providers and incident management organizations across a full spectrum of potential incidents and hazard scenarios. Such an approach has also improved coordination and cooperation between public and private entities in a variety of domestic incident management activities. On February 28, 2003, the President issued Homeland Security Presidential Directive (HSPD)-5, which directed the Secretary of Homeland Security to develop and administer a NIMS.

According to HSPD-5:

“This system will provide a consistent nationwide approach for federal, state, and local governments to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among federal, state, and local capabilities, the NIMS will include a core set of concepts, principles, terminology, and technologies covering the incident command system; multi-agency coordination systems; unified command; training; identification and management of resources (including systems for classifying types of resources); qualifications and certification; and the collection, tracking, and reporting of incident information and incident resources.”

While most incidents are generally handled daily by a single jurisdiction at the local level, there are important instances in which successful incident management operations depend on the involvement of multiple jurisdictions, functional agencies, and emergency responder disciplines. These instances such as establishing a FAC will require effective and efficient coordination across this broad spectrum of organizations and activities.

NIMS uses a systems approach to integrate the best of existing processes and methods into a unified national framework for incident management. This framework forms the basis for interoperability and compatibility that, in turn, enables a diverse set of public and private organizations to conduct well-integrated and effective incident management operations. It does this through a core set of concepts, principles, procedures, organizational processes, terminology, and standards requirements applicable to a broad community of NIMS users.

To provide this framework for interoperability and compatibility, NIMS is based on an appropriate balance of flexibility and standardization. NIMS provides a consistent, flexible, and adjustable national framework within which government and private entities at all levels can work together to manage domestic incidents, regardless of their cause, size, location or complexity. This flexibility applies across all phases of incident management: prevention, preparedness, response, recovery and mitigation.

NIMS also provides a set of standardized organizational structures – such as the Incident Command Systems (ICS), multi-agency coordination systems and public information systems – as well as requirements for processes, procedures and systems designed to improve interoperability among jurisdictions and disciplines in various areas, including: training; resource management; personnel qualification and certification; equipment certification; communications and information management; technology support; and continuous system improvement. This document is NIMS compliant and utilizes ICS principles.

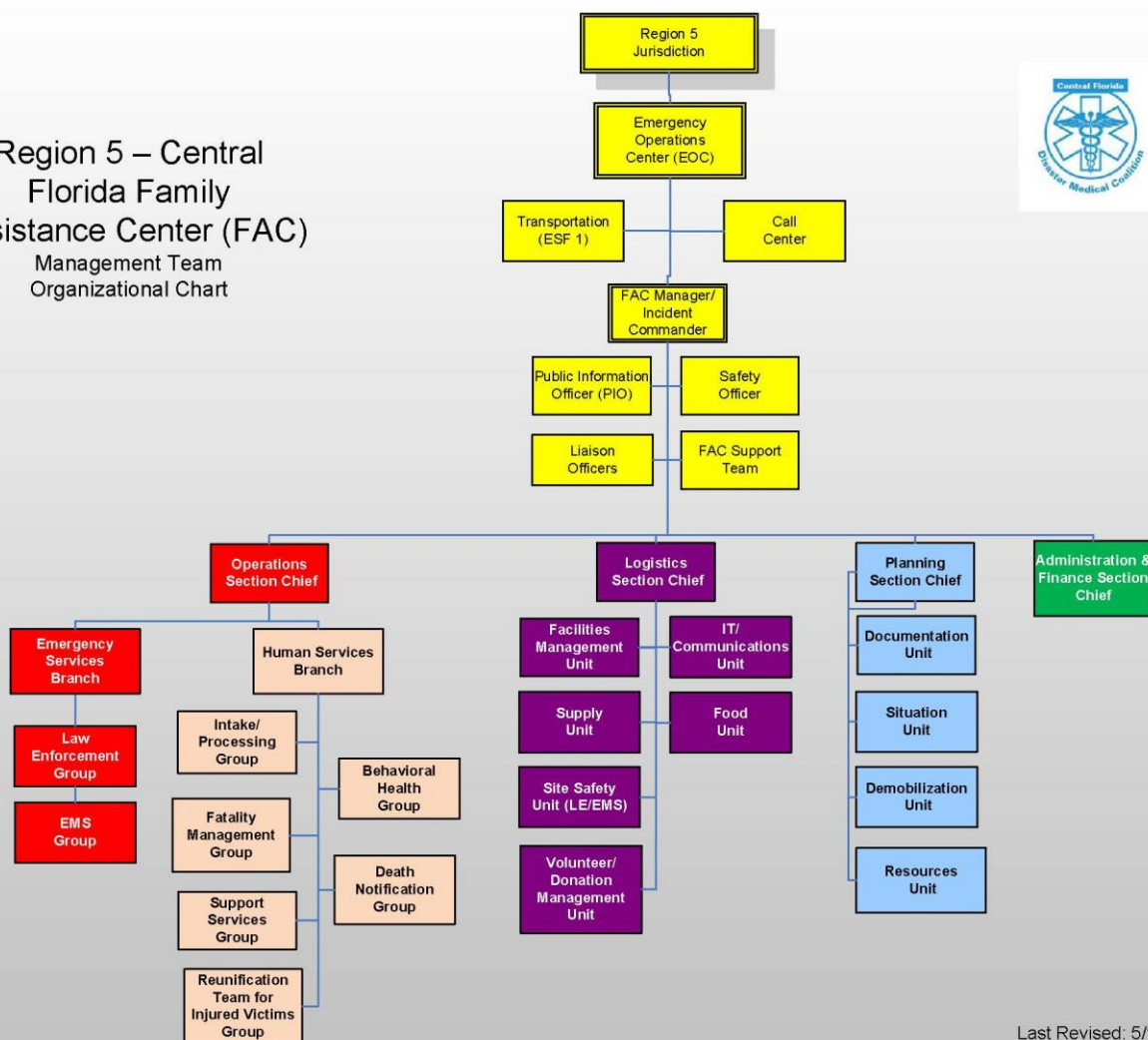
Please note that over the duration of the incident, the FAC should be modified both operationally and structurally/physically as needed. The demands on the FAC will change as the response efforts move through different stages. At the beginning of the response, there will be a surge of requests, calls, families, and survivors to the FAC. The ability to accommodate this surge will require an analysis of the incident and the anticipated needs of the affected public. Once these needs have been identified, the

appropriate FAC organizational structures can be determined and adequate staffing, facilities, and other resources can be acquired and operations implemented. ***Please see FAC organizational chart and position descriptions on the following pages.***

FAC ORGANIZATIONAL CHART

NOTE: THE FAC ORG CHART WILL BE REVISED TO MAKE THE TEAM A BRANCH UNDER LOCAL ICS OPERATIONS/HEALTH AND MEDICAL SECTION

Region 5 – Central Florida Family Assistance Center (FAC) Management Team Organizational Chart



Note; The information below will be revised based on the update to the FAC structure (a branch with section leaderss) and credentials will be established for each.

FAC Manager/Incident Commander (IC)

Purpose

The FAC Manager/IC's responsibility is the overall management of the FAC. The command activity for incidents can be carried out by a single Incident Commander or

can encompass multiple persons in what is called Unified Command. The FAC Manager/IC is generally selected by qualifications and experience. The Manager/IC may have a deputy or deputies, who may or may not be from the same agency, or from an assisting agency. Deputies must have the same qualifications as the person for whom they work as they must be ready to take over that position at any time.

There are many cases where Unified Command would be utilized and incorporate a first responder along with mission specific Subject Matter Expert (SME). For example, it is not uncommon to see an Epidemiologist as part of Unified Command for a disease outbreak or a Human or Social Services SME as part of Unified Command for a Family Reunification Center (FRC) or FAC mission.

Other responsibilities include:

- Assess the situation and/or obtain a briefing from the prior Manager/IC.
- Determine FAC Objectives and strategy.
- Establish the immediate priorities for the FAC.
- Establish an operational FAC and provide staffing.
- Establish an appropriate organization of response as outlined by ICS utilizing span of control.
- Ensure daily planning meetings are scheduled as required.
- Approve and authorize the implementation of a Situation Report (SITREP).
- Ensure that adequate safety measures are in place and Safety Officer assigned.
- Coordinate activity for all Command & General Staff.
- Coordinate with key people and local officials.
- Approve requests for additional resources or for the release of resources.
- Keep agency administrator in affected county informed of incident status.
- Approve the use of trainees, volunteers, and auxiliary personnel.
- Authorize release of information to the news media.
- Order the demobilization of the FAC when appropriate.

Public Information Officer (PIO)

Purpose

The PIO plans for, coordinates, provides and disseminates information to the public during all phases of FAC operations. The PIO is responsible for interfacing with the public and media and/or with other agencies with incident and FAC-related information requirements. The PIO develops accurate and complete information FAC operations and services. In addition, the PIO gathers information on the incident's cause, size, and current situation; resources committed; and other matters of general interest for both internal and external consumption. The PIO may also perform a key public information monitoring role. PIOs and their assistants will monitor social media and address rumors or misinformation.

Only one Lead PIO will be assigned for FAC. The PIO may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions.

Other responsibilities include:

- Determine from the Manager/IC if there are any limits on information release.
- Develop material for use in media briefings.
- Obtain Manager/IC's approval of media releases.
- Inform media and conduct media briefings.
- Arrange for tours and other interviews or briefings that may be required.
- Obtain media information that may be useful to incident planning.
- Maintain current information summaries and/or displays on the incident and provide information on status of incident to assigned personnel.

Liaison Officer (LOFR)

Purpose

The Liaison Officer is the point of contact for representatives of other municipal, county, state, and federal governmental agencies, nongovernmental organizations, and/or private entities. The Liaison Officer, or designee, will serve as FAC liaison to the Emergency Operations Center or federal Joint Field Office (JFO), if established during an incident or recovery. In either a single or Unified Command structure, representatives from assisting or cooperating agencies and organizations coordinate through the Liaison Officer. Agency and/or organizational representatives assigned to a FAC must have the authority to speak for their parent agencies and/or organizations on all matters, following appropriate consultations with their agency leadership.

Only one Liaison Officer will be assigned for each incident, including incidents operating under Unified Command and multi-jurisdiction incidents. The Liaison Officer may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions. The Liaison Officer is the contact for representatives of the personnel assigned to the FAC by assisting or cooperating agencies. These are personnel other than those on direct tactical assignments or those involved in a Unified Command.

Other responsibilities include:

- Be a contact point for Agency Representatives.
- Point of contact for embassies and consulates.
- Maintain a list of assisting and cooperating agencies and Agency Representatives for the FAC.
- Assist in establishing and coordinating interagency contacts.
- Keep agencies supporting the FAC aware of incident status.
- Monitor incident operations to identify current or potential inter-organization problems.
- Participate in planning meetings, providing current resource status, including limitations and capability of assisting agency resources.

Safety Officer (SOFR)

Purpose

The Safety Officer's function is to develop and recommend measures for assuring personnel safety, and to assess and/or anticipate hazardous and unsafe situations. The Safety Officer monitors FAC operations and advises the Manager/IC/Unified Command on all matters relating to operational safety, including the health and safety of FAC personnel. The Safety Officer has emergency authority to stop and/or prevent unsafe acts during FAC operations. The Safety Officer, Operations Section Chief, and Planning Section Chief must coordinate closely regarding operational safety and FAC personnel health and safety issues.

Only one Safety Officer will be assigned to the FAC. The Safety Officer may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions. Safety assistants may have specific responsibilities such as air operations, traffic management, hazardous materials, etc.

Other responsibilities include:

- Participate in planning meetings.
- Identify hazardous situations associated with FAC deployment, set up, and operations.
- Review the SITREP for safety implications.
- Exercise emergency authority to stop and prevent unsafe acts.
- Investigate accidents that have occurred within the FAC area.
- Assign assistants as needed.
- Review and approve the FAC medical plan (ICS 206).
- Develop a 215A Safety Analysis as required by conditions.

General Staff

Operations Section Chief (OSC)

Purpose

Operations Section Chief is responsible for the management of all operations directly applicable to the primary FAC mission. The Operations Section Chief activates and supervises organization elements in accordance with the FAC organizational structure and directs its execution. The Operations Chief also directs the preparation of unit operational plans, requests, releases resources, makes expedient changes to the SITREP as necessary; and reports such to the Manager/IC.

Other responsibilities include:

- Develop operations portion of SITREP.
- Brief and assign Operations Section personnel in accordance with the SITREP.
- Supervise Operations Section.
- Determine need and request additional resources.
- Provide recommendation for release of resources.
- Report information about special activities, events, and occurrences to Manager/IC/Unified Command.

Planning Section Chief (PSC)

Purpose

The Planning Section Chief is responsible for the collection, evaluation, dissemination and use of information about FAC and status of resources. Information is needed to understand the current situation, predict probable course of FAC events (i.e., surge in clients, demobilization), and prepare alternative strategies and control operations for the FAC.

Other responsibilities include:

- Collect and process situation information about the incident and FAC operations.
- Supervise preparation of the SITREP.
- Provide input to the Manager/IC and Operations Section Chief in preparing the SITREP.
- Reassign out-of-service personnel already on-site to ICS organizational positions as appropriate.
- Establish information requirements and reporting schedules for Planning Section units (e.g., Documentation, Demobilization, and Situation Units).
- Determine need for any specialized resources in support of the FAC.
- Manage the resource check-in process and personnel accountability
- If requested, assemble and disassemble strike teams and task forces as requested by Operations.
- Establish special information collection activities as necessary, e.g., weather, rumor control, environmental, toxics, etc.

- Assemble information on alternative strategies.
- Provide periodic predictions on FAC potential closing.
- Report any significant changes in FAC status.
- Compile and display FAC status information.
- Oversee preparation and implementation of a FAC Demobilization Plan.

Logistics Section Chief (LSC)

Purpose

The Logistics Section Chief is responsible for providing facilities, services, and material in support of the FAC. The Logistics Section Chief participates in development and implementation of the SITREP and activates and supervises the Units within the Logistics Section.

Other responsibilities include:

- Plan organization of Logistics Section.
- Assign work locations and preliminary work tasks to Section personnel.
- Notify Manager/IC/Unified Command of Logistics Section units activated including names and locations of assigned personnel.
- Participate in preparation of SITREP and complete an of ICS 205 (Communications Plan) and ICS 206 (Medical Plan) if requested by Manager/IC.
- Identify service and support requirements for planned and expected FAC operations.
- Provide input to review Communications Plan, Medical Plan and Traffic Plan.
- Coordinate and process requests for additional resources.
- Review SITREP and estimate Logistics Section needs for next operational period.
- Advise on current service and support capabilities.
- Prepare service and support elements of the SITREP.
- Estimate future service and support requirements.
- Receive Demobilization Plan from Planning Section.
- Recommend release of unit resources in conformity with Demobilization Plan.
- Ensure general welfare and safety of Logistics Section.

Finance/Administration Section Chief (FASC)

Purpose

The Finance/Administration Section Chief is responsible for all financial, administrative, and cost analysis aspects of the FAC and for supervising members of the Finance/Administration Section if staffed.

Other responsibilities include:

- Manage all financial aspects of a FAC.
- Provide financial and cost analysis information as requested.
- Gather pertinent information from briefings with responsible agencies.
- Develop an operating plan for the Finance/Administration Section; fill supply and support needs.
- Meet with Assisting and Cooperating Agency Representatives as needed.
- Maintain daily contact with agency(s) administrative headquarters on Finance/Administration matters.
- Ensure that all personnel time records are accurately completed and transmitted to home agencies, according to policy.
- Provide financial input to demobilization planning.
- Ensure that all obligation documents initiated at the incident are properly prepared and completed.
- Brief agency administrative personnel on all incident-related financial issues needing attention or follow-up prior to leaving incident.

FUNCTIONAL BRANCHES/GROUPS/UNITS

The FAC works as a multiagency assistance center providing multiple services to affected population. In the FAC, multiagency coordination occurs across the different disciplines including public, private sector and NGOs involved in the FAC response.

Operations Section Overview

In order to maintain effective span of control, the Operations Section is organized into the following two branches:

1. Emergency Services Branch
2. Human Services Branch

Each branch ensures that essential services are provided in the FAC. Branches are detailed below to show responsibilities of the respective underlying groups.

Emergency Services Branch

Law Enforcement Group: The Law Enforcement Group commands, controls and coordinates law enforcement resources and activities at the FAC. The Law Enforcement Group is responsible for providing overall security, death notifications, traffic management, authenticating identities, and credentialing and linking to law enforcement agencies (county, state and federal) and appropriate dispatch centers if needed including liaising with an Intelligence and Investigations Section or Unit that may be set up at on scene command, EOC or Joint Field Office. The Law Enforcement Group will complete and maintain status reports for major incidents which occur in the FAC, provide input for the SITREP and assist/serve as an advisor to the Operations Section Chief as required.

EMS Group: The EMS Group provides emergency medical services to the FAC. EMS Group Supervisors coordinates Advanced Life Support (ALS) or Basic Life Support (BLS) units that are stationed at FAC. The EMS Group also coordinates FAC related ambulance transports.

Human Services Branch

Intake/Processing Group: The Intake Processing Team is responsible for registering individuals as they enter the facility and identifying a caseworker who should serve as that person's primary POC for the duration of his or her time at the FAC. The Intake Processing Team may be on-site and may coordinate Call Center on screening and intake if needed, or be off-site as part of the virtual FAC/Call Center if a physical FAC is not feasible due to the nature of the incident.

The Intake/Processing Team is comprised of the following positions (when staffed):

- Intake Processing Team Lead
- Intake Receptionist

- Intake Coordinator
- Intake and Processing Caseworker
- National Center for Missing and Exploited Children (child reunification)

Fatality Management Group: The Fatality Management Group is responsible for collecting information from family members about their missing loved ones. Team members should conduct interviews to obtain ante-mortem (preceding death) information to assist in victim identification as well as having other team members perform DNA collection. The ante-mortem interview should be facilitated by one person to ask questions and another to record this information after the interview is conducted. The interviewers must be trained specifically for FAC information collection as well as in principles of psychological trauma and crisis intervention. The interview team members become the case managers for that family for any aspect of victim identification. Certain Fatality Management Group personnel must be trained in DNA swab collection.

The Fatality Management Group is comprised of the following positions (when staffed):

- Group Supervisor
- Medical Examiner liaison
- Administrative specialist
- Behavioral health specialist
- Call taker specialists
- Data entry specialists
- Data/records coordinator
- Dental/Medical records acquisition specialists
- Documentation specialist
- Family History DNA specialists
- Information Collection coordinator
- Interview specialists
- Records Management Specialists
- Volunteer training specialist

Reunification Group (for injured victims): The Reunification Group (for injured victims) will assist in helping victims and their families reconnect. This may be at a hospital, at a reunification center, or at the FAC.

- Reunification Group Supervisor
- Hospital Liaison
- Missing Persons Officer

Behavioral Health Group: The Behavioral Health Group provides emergency behavioral health counseling to family and survivors at the FAC. All providers are trained in psychological first aid and/or grief counseling. Adults and children should be able to receive behavioral and mental health counseling. Psychological first aid for FAC staff involved in the event should also be available on-site. The Behavioral Health Team can also make referrals for longer term counseling. The Behavioral Health Team is comprised of the following positions (when staffed):

- Behavioral Health Group Supervisor

- Behavioral Health Provider
- Behavioral Health Team Lead
- Child Behavioral Health Provider
- Spiritual Advisor

The following functions/organizations may have roles and responsibilities associated with this base service:

- Mental Health/Community Services Board
- Social Services
- American Red Cross
- Health Department
- Crisis Response Teams

In addition, Crisis Counselors will perform psychological first aid to support individuals and family members who may be survivors of a disaster, or have lost a loved one. Crisis Counselors aid through the FAC process by providing emotional support and guidance when navigating the FAC, and often assist with completing paperwork and identifying resources critical to recovery. It is recommended to request crisis counselors during the onset in order to support victims and families entering the FAC.

In addition, confidentiality is an essential component of any effective counseling or stress management sessions or meetings. Without this assurance, trust would be broken and no real healing or open communication could take place. All personnel who utilize resources offered are expected to keep incident specific information confidential. Information shared during any part of this process is confidential and will not be utilized for any purpose other than the benefit of the individual/s involved. As per Florida Statute 491.0147, any discussions during a critical incident stress debriefing shall be considered privileged communication.

Death Notification Group: The Death Notification Group is responsible for notifying the legal next of kin of the death of their loved one after the medical examiner makes positive identification of the individual. The Medical Examiner is the only entity with legal responsibility for making positive identifications; therefore, the Medical Examiner or designee is an essential position of this functional group. The Death Notification Team is comprised of the following positions (when staffed):

- Death Notification Group Supervisor (Medical Examiner or designee)
- Death Notification Team Lead
- Law Enforcement Representative(s) from Law Enforcement Group
- Chaplain/Spiritual Advisor/Pastor/Clergy Representative(s)
- Foreign Consulate Advisor, if applicable
- Behavioral Health Provider(s)

Support Services Group: The Support Services Group provides social, victim and family assistance services to those affected who arrive the FAC. These services may be established as the resources allow. The Support Services Group will be responsible for providing the services needed for the victims and families. Depending on the incident the services provided in a FAC will vary. This team might include representatives from airlines, Chambers of Commerce, Office of Vital Statistics, Social Security Administration,

hotel/motel lodging, funeral home associations, etc. The Support Services Team is comprised of the following positions (when staffed):

- Support Services Group Supervisor
- Support Service Agency Representative
- American Red Cross Representative (as applicable)

These services provided by the Support Services Group are listed below:

Victim Services

In some situations, services provided through the local Victims Services office or through the state/Federal government may be available to victims of a mass casualty or mass fatality. Applicant screening, information, and referral to these services may be considered within the FAC operation.

The Florida Crisis Response Team (FCRT) is an available resource to the central Florida region. The FCRT is a state team trained using the National Organization for Victim Assistance (NOVA) model. This resource can provide trained victim assistance specialists and crisis interventionists to assist in meeting the emotional needs of traumatized victims of disasters, crime and terrorism. To contact the FCRT within the 9th Judicial Circuit (Orange, Osceola, and Lake Counties) contact Christine Mouton at 321-217-3696. If Christine Mouton is unavailable or the incident is outside of the 9th Judicial Circuit, contact the UCF Victim Services Hotline at 407-823-1200 to be connected with a local FCRT Coordinator. IN addition, The Incident Commander or the DBH liaison may contact the FCRT to request a strike team by contacting the FCRT at 321-325-0844 or fcrt1987@gmail.com

The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

- Office for Victims of Crime
- Department of Justice
- Social Services

Spiritual Support

The FAC should house multi-denominational spiritual support by qualified spiritual leaders. In a traumatic event, spiritual support may help alleviate suffering or facilitate coping with great loss. Consideration should be given to ensuring spiritual leaders meet agreed upon requirements such as trauma mass casualty training etc. The following functions/organizations may have roles and responsibilities associated with this essential base service:

- Emergency Management
- Faith-based organizations
- Non-governmental organizations

Personal Effects

The FAC can also provide information on the procedures regarding the return of personal effects. Personal effects may be held for evidence for extended periods. It is possible that some personal effects recovery, processing and disposition will occur at the FAC.

The following functions/organizations may have roles and responsibilities associated with this essential base service:

- Law Enforcement Group
- Fatality Management Group
- Transportation carrier or their contracted vendor, if involved (NTSB incident)

Day Care Services

The FAC will house an on-site day care area for the children and elders of family and survivors and staff or coordinate referrals to off-site services. On or off-site day care area should be staffed by pre-identified, qualified caretakers. It is recommended all caretakers pass a background check prior to the FAC deployment and wear identification while working. On or off-site services should be coordinated with multiple community partners. The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

- Social Services
- Florida Department of Children and Families (DCF)
- Parks and Recreation
- Non-governmental and private sector organizations (child and adult day care providers)

Day Care Services will be working closely with Logistics Section for service and support.

Food Services

Daily meals, including breakfast, lunch, dinner, and snacks, should be provided, and such meals should accommodate infants, children, elderly and individuals with special dietary food allergies or requirements. These services should be coordinated in conjunction with the affected jurisdictions' EOC. Actual services provided will be dependent on the type of facility being utilized and number of meals required. There are agencies/organizations that can assist in ensuring appropriate foods are being served in the aftermath of a mass casualty/mass fatality incident. For example, certain foods may be insensitive to serve (such as barbeque meat, sauces, etc.) and foods should be ethnically appropriate when possible. The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

- Adult Detention Center
- Public Schools
- American Red Cross
- Non-governmental organizations
- Private-sector
- Salvation Army

Please note that the Food Unit in the Logistics Section will be responsible for responder feeding and counts and will be coordinating with Support Services Group.

Referral Services

The FAC should provide on-site expertise for referrals to appropriate off-site services that may not be available at the FAC. The FAC should not serve as a shelter. If needs or services relating to housing or sheltering are identified, these services should be provided

as described in the jurisdiction's mass care or temporary housing plans. Clients may also be directed to an information portal for information and referrals to off-site services. These services should be identified by FAC management based on the magnitude, scope, and needs of the incident. The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

- Health and Human Services (to include the Office of Vital Statistics)
- 211 /311/ (applicable jurisdiction call center, non-emergency help and information service line number)
- State morticians, funeral directors, and cemetery, cremation and funeral associations
- County assistance for funeral services, if indigent

Medical Services

Basic first aid care should be available within the FAC. Anyone requiring full medical attention will be transported to an appropriate medical facility via coordination with EMS Group. The following functions/organizations may have roles and responsibilities associated with this essential scalable service:

- Fire and Rescue Services
- Health Department
- Medical Reserve Corps
- Volunteer Agencies
- American Red Cross

Non-Essential (Secondary) Services

Non-essential services are services that may be identified as necessary but may not necessarily be the responsibility of the FAC to provide as the roles and responsibilities to address these needs are detailed and assigned in other aspects of the affected jurisdictions Comprehensive Emergency Management Plan (CEMP). For example, housing may be a long-term recovery issue and is addressed through other jurisdictional plans. If the need for these services is identified, the FAC Manager/IC in coordination with the EOC should determine the appropriate means for addressing these needs which may include providing them through the FAC or providing referrals to the appropriate, responsible entity.

Clothing/Personal Care Services: The FAC may provide emergency clothing and personal care hygiene items at the FAC. The American Red Cross or another community partners may assume this responsibility, if applicable.

Financial Assistance: The FAC may provide services to assist family and survivors in obtaining economic assistance from existing and emergency-initiated local, state, Federal, and non-governmental organization resources. Such assistance may include disaster assistance, rental assistance, food stamps or cards, and victim's assistance.

Housing: The FAC may provide services to assist family and survivors in obtaining emergency housing, including pre-identified shelter sites, creation of temporary housing, and hotels.

Personal ID Services: The FAC may provide services to assist family and survivors in obtaining temporary replacement of personal identification, such as proof of birth, residency, and/or citizenship, to receive services and/or resume activities of daily life.

Transportation: The FAC may provide services to assist family, survivors and staff in obtaining appropriate public or private transportation as needed.

Logistics Section Overview

The Logistics Section is responsible for planning and executing the acquisition and movement of supplies, equipment, personnel and providing facilities in support of the FAC deployment and response. The Logistics Section is also responsible for tracking the status of resource requests from placement to fulfillment.

The Logistics Section is responsible for the following:

- Identify potential sources of resources, including vendors, partner agencies and other jurisdictions through mutual aid,
- Procure, track and arrange for the delivery of materials and/or equipment required to support the response.
- Track the status of resource requests, including requests forwarded to affected jurisdictions' County EOC.
- Identify, acquire, renovate and provide logistical services for facilities required to support the incident response.
- Support the establishment of material/equipment warehousing, distribution centers and staging areas, when directed.
- Coordinate the acquisition of supplementary staff through use of temporary staff agencies, community volunteers, mutual aid agreements or other available sources.
- Coordinate the screening, acceptance and handling of donated materials and services.
- Coordinate logistical support services for the FAC.

In order to maintain effective span of control, the Logistics Section is organized into the following units:

1. Facilities Management Unit
2. Site Safety Unit
3. IT/Communications Unit
4. Food Unit
5. Volunteer/Donations Unit

Each unit ensures that essential logistics functions are performed in the FAC response. Logistics section responsibilities are detailed below.

Facilities Management Unit The Facilities Management Unit is primarily responsible for the layout and activation of FAC facility. The unit provides sleeping and sanitation facilities for incident personnel and manages all facilities operations. Each additional facility is

assigned a manager who reports to the Facilities Unit Leader and is responsible for managing the operation of the facility. The basic functions or activities are to provide site services, and general maintenance.

Other responsibilities include:

- Participate in Logistics Section planning activities.
- Determine requirements for FAC facility.
- Prepare layouts of FAC facilities.
- Notify unit leaders of facility layout.
- Activate FAC facilities.
- Provide sleeping facilities.
- Provide security services.
- Provide facility maintenance

Site Safety Unit: The Site Safety Unit is responsible for ensuring the security of FAC clients and staff. Law enforcement will staff a FAC 24 hours per day, maintaining peace among clients and preventing unauthorized people – including all media, and items (e.g., drugs, alcohol or weapons) from entering the facility.

IT/Communications Unit: The IT/Communications Unit is responsible for developing plans for the effective use of FAC communications equipment and information technology; installing and testing of communications equipment; set up of WIFI network and hardwired internet connections; distribution of communications equipment to incident personnel; and the maintenance and repair of communications equipment.

Other responsibilities include:

- Prepare and implement the Incident Radio Communications Plan (ICS Form 205) if needed.
- Ensure personal portable radio equipment from cache is distributed per Incident Radio Communications Plan.
- Establish appropriate communications distribution/maintenance locations.
- Ensure communications systems are installed and tested.
- Ensure an equipment accountability system is established.
- Provide technical information as required on:
 1. Adequacy of communications systems currently in operation.
 2. Geographic limitation on communications systems.
 3. Equipment capabilities/limitations.
 4. Amount and types of equipment available.
 5. Anticipated problems in the use of communications equipment.
- Supervise Communications Unit activities.

- Maintain records on all communications equipment as appropriate.
- Ensure equipment is tested and repaired.
- Recover equipment from relieved or released units.

Supply Unit: The Supply Unit is primarily responsible for ordering personnel, equipment and supplies; receiving, and storing all supplies for the incident; maintaining an inventory of supplies; and servicing non-expendable supplies and equipment.

Other responsibilities include:

- Participate in Logistics Section planning activities.
- Determine the type and amount of supplies required to open a FAC.
- Review SITREP for information on operations of the Supply Unit.
- Order, receive, distribute, and store supplies and equipment.
- Receive and respond to requests for personnel, supplies and equipment.
- Maintain inventory of supplies and equipment.
- Service reusable equipment.

Volunteers/Donation Unit: The purpose of the Volunteers/Donation Unit is to expedite the delivery of voluntary goods and services to support relief efforts in FAC and the disaster-affected area. The Volunteers/Donation Unit is also the lead to coordinate response/recovery efforts as related to volunteers (pre-assigned and convergent) and to assure the expeditious response/recovery delivery of donated goods to the victims. The Volunteers/Donation Unit is also responsible for maintaining a call-in number for the public to donate goods and/or services and maintain adequate communications with all volunteer organizations.

Food Unit: The Food Unit is responsible for providing feeding services for the entire FAC operations, including all remote locations (e.g. Staging Areas, Camps, Reunification centers), as well as providing food for personnel unable to leave tactical field operations. This responsibility includes determining food and water requirements, planning menus, ordering food, providing cooking facilities, cooking and serving food, maintaining food service areas, and managing food security and safety concerns. In addition to feeding incident personnel, the Food Unit Leader must also ensure that the provided foods meet appropriate nutritional and cleanliness standards.

If a specific unit within the Logistics Section is not activated, the responsibility for that function falls to the LSC. For example, if the Food Unit is not activated, the responsibilities that would normally be held by the Food Unit Leader would then be absorbed by the LSC.

Other responsibilities include:

- Determine food and water requirements for FAC personnel throughout the entirety of a deployment.
- Plan menus.
- Order food.

- Provide cooking facilities.
- Cook and serve the food (as needed).
- Maintain the food service areas.
- Manage food security and safety concerns.
- Complete and maintaining status reports for major issues or incidents.
- Determine methods of feeding for each facility being used in incident response, and
- Determine availability of Non-Governmental Organizations (NGOs) to assist in feeding operations.

Planning Section Overview:

The Planning Section is responsible for collecting, evaluating, and disseminating information about the FAC. One of the most important functions of the Planning Section is to look beyond the current and next operational period and anticipate potential problems.

Other responsibilities include:

- Collection and evaluation of FAC situation.
- Preparing Situation Reports (SITREPs).
- Displaying situation information.
- Maintaining status of resources.
- Coordinating incident demobilization.
- Providing a primary location for technical specialist assigned to a FAC.
- Providing duplication services.
- Preparation of required incident related documentation.
- Collecting official documentation and creating an incident file for the FAC.

In order to maintain effective span of control, the Planning Section is organized into the following units:

1. Documentation Unit
2. Demobilization Unit
3. Situation Unit

Each unit ensures that essential planning functions are performed in the FAC response. Planning section responsibilities are detailed below.

Documentation Unit: The Documentation Unit is responsible for the maintenance of accurate, up-to-date FAC files. Duplication services will also be provided by the Documentation Unit. FAC files will be stored for legal, analytical, and historical purposes. Other responsibilities include:

- Set up work area; begin organization of FAC files.
- Establish duplication service; respond to requests.

- File all official forms and reports.
- Review records for accuracy and completeness; inform appropriate units of errors or omissions.
- Provide incident documentation as requested.
- Store files for post-incident use.
- Based on above analysis, add additional personnel, work space and supplies as needed.

Demobilization Unit: The Demobilization Unit will begin planning for demobilization upon activation. The Demobilization Unit is responsible for developing the FAC Demobilization Plan. On large FAC deployments, demobilization can be quite complex, requiring a separate planning activity.

Demobilization can be done by scaling back services as they are no longer needed. For example, the staff of ante-mortem interviewers can be scaled back and demobilized once all interviews have been conducted and data collected. When considering closing the FAC, ensure families are given information regarding resources in their local community that can be helpful in their community such as victim advocates and behavioral health professionals.

The Demobilization Unit has additional responsibilities that include:

- Review incident resource records to determine the likely size and extent of demobilization effort.
- Coordinate demobilization with Agency Representatives.
- Identify surplus resources and probable release time.
- Develop incident check-out function for all units.
- Evaluate logistics and transportation capabilities to support demobilization.
- Develop a FAC Demobilization Plan detailing specific responsibilities and release priorities and procedures.
- Prepare appropriate directories (e.g., maps, instructions, etc.) for inclusion in the demobilization plan.
- Distribute demobilization plan (on and off-site).
- Ensure that all Sections/Units understand their specific demobilization responsibilities.
- Supervise execution of the FAC Demobilization Plan.
- Brief Planning Section Chief on demobilization progress.

Factors to consider when determining the closure of the FAC:

- Number of families visiting the FAC each day
- Number of victims that remain unidentified
- Need for daily briefings (rapidly changing information)

Before deciding if FAC operations will cease, the FAC Manager/IC should ensure that all needs can be met outside of the FAC. All persons coming to the FAC should be provided the appropriate resources to continue the process once the FAC has been closed.

Situation Unit: The Situation Unit collects, processes, and organizes ongoing situation information, prepares SITREPs, and develops projections and forecasts of future events related to the FAC. The Situation Unit also prepares maps and gathers and disseminates information and intelligence for use in PIO. This unit may also require the expertise of technical specialists and operations and information security and HIPPA specialists.

Other responsibilities include:

- Begin collection and analysis of FAC data as soon as possible.
- Prepare, post, or disseminate resource and situation status information as required, including special requests.
- Prepare periodic predictions or as requested.
- Prepare Situation Reports (SITREPs) as prescribed by the Planning Section Chief to include details about current information concerning the FAC.
- Provide photographic services and maps if required.

Resource Unit

The Resource Unit is responsible for maintaining the status of all assigned resources (primary and support) assigned by the EOC or jurisdiction to the FAC. This is achieved by overseeing the check-in of all resources, establishing a proactive collaboration with the Supply Unit and other components of the Logistics section, maintaining a status-keeping system, and maintenance of a master list of all resources once an incident begins.

Other responsibilities include:

- Establish check-in function at the FAC.

- Prepare Organization Assignment List (ICS Form 203), Organization Chart (ICS Form 207), and Incident Check in form (ICS211) if needed.

[illegible]

- Prepare appropriate parts of Division Assignment Lists (ICS Form 204) if needed.
- Maintain the current status and location of all resources.
- Maintain master roster of all resources checked in at the FAC.

A Check-in/Status Recorder reports to the Resources Unit Leader and assists with the accounting of all incident assigned resources. We recommend use of an ICS 211 form

Finance/Administration Section Overview

The Finance/Administration Section has five major responsibilities:

1. Provides policy guidance and establishes procedures to authorize the commitment and payment of funds. Provides recommendations and guidance to and receives direction from the jurisdictions' Agency Administrator on financial matters.
2. Coordinates the accounting for personnel time during the FAC response and recovery efforts, and ensuring that employees continue to receive pay, health insurance and retirement benefits.
3. Tracks and processes payments of vendor purchase orders, contracts, claims and other payments during the emergency.
4. Ensures that an accurate accounting of the cost of deploying a FAC team and operating a FAC is maintained. This includes accounting for personnel time, the

cost of services provided and for acquiring and maintaining FAC facilities, materials and equipment, and

5. Ensures the management and direction of all administrative matters pertaining to compensation for injury and claims-related activities for an incident are adhered to and documented.

Other responsibilities include:

- Establish a work area to deal with injury compensation and claims located within the FAC or as close as possible to the FAC.
- Review Incident Medical Plan (ICS Form 206).
- Review procedures for handling claims with affected jurisdiction officials.
- Periodically review logs and forms to ensure compliance with agency requirements and policies.
- Ensure that all compensation for injury and claims logs and forms are complete and routed to the appropriate agency for processing prior to demobilization.
- Brief Manager/IC on current problems and recommendations, outstanding issues, follow-up requirements, and make cost-saving recommendations.
- Coordinate with agency finance personnel on cost reporting procedures.
- Collect and record all cost data.
- Develop incident cost summaries.
- Prepare resources-use costs estimates for the Planning Section.
- Complete all records prior to demobilization.
- Review incident needs and any special procedures with Unit Leaders, as needed.
- Coordinate with local jurisdiction on plans and supply sources.
- Develop a FAC Procurement Plan.
- Prepare and authorize contracts and land use agreements.
- Draft memoranda of understanding.
- Establish contracts and agreements with supply vendors.
- Provide for coordination between the Supply Unit and all other procurement organization supporting the FAC.
- Ensure that a system is in place which meets agency property management requirements. Ensure proper accounting for all new property.
- Interpret contracts and agreements; resolve disputes within delegated authority.
- Coordinate processing of claims.
- Ensure that daily personnel time recording documents are prepared and in compliance with agency(s) policy.
- Maintain separate logs for overtime hours.
- Maintain separate logs for volunteer hours.
- Release time reports from assisting agency personnel to the respective Agency Representatives prior to demobilization.

Planning Cycle

The cyclical planning process is designed to take FAC priorities and objectives and break them down into tactical assignments for each operational period. Planning for each operational period begins with the Manager/IC or Unified Command setting objectives and/or priorities. The objectives are set based on the continued assessment of the situation and the progress made at the FAC.

FAC Command & General Staff Meeting

The Command & General Staff Meeting is the opportunity for the Manager/IC/Unified Command to meet with the staff to gather input or to provide immediate direction for the FAC shift. This meeting occurs prior to doors opening for the day. It is also the opportunity to articulate and approve large resource requests and to share important information regarding FAC operations.

The Planning Section Chief facilitates this meeting. The Manager/IC/Unified Command presents the priorities and FAC objectives and articulates guidance on how incident operations should proceed. The participants review the SITREP and discuss strategies for accomplishing priorities and objectives for the day. Please see Table 2 on the next page for Command and General staff agenda.

Table 2 – Command & General Staff Meeting Sample Agenda

Agenda Topic	Briefed By
Roll Call and introduction of new participants, and agencies	Planning Section Chief
Opening Remarks	FAC Manager/IC
Staff Orientation – reporting structure briefing <ul style="list-style-type: none">▪ FAC Management Team▪ Greeter▪ Agency representatives	FAC Manager/IC
Workspace Orientation <ul style="list-style-type: none">▪ Physical layout▪ Work areas▪ Traffic flow▪ Lighting▪ Restrooms▪ Phones▪ Computers▪ Printers▪ Fax▪ Signs▪ Supplies▪ Cleaning	Logistics Section Chief

<ul style="list-style-type: none"> Food/drink 	
Agenda Topic	Briefed By
FAC Ground Rules <ul style="list-style-type: none"> Speaking to the media Respecting privacy Protecting documents/records No private contractors allowed No referrals to private contractors Requirement to attend Morning Meeting/Daily Briefing Safety and Security Parking 	FAC Manager/IC
Expectations of staff <ul style="list-style-type: none"> Sign in and out Attendance Know other players/services Keep focus on larger picture 	FAC Manager/IC
Present FAC priorities and objectives for the day	Planning Section Chief
Describe/update current situation	Situation Unit Leader
Open discussion and updates from Command & General staff, including the following: <ul style="list-style-type: none"> Current status and issues Constraints, limitations, and shortfalls Expected outcomes at the end of day Resources and personnel update Safety update Public information or rumor control update Finance update 	Operations Section Chief Logistics Section Chief Finance Section Chief Safety Officer Public Information Officer Liaison Officer
Outstanding resource requests to be approved	FAC Manager/IC
Questions & Answers	Planning Section Chief
Closing Remarks	FAC Manager/IC

INITIAL RESPONSE ACTIONS

Initial response activities focus on meeting urgent mass care needs of survivors such as food and shelter, victim services, and family reunification. In ongoing stages of response, the continued provision of reunification and family assistance services are determined by the type, scope, complexity and duration of the incident and the impact on community and infrastructure. Close coordination will take place among local and, if activated, State and Federal agencies and NGOs that provide family assistance services. Initial response actions include:

- On-scene incident command (first responders) should notify emergency management and other jurisdiction officials of an incident that may require FAC operations.
- Emergency management staff should begin to assess incident-specific information and determine if emergency operations center (EOC) operations are warranted and should coordinate with Human Services and other appropriate agencies to determine the need for FAC activation.
- If FAC activation may be required, emergency management and public safety officials should initiate the appropriate internal and external notifications to staff and support agencies to prepare to deploy and establish a FAC. The FAC Manager/IC will commence call down or text notifications of FAC Management Team.

Activation

The following serve as triggers of a FAC activation.

- Any incident where establishment of a FAC will enhance response operations.
- A FAC should be established under a variety of mass-casualty situations. FAC operations should be activated as early into the event as possible. Preliminary services or a FRC can be offered that include providing accurate information, meeting basic health and spiritual needs, and ensuring a safe place to gather while the FAC is being established.
- Emergency Management in coordination with the appropriate agencies having responsibility for FAC operations should have the decision-making authority for activation of a FAC. Jurisdictions should identify the agencies having authority for activating and requesting deployment of a FAC team to operate the FAC.
- If a FAC is established, at least a partial activation of the Emergency Operations Center (EOC) is strongly suggested to provide necessary initial support to the FAC operation.
- Emergency Management and FAC support agencies should coordinate to

determine the location of the FAC. FAC locations may be pre-determined through established memoranda of understanding (MOU). The facility should be physically located away from the disaster scene, the incident morgue, and staging areas yet still close enough for staff to travel back and forth as needed.

- As staff arrive at the FAC, the designated FAC Manager/IC should make position assignments. The position assignments may be determined prior to an incident based on day-to-day roles and responsibilities, training, and experience but may be adjusted as needed based on staff availability and incident requirements.
- The services provided at a FAC are scalable depending upon the size of the event. However, there are services that are essential to any FAC operation, as well as services that may be deemed optional.

FAC Triggers

The numbers provided below from the Metro Orlando Family Assistance Guidance Plan serve as guidance only and may not necessarily be applicable or appropriate in every situation. For example, 15 victims may result in 150 family members seeking assistance at a FAC (based on a 1:10 ratio). In this situation 150 may be enough to require a significant FAC operation. However, if the 15 victims all belong to one family it might not require a FAC operation. Consideration should also be given to the number of victims (survivors) vs. fatalities as the greater the number of fatalities the more likely a FAC operation will be necessary.

Table 3 – FAC Activation Criteria

Number of Victims	FAC Activation	Building Size* (Sq. Footage or # of rooms)	Estimated # of family members
<15	Optional	Small	150
16-50	Automatic	Medium	160-500
50+	Automatic	Large	500+

**A small building can be an office suite or single floor of a building (individual rooms for private interviews will still be necessary).*

**A medium building can be a hotel ballroom in conjunction with one or two meeting rooms, a library, or a school building.*

**A large building can be a larger hotel utilizing all ballroom and meeting room space, or a convention center.*

In addition, MCI Levels can be utilized by jurisdictions as criteria for FAC activation.

According to the Standard- Florida Incident Field Guide section 14

MCI Levels are:

- MCI Level 1 (5-10 victims)
- MCI Level 2 (11-20 Victims)
- MCI Level 3 (over 21 Victims)
- MCI Level 4 (over 100 Victims)
- MCI Level 5 (over 1,000 Victims)

FAC Activation Levels

Staffing needs will vary based on the FAC activation level. The activation levels of a FAC mirror those of an EOC activation. Please see table 4 below.

Table 4 – FAC Activation Levels

FAC Activation Level	Level Determination
Level 3	Less than 15 survivors/fatalities
Level 2	16-50 survivors/fatalities
Level 1	50+ survivors/fatalities
Virtual FAC*	<ul style="list-style-type: none"> ▪ Incident type, location and/or severity prohibits traditional FAC activation ▪ Examples include Chemical, Biological, Radiological, Nuclear or Explosive incident where assembly at a traditional FAC would be unsafe

Once activated the following additional initial actions will be taken at the FAC:

- The primary and support agencies for identification and assessment of family assistance are in place and have conducted assessment of needs (e.g., equipment and supplies required to aid in the provision of family assistance services).
- ESF #6 and ESF # 8 will provide a representative at the local affected community's EOC and will deploy staff to designated FAC and other dedicated sites where reunification and family assistance services have been designated to be carried out.
- FAC Management Team will coordinate with local EOC to conduct a human needs assessment to better understand community needs
- FAC Management Team will implement established protocols for the handling of unaccompanied minor children, inclusive of:
 - Reception centers/Reception Processing Sites with accommodations for unaccompanied minors separated from parents or guardians will be established within the FAC and/or FRC.
 - Establishing tracking processes and procedures for the tracking of unaccompanied minors and persons seeking assistance at FAC.

- Implement processes for the reunification of unaccompanied minors with parents or guardians.
- Use intake and reunification forms, protocols, and processes to help expedite the reunification of unaccompanied minors with their parents or guardians.
- Assign security to rooms, areas of day care, reception centers, or FACs where unaccompanied minors will be held while awaiting reunification.
- Make the National Emergency Child Locator Center (NECLC) available to parents or guardians seeking missing children. NECLC is operated by the National Center for Missing and Exploited Children when a disaster has a presidential declaration.
- Provide resources to access The National Emergency Family Registry and Locator System which is designed to help families reunite when they have become separated during a disaster.

Resource Requests

Note: the team has identified no equipment needs. The resource request process will be updated in the next plan revision to make requests for resources through the incident chain of command.

Resource requirements to support FAC operations are determined by assessments performed during and following an incident and ongoing coordinated communication between the FAC, the County EOC, and the appropriate NGO partners.

Resource requests will be coordinated through the Logistics Section Chief in the FAC and routed to the Supply Unit utilizing an ICS 213 RR form below.

FAC or EOC Team USE ONLY

Request Number: _____

**ICS 213-RR
General Message/Resource Request**

Incident Name:	Date Prepared:	Time Prepared:
Operational Period Date: From: To:	Operational Period Time: From: To:	
To (Print Name):	Location (FAC/EOC/ICP/etc.):	ICS Position:
From (Print Name):	Location (FAC/EOC/ICP/etc.):	ICS Position:
Subject:		

Message

Signature (Requestor):	Phone Number (Requestor):	Date:	Time:

Resources Required (To Logistics)

Type of Resource (e.g. Personnel, Facilities, etc.)	Quantity	Reporting Location	Description of Resource	Mission # (If Applicable)	Date/Time Required	Date/Time Filled
Logistics Section Chief Signature:				Date:	Time:	
Unified Command Signature:				Date:	Time:	

Reply (Fill Information, Comments, Etc.)

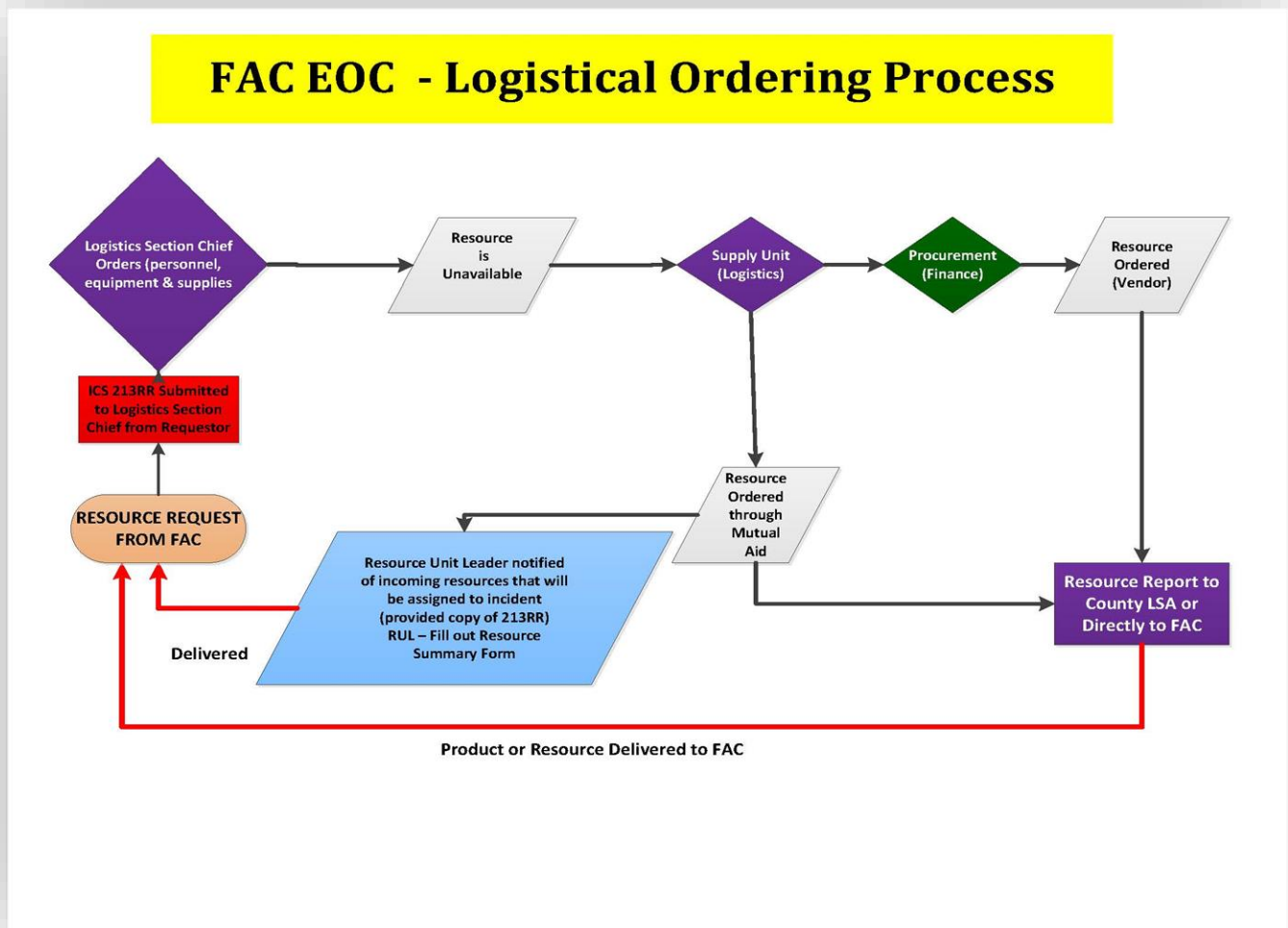
Signature (Logistics):	ICS Position:	Date:	Time:	ICS Form 250 REQ #:	

ICS 213-RR (6/12)

B9KGLBCF-15

RESOURCE REQUEST PROCESS

Please be advised that as a deployed FAC Management Team you may be required to follow the requesting county's resource request process and local procurement regulations and codes. Please see sample process below that could be utilized by FAC or an EOC.



LOGISTICS

Resources must be organized, assigned, and directed to accomplish FAC objectives. Managing resources safely and effectively is one of the most important considerations when operating a FAC. As noted above, the Logistics Section orders or acquires the needed resources. The Logistics Section serves as the single ordering point for all requested resources, including mutual aid resources.

TRANSPORTATION

The affected County's transportation assets may be used by the FAC with approval. FAC Logistics Section may also request additional regional transportation assets via the EOC.

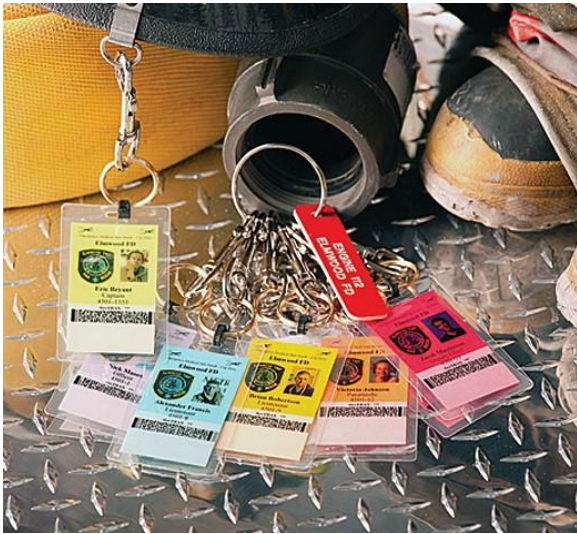
Security and Credentialing

The FAC should be a secure facility that provides a safe environment for the families, survivors, and the staff. A credentialing system that includes badge creation and card reader capabilities is useful to have in place prior to an event. In the absence of equipment for this a standard operating procedure should be in place pre-event that describes the types of identification that should be recognized and a system for tracking entrance and departure from the facility.

There are many technologies available for credentialing and badging that can be procured and utilized.

Table 5 – Technologies to Identify, Credential and Track Public and Responders

TECHNOLOGY	DESCRIPTION
Wristband	Color-coded wristbands worn for ID purposes
Barcoding	Printed lines, dots, or circles containing machine readable information, read by optical scanners
Smart cards	A card which stores imbedded microchip used for ID, requires a reader a structure
Geographical information system	Uses spatial technology and user data to track victims from location to location
Wireless communication devices	Cell phone technology which allows for victim positioning
Intelligent triage tags	Electronic triage tag using sensors, and memory, allowing for wireless transmission capabilities



Site Selection: The type of mass fatality incident and the number of fatalities and persons needing assistance will affect FAC site selection. Location and functional capability are important when determining the site. Consider pre-identifying potential facilities in different geographical areas in the region.

Selecting a facility for a FAC should be considered during the planning process by the FAC Team. Having pre-identified facilities may assist with the decision-making process when an incident occurs. However, how family assistance is managed will depend on the incident, extent of pre-planning, the resources at hand, and the jurisdiction's decisions regarding how family assistance will be provided.

Possible locations for a FAC are a hotel, convention center, college, or community center. In rural areas, tents may be used. A neutral, non-religious site is preferred because some families may be uncomfortable coming to a religious structure.

Basic Infrastructure Needs

When identifying potential facilities and their infrastructure capabilities, it is also important to determine and understand capacity. Base capacity requirements on the expectation of eight to 10 family members for each potential victim plus the FAC staffing requirements. Understanding the limits of a facility will lead to more effective facility selection, planning, and setup. Facility at a minimum should contain the following:

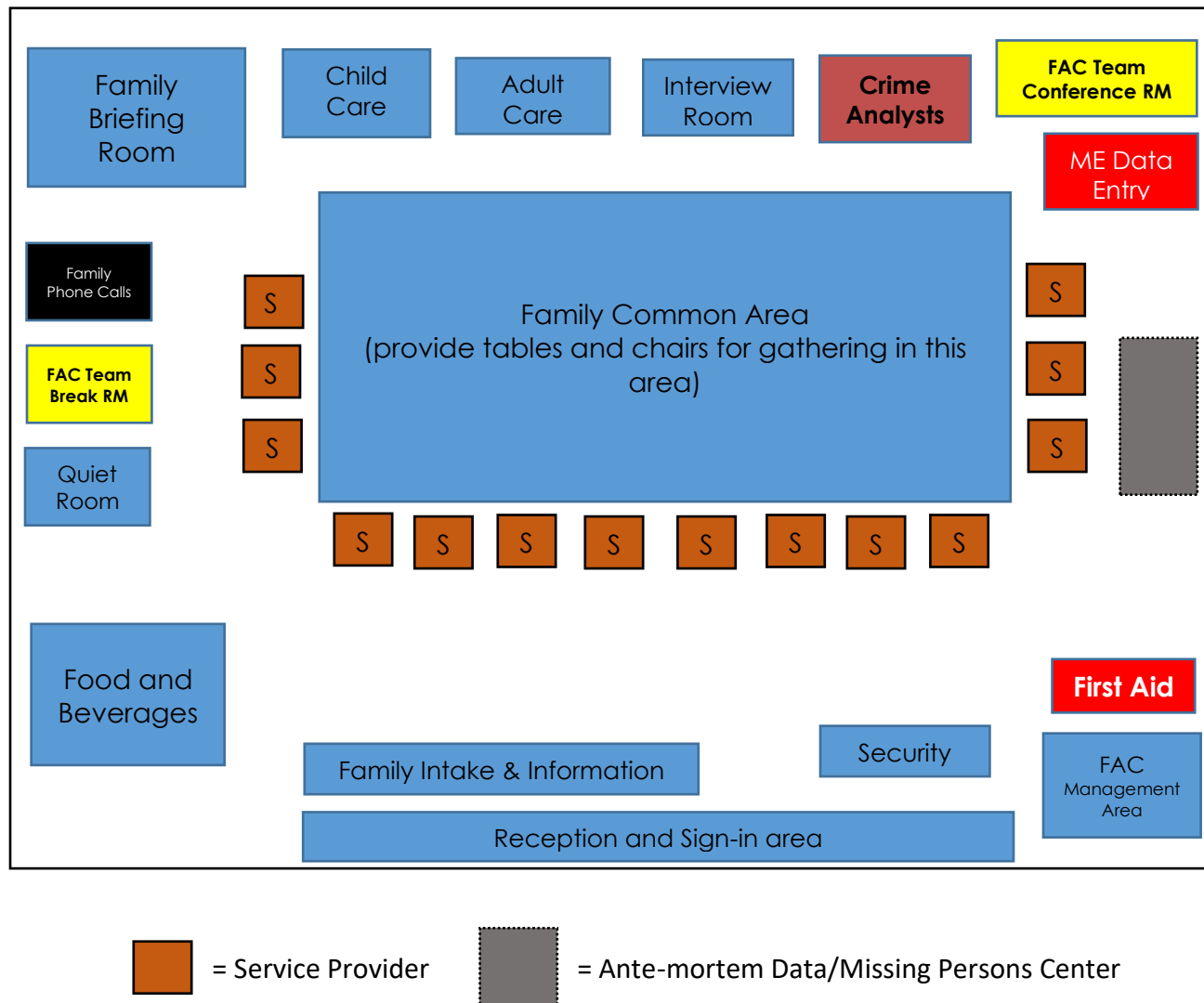
- Electrical Power
- Multiple Land Lines (telephones) and Cellular Telephone Reception
- Internet Service
- Controlled Heat/Air Conditioning (depending on climate)
- Hot and Cold Running Water
- Multiple Rest Rooms (allowing for separate areas for families and staff)

- Sewage
- Food Service Capability
- Adequate Parking
- Security Provisions (controlled access with perimeter for privacy from media and intruders)
- Accommodations for disabled family members/staff
- Screening (from view of the media)
- Generator(s) and back-up infrastructure
- Break-out rooms and designated outdoor area for service animals and/or comfort dogs for rest period
- Interview rooms and conference rooms for specialized team (Law Enforcement, Medical Examiner Victim Identifications team)

Space and Floor Plan Requirements for FAC Functions:

The floor plan must accommodate simultaneous and effective performance of many services for the families and friends of victims. The space must be large enough to accommodate needed services. It is estimated that each participating agency will need 150 square feet. The total square feet may vary from as few as 1200 square feet to more than 5000 square feet. Consequently, it is good to identify a variety of buildings of different sizes in different locations within your jurisdiction. A sample floor plan is provided on the following page, in Figure 1.

Figure 1– FAC Floorplan



*Note = All items are meant to be scalable to fit the needs of the current incident. Each incident will have unique characteristics and services will need to be tailored to that event. It is estimated that each participating agency may will need 150 sq. ft.

Separate Entrances for Staff and for Families

The entrance for families should allow protection of family privacy and be away from media access. The separate entrance for staff is important so that staff can check-in, be briefed, and receive their assignments before they interact with families.

Reception and Information Desk

The reception and information desk area serves as a gatekeeper for the FAC to ensure that only family of possible victims and invited guests come to the FAC. FAC staff should

greet families, gather basic information, provide information on FAC services, and provide instructions for signing in and out of the FAC. Desks/tables with chairs, phones, and a system for creating photo identification (ID) badges for family members and friends may be needed.

Large General Assembly Room with Public Address System

This room should be large enough to accommodate all family (8-10 per potential victim) for the family briefings. It must be able to accommodate a phone and conference bridge capabilities that enables families away from the FAC to participate in the family briefings via speaker phone with a toll-free number and facilitate translation services. Sign language services may be required during the family briefing.

In the family briefing room, consider the following:

- Signs requesting attendees to turn off pagers and cellular phones during the family briefings to prevent interruptions and help keep the focus on the families.
- Displays with newspaper biographical articles about each victim, obituaries as they appear in the paper, family information needs (map of FAC, information on available services, meeting notes from family briefings, etc.).
- A long memorial table(s) where families can place photos and other remembrance items.
- Tables (on the opposite side of the room) with donated gifts, cards and letters of condolence from people and agencies.
- A question and comment box for families to express their needs and make recommendations to the FAC staff. Every comment and question should receive a response from FAC management.
- Tissue boxes on tables where families enter and exit the room.

Reflection Room

This is space for families and friends to quietly reflect, meditate, pray, seek spiritual guidance, and observe religious practices. The reflection room must be designed and furnished to respect diverse cultures and beliefs.

Interview Rooms for Ante-mortem Data Collection/Death Notifications

These rooms are used by the District Medical Examiner's Office to collect ante-mortem information for identification and for death notifications. At least some of the rooms should be large to accommodate large families and a Notification Team. They must be quiet and private because these meetings are often emotionally charged and long.

The Victim Information Center (VIC) is often times co-located with the ante-mortem data collection area. It is recommended to provide the VIC with the following space:

- 200 sq. ft. Admin/Command
- 300 sq. ft. VIC Records Management/Computer Server
- 400 sq. ft. Data Entry/Auditing
- 100 sq. ft. Dental & Medical Records Acquisition

- 1,000 sq. ft. Call Center (@ 100 sq. ft. per call taker, depends on number of call takers) - These call takers will be fielding and vetting information from the main helpline call center.
- 2,000 sq. ft. Briefing Room for group family meetings

Total size: 4,000 sq. ft.

Suggested Number of Interview Rooms for private family meetings:

- < 100 deceased and injured: 6 rooms
- 101 to 200 deceased and injured: 12 rooms
- > 201 deceased and injured: 15 rooms

If hotel rooms are used, replace the bedroom furniture with couches and chairs. It may be preferable for Notification Teams to go to family's home rather than require families to come to the FAC. Cars may need to be available to Notification Team members for families who prefer to have the Notification Team come to their homes.

Quiet Rooms for Counseling/Spiritual Care/Emotional Support

Several rooms should be available to provide a private space where families can receive counseling and emotional support from clergy, mental health professionals and grief counselors. These rooms can also be used for family members to spend time together and to use the telephone to contact other relatives and friends.

Suggested Number of Rooms for Counseling/Emotional Support:

- ≤100 fatalities: 3-5 rooms
- 101-200 fatalities: 10-12 rooms
- ≥200 fatalities: 15-25 rooms

If hotel rooms are used, replace the bedroom furniture with couches and chairs.

First Aid Station

Family and survivors may require medical attention. An ambulance should be on standby at all times to transport patients to area hospitals if necessary. This area may be very busy during the first few days.

Child Care Center

A child care center is recommended to provide an area for children to be cared for during families' lengthy, emotionally challenging stays at the FAC. Consult local licensing requirements for child care centers.

Suggested requirements based on recent mass fatalities are:

- Secluded area of the facility away from high traffic areas.
- Controlled entrance.
- Easily accessible bathroom facilities.
- Running hot and cold water.
- Area for diaper changing.

- Trash storage.
- Sufficient space to support children's play and movement, but limit running opportunities.
- Telephone.
- Secondary space should be available to support overflow, separate ages (infants, pre-K/Kindergarten aged, elementary aged, and middle school aged children), and allow for nap time.

Required safety features:

- Ground level (if possible).
- Protection for children against sharp corners.
- Covered electrical outlets.
- Controlled hot water temperature to prevent scalding.
- Toys that are age appropriate.
- Elimination of choking hazards.
- Evacuation directions (parents have responsibility re: evacuation—designate a central meeting point outside).

FAC Management Team Area/Office

An operations center is necessary to allow the different service groups and organizations to meet—requiring a large meeting room for daily meetings for briefings at the beginning of each shift and for debriefings at the end of each shift. This room can also be used for team trainings.

In addition, administrative offices should be available for:

- FAC leadership and support staff
- IT support
- Data entry
- Various teams including mental health professionals, clergy, and medical examiners
- Key organizations including the American Red Cross and Salvation Army

Since these administrative offices will hold files and confidential information generated by the FAC, they must be kept secure.

FAC Facility Requirements and Equipment Needs

Note: the process for requesting these will be outlined in the next plan update.

Regardless of event size, there are a minimum of specific operational and space requirements for a FAC. Below are requirements needed for FAC operations of all sizes. Resources are listed by category: facility/building requirements, security requirements, infrastructure requirements, equipment requirements and supply requirements. These requirements are further divided into essential and optional requirements.

Table 6 – FAC Facility Requirements

Facility Requirements	<15 Victims		15-50 Victims		50+ Victims	
	Yes	#	Yes	#	Yes	#
Transportation Accessibility	x		x		x	
ADA (Americans With Disabilities Act) Accessibility	x		x		x	
Electricity	x		x		x	
Heat/HVAC	x		x		x	
Parking	x		x		x	
Restrooms	x		x		x	
Security Personnel	x	2-4	x	4-8	x	16+
Reception Personnel	x	5	x	5	x	10
Registration/Intake Personnel	x	2-4	x	4-10	x	15
Child Care Area Personnel	x	2-5	x	5-10	x	15
Adult Care Area Personnel			x	2	x	4
Reflection Room	x		x		x	
Kitchen Area	x		x		x	
Waiting/Common Area	x		x		x	
Death Notification Area	x		x		x	
Ante-Mortem Collection Area	x		x		x	
Team Areas/Mental Health Room	x		x		x	
Outdoor relief area for service animals	x		x		x	
General Office Supplies	x		x		x	
Laptops (Staff and Public)	x	2-4	x	4-8	x	16+
Fax (high resolution)	x	1	x	1	x	2
Phone Lines	x	2	x	4	x	6-10
Internet connections for computers/laptops	x		x		x	
Copy Machine	x		x		x	
Wireless Router or Wireless Cards for Laptops	x	2-4	x	4-8	x	16+

Facility Requirements	<15 Victims		15-50 Victims		50+ Victims	
	Yes	#	Yes	#	Yes	#
Telephones (Staff and Public)	x	3-5/10	x	5-8/10	x	10/10+
Radios	x	4-8	x	8-12	x	16+
Furniture					x	
Chairs	x	50	x	100	x	200
Cots (for staff)	x		x		x	
Tables	x	10	x	20	x	30-40
Stanchions			x	2-4	x	5+
Privacy Barriers			x		x	
Information Management Database	x		x		x	
Posters/Signage	x		x		x	
Medical Supplies						
First Aid Supplies/Kits	x		x		x	
EMS On-Site	x	0-2	x	2-4	x	6
Food	x		x		x	
Baby Food and Diapers	x		x		x	
Clothing	x		x		x	
Personal Care Products	x	10-15	x	15-50	x	50+
Paper shredder	x	1	x	2	x	2-4

Legal

Planning for the care of children in disasters should also include considerations for providing care in the absence of a consenting parent or guardian, and under disaster conditions, what constitutes "standard of care." To meet these goals, legal counsel should be obtained as part of planning within each jurisdiction and hospitals within that jurisdiction. Individual provider malpractice insurance policies may not cover out-of-office care or the expanded scope of practice that may be required during a disaster. In addition, for disaster victims who are deceased, arrangements should be made for the aid of social service support, police, and personnel from the National Center for Missing and Exploited Children (NCMEC).

Other ancillary needs include nonmedical supplies vital to the well-being of each child, including nutrition, diapers, clothing, toys or other distractions, and a sundry of other comfort measures. These services and supplies cannot be forgotten and must be maintained throughout the continuum from initial care to family reunification.

National services available for assistance in locating and/or tracking children may include law enforcement, public health, social services, and the NCMEC (1-800-THE-LOST). Other resources available include, the National Emergency Family Registry and Locator System (1-800-588-9822), which can be activated when families are looking for

lost family members in the event of a disaster, and the National Emergency Child Locator Center (1-866-908-9570), which can be activated 24 hours a day and functions to help locate children separated from their parent or guardian.

In addition, there are several on-line tools if internet is available including:

American Red Cross Safe and Well

<https://safeandwell.communityos.org/cms/index.php>

Life360

<https://www.life360.com/>

Google Person Finder

<https://google.org/personfinder/global/home.html>

PUBLIC INFORMATION

Will include RDSTF PIOs

FAC should serve as a reliable source of information regarding FAC-related information and services. The FAC should receive information from the EOC (Mass Care, PIO, etc.), callers, and families and survivors, and release information only as it is verified by the appropriate agency representatives and the FAC Manager/IC. Multiple briefings should be provided to family and survivors daily at the FAC to share all relevant emergency status information and services, and family assistance processes. These briefings should be conducted by the FAC Manager/IC or their designee in coordination with the jurisdiction's Public Information Officer (PIO) and consist of updates from officials involved in the many different aspects of the incident such as law enforcement (local, state, Federal), fire and rescue, District Medical Examiner's (ME) office, and human services. These briefings are independent of incident or media briefings provided by the jurisdiction PIO and officials regarding the overall incident situation.

The ultimate goal of public information is to provide guidance to ensure that FAC response operations protect life, property, public safety, and well-being. To support this goal, this section assists PIOs in working together to develop coordinated and consistent messages by the following methods:

- Identifying key information that needs to be communicated to the public
- Coordinating incident information and strategy with the Joint Information System (JIS) or JIC, if activated
- Crafting messages conveying key information that is clear and easily understood by the whole community
- Prioritizing messages to ensure timely delivery of information without overwhelming the audiences
- Verifying accuracy of information through appropriate channels
- Disseminating messages using the most effective means available
- Providing accessible and effective communications for people with disabilities and others with access, functional and behavioral health needs
- Utilizing social media

The outcome is to successfully accomplish our FAC response mission through collaborative partnerships with local, regional, state, federal, and other public and non-public entities.

Key to this process is the establishment of a Joint Information System (JIS). The JIS is an organizational system in which PIOs connect to organize, integrate, and coordinate public information. Collaboration helps ensure timely, accurate, accessible, and consistent messaging across multiple agencies, disciplines, and with non-governmental organizations (NGOs) and the private sector.

All agency PIOs are members of the JIS. The JIS may also include representatives from other regional, state, and federal agencies, NGOs, and the private sector, as necessary

to meet the needs of the JIS. Partnership and teamwork is paramount when it comes to achieving the JIS mission. Each member of the JIS is responsible for fostering positive working relationships with all stakeholders and ensuring collaboration on communication and warning actions.

Strategy

The Lead FAC PIO, leads the strategy and direction of the communications function and is the primary point of contact for coordinating ongoing communication and warning efforts before, during, or after an incident or disaster for the FAC. Under the JIS, jurisdictional PIOs will collaborate, coordinate, and review messages with Lead FAC PIO and other relevant partners. FAC PIOs will seek additional technical support when necessary from Health Departments, and other Subject Matter Experts (SMEs). Members of the JIS have the collective responsibility for interfacing with the public, media, or with other agencies with incident-related information requirements. As a part of the JIS, PIOs gather, verify, coordinate, and disseminate accurate, accessible, and timely information on the incident's cause, size, and current situation; resources committed; and other matters of general interest for both internal and external audiences.

The JIS structure or FAC PIO positions needed can expand or contract to meet the communication needs of the FAC. JIS members meet via conference calls, in person, or via email as needed. Most often the functions of the JIS are to share status updates on public information and to coordinate messaging efforts.

Joint Information Center

During large scale, complex incident such as a hazardous material incident or active shooter, the Lead FAC PIO may establish a Joint Information Center (JIC). The JIC will serve to provide a fixed physical location outside of the FAC location/area or within the EOC to facilitate the operation of the JIS. The JIC facilitates the operation of the JIS by providing a location for organizations participating in the management of the FAC to work together. To ensure coordination of public information during incidents that involve multiple agencies and/or jurisdictions, FACs are encouraged to use a JIC to support the gathering, verification, coordination, and dissemination of accurate, accessible, and timely information to the public.

To the extent possible, the JIC will be staffed by representatives from all agencies and jurisdiction involved in the response and recovery operation. For localized, smaller incidents or events whose information needs can be met by one agency or department's PIO, a JIC may not be required or activated.

During the post-disaster phase, or recovery, the FAC JIC will employ the JIS to inform the public on such matters as family assistance, family reunification, re-entry, health precautions, long term housing, and other important issues involving the community's recovery operations and post-disaster redevelopment.

The JIC provides a supporting mechanism to develop, coordinate, and deliver messages; it supports the FAC Manager/IC or Unified Command and the associated elements of the Incident Command System (ICS).

The FAC will provide the JIC with information regarding where reunification and family assistance services are being provided and services available at the sites.

Public Information Officers will provide public information regarding FAC services, including hours of operations, site locations, and specific services offered as necessary via multiple media outlets to the Whole Community.

Key PIO Positions and Functions

Lead FAC Public Information Officer (PIO)

The affected jurisdiction should designate a Lead FAC PIO. The Lead FAC PIO advises the Mayor; County Manager, Elected Officials, Incident, or Unified, and/or Area Command (IC/UC/AC); and the Emergency Operations Center (EOC) Director on all public information matters, programs, policies, and issues. The Lead FAC PIO keeps these leaders informed of potential or existing public information problems regarding the FAC. The Lead FAC PIO coordinates procedures for dealing with local, national, and international media, manages the establishment of the Joint Information Center (JIC) when activated, and oversees the strategic direction of the JIC if activated. The Lead PIO ensures inclusionary and accessible messaging to the public, consulting with the Accessibility Officer on the development of public information messages and materials. **Please see Table 7, Information Exchange Matrix below which list critical information obtained and provided among ICS Positions to the FAC Lead PIO.**

Table 7: Lead FAC PIO Information Exchange Matrix

Lead PIO Inputs/Outputs		Below is an input/output matrix to assist the FAC Lead PIO with obtaining information from other ICS positions and providing information to other ICS positions.	
MEET WITH:	WHEN:	PIO OBTAINS:	PIO PROVIDES:
FAC Manager/IC or Unified Commanders	<ul style="list-style-type: none"> Initial incident briefing Command and General Staff meeting One on One meeting (Once a day) 	<ul style="list-style-type: none"> Current FAC priorities, and objectives Policy issues and/or conflicts FAC Manager/IC availability for media briefings or interviews 	<ul style="list-style-type: none"> Provide up to date information on FAC Public information strategy Provide information on press releases, briefings and press conferences
Planning Section Chief	<ul style="list-style-type: none"> Command and General Staff meeting One on One meeting (Once a day) As often as needed 	<ul style="list-style-type: none"> Resources used and estimated length of time FAC will remain open Resource status and assignments Meeting schedule and locations Approved SITREP 	<ul style="list-style-type: none"> Determine if special resources will be needed Press releases for review Rumors about FAC from social media and call centers List of PIO personnel assigned to FAC
MEET WITH:	WHEN:	PIO OBTAINS:	PIO PROVIDES:
Situation Unit Leader	<ul style="list-style-type: none"> Command and General Staff meeting As often as needed 	<ul style="list-style-type: none"> Future projections for FAC Up to date FAC status 	<ul style="list-style-type: none"> PIO products produced for FAC
Operations Section Chief	<ul style="list-style-type: none"> Initial incident briefing Command and General Staff meeting As often as needed 	<ul style="list-style-type: none"> Estimated time FAC operations will last Need for special PIO resources based on FAC operations Public information needs of operations section 	<ul style="list-style-type: none"> Identify and provide pertinent operational information that may be needed for messages. Confirmation of tactics that may be included in media briefings or press conferences

MEET WITH:	WHEN:	PIO OBTAINS:	PIO PROVIDES:
Logistics Section Chief	<ul style="list-style-type: none"> Command and General Staff meeting As often as needed 	<ul style="list-style-type: none"> Reporting locations for PIO resources Transportation needs Food and water for PIO personnel Telephones, fax Cellular phones SAT phones Radio Assignment Assistants Adequate work space 	<ul style="list-style-type: none"> Need for additional services, equipment, personnel Additional facilities needed Costs of resources ordered
Safety Officer	<ul style="list-style-type: none"> Command and General Staff meeting As often as needed 	<ul style="list-style-type: none"> Identified risks and hazards Guidance for any safety messages for public 	<ul style="list-style-type: none"> Assist with information on any PIO accidents Provide safety messages to public based on Safety Officer guidance.
Liaison Officer	<ul style="list-style-type: none"> Command and General Staff meeting As often as needed 	<ul style="list-style-type: none"> Identifies cooperating and assisting agencies and determines capabilities and restrictions 	<ul style="list-style-type: none"> Provide PIO products to assisting and cooperating agencies.

Deputy Lead FAC PIO

The Lead FAC PIO appoints the Deputy Lead FAC PIO, generally designating a seasoned PIO to perform the function upon JIC activation. The Deputy Lead FAC PIO is responsible for managing and coordinating JIC operations and JIC efforts to implement the strategies and objectives approved by the Lead FAC PIO. The Deputy Lead PIO reports to the Lead FAC PIO.

The Deputy Lead FAC PIO also manages all administrative and facility needs necessary for JIC operations to support FAC, including ensuring that staff post updates to incident management software, maintain, and archive documentation. The Deputy Lead FAC PIO ensures that the JIC is established and fully functioning with adequate office supplies, computers, and internet and phone capabilities.

Lead Field PIO

The Lead Field PIO is the PIO at the scene of the incident from the appropriate agency with command and control of on-scene incident response operations. Similarly, if multiple agencies share command and control in a Unified Command, the Unified Command

may designate a Unified Command PIO to manage on-scene public information efforts. This position is key to providing information from the field to the FAC.

Assistant Field PIOs serve as additional PIOs at the scene of the incident from an agency that is directly affected by or involved in the incident response. The Lead Field PIO, and Assistant Field PIOs are generally focused on sharing information with the media and public about the facts of the situation (such as via brief press releases or on camera interviews) and on-scene media management. The Lead Field PIO, and Assistant Field PIOs may contact individual or all members of the JIS for support or resources if the incident overwhelms their agency's capacity. They may also contact the EOC Directors or Managers, Mayor's or County Manager's Office of Communications to request JIC activation. The Lead Field PIO, and Assistant Field PIOs coordinate public information activities through the JIC if the JIC has been activated.

The roles of Lead Field PIOs are most often filled by PIOs from Emergency Management, Law Enforcement, Fire and Emergency Medical Services, or Department of Health, depending on the nature of expertise needed. The Lead Field PIOs are ultimately responsible for performing public information functions in the field or on-scene to support on-scene Incident Command.

Accessibility Officer

Upon JIC activation, the Lead PIO may request designation of an individual to serve as the Accessibility Officer. Often the functions will be performed by the Emergency Management or Health Department's Access and Function Needs Coordinator with assistance from the PIO from the Health Department or Office of Disability Rights. The Accessibility Officer actively supports the JIC as it develops and disseminates public information to the whole community. The Accessibility Officer will also provide or procure sign language interpreters. **Please see attachment 1 and attachment 2 on page 56 for resources to assist with accessibility compliance.**

Social Media Monitoring/Situational Awareness Officer

The Social Media Monitoring/Situational Awareness Officer in the JIC gathers and verifies incident information and information on public information activities from responders, agency PIOs, and incident response partners. The information collected from agencies and partners helps to inform JIC strategies and messaging, and promotes unified and accurate messaging.

The Social Media Monitoring and Situational Awareness Officer works closely with the FAC and EOC if activated to provide information on approved messages and JIC activities for the SITREPs or IAPs. This section may gather information from the Planning Section and IAP to support situational awareness for the JIC.

The Social Media Monitoring and Situational Awareness Officer also monitors information from the media and public, including social media, traditional broadcast, print, online media, and public call center(s). This section identifies and analyzes trending topics, rumors, misinformation, and urgent requests to help inform strategic messaging and communications plans.

Research and Writing Officer

Research and Writing Officer in the JIC drafts and obtains approval for messages that will be adapted for news releases, social media posts, talking points, and other forms of information dissemination. This section also develops written products that reflect approved messages. The approval process will include documentation signed by FAC Manager/IC or their designee. **Please see Table 8, PIO Message Approval Form on the following page.**

Media Relations Officer

The Media Relations Officer serves as the contact for media requests and inquiries. The section coordinates media events, including press briefings and press conferences and provides spokesperson support. Media Relations also disseminates approved written material and is responsible for creating and implementing strategies for rumor control. This section also posts to agency social media sites following approved JIC messages. Media Relations works closely with Social Media Monitoring and Situational Awareness Officer so that posts are responsive to trending topics and public information needs. Additionally, the Media Relations Officer coordinates with the Logistics Section Chief to accommodate local and national media outlet trucks and equipment if needed.

Multilingual Officer

The Multilingual Officer and his/her team provides translation services of JIC written products and at events, such as press conferences, interviews with international correspondents, or town hall meetings. In addition, Multilingual Officer will assist the Liaison Officer with translation services for consulates or embassies.

Table 8: Lead: PIO Message Approval Form

Public Information Message Approval Form			
APPROVAL FORM #: _____			
INCIDENT NAME: FAC Operations		INCIDENT LOCATION:	
MESSAGING (can be attached to this form):			
PRIMARY AUDIENCE (note that messages may reach any member of the media or public):			
	Media and General Public		Victims or individuals directly affected
	County Employees		Families/loved ones of individuals directly affected
	Elected Officials		First Responders
	Federal Officials		Other stakeholders (_____)
	Private Sector Executive(s)		<i>All of the above</i>
APPROVED FOR USE IN:			
	Press Release		Speech/Interview
	PSA		Social Media Posts
	Fact Sheet		Alert
	Media Advisory		Other (_____)
	Flyer		<i>All of the above</i>
Messaging referenced in this form has been reviewed and approved for use in the JIC by:			
POSITION	SIGNATURE	PRINT NAME	DATE/TIME
LEAD FAC PIO			
FAC MANAGER/IC			

Attachment 1: Resources for Accessibility Compliance with Documents

There are many resources on the internet that can assist you in ensuring that your documents, spreadsheets and presentations are made accessible. Below are a couple of these resources. We encourage PIO staff to become familiar with the accessibility features in programs they utilize to create documents, spreadsheets and presentations. You Tube has several postings on "How to make ... accessible", we encourage staff to view these videos if necessary.

Creating Accessible Word Documents - <http://webaim.org/techniques/word/>

Accessibility Checker Word - <http://office.microsoft.com/en-us/word-help/check-for-accessibility-issues-HA010369192.aspx>

Creating Accessible Power Point presentations - <http://webaim.org/techniques/powerpoint/>

Accessibility Checker Power Point - <http://office.microsoft.com/en-us/powerpoint-help/check-for-accessibility-issues-HA010369192.aspx>

Creating Accessible Excel Workbooks - <http://office.microsoft.com/en-us/excel-help/creating-accessible-excel-workbooks-HA102013545.aspx>

Accessibility Checker Excel - <http://office.microsoft.com/en-us/excel-help/check-for-accessibility-issues-HA010369192.aspx>

Accessible Digital Office Documents - <http://adod.idrc.ocad.ca/>

Attachment 2: Resources for Accessibility Compliance with Social Media

- American Foundation for the Blind, Social Media Sites - <http://www.afb.org/info/accessibility/creating-accessible-websites/captchas-on-social-networking-sites/235>
- Making Facebook Accessible for Everyone - <http://www.facebook.com/notes/facebook/making-facebook-accessible-for-everyone/71852922130>
- How To Add Captions to a YouTube Video - <http://www.youtube.com/watch?v=9K4WJs94FfY&list=TLlqvgEnkVMTU>
- Google YouTube Add Captions - <https://support.google.com/youtube/answer/2734796?hl=en>

Call Center

A single, centralized call center, staffed by qualified, trained call coordinators is vital to successfully and effectively managing the FAC 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 a physical FAC. The call center should screen callers, provide initial telephone intake, and refer appropriate callers to a physical FAC. The call center may also assist with reunification by entering basic data provided by family on victims to send to the Medical Examiner's Victim Identification Team, referring callers to appropriate services, and helping family locate injured victims 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.

Orange County 311 is an available resource for the central Florida region. Orange County 311 is able to provide trained crisis staff to answer phone calls and provide information following a mass casualty incident.

*Note in the aftermath of a major transportation accident that falls under Federal family assistance legislation, the affected carrier is required to establish a toll-free number. It is important for local agencies to understand that this is happening and there needs to be communication and a flow of information between the local agencies collecting information and the carrier that is also collecting information, especially victim information that needs to be forwarded to the district medical examiner's victim identification team.

Information Portal (website)

A web-based information system may be established to provide and collect information. The jurisdiction website may be utilized and frequently updated with bulletins containing available information and links to local, state, and Federal resources. These web pages should be designed ahead of time and activated immediately after the incident occurs or when the FAC is established.

The information portal should be operational as soon as possible after an incident. Plans and processes for the use of social media platforms such as Facebook, Twitter, Person Finder, etc. should also be considered.

All information provided through the information portal should be validated through a predetermined process so that only official information is provided. The information portal can direct media to the JIC and/or the PIO to help protect family and survivors from public scrutiny and from receiving information from unauthorized sources.

Public Information Preparedness

Preparedness is intended to increase awareness of disaster potential, improve public awareness on ways to protect life and property, and expand information on the availability of assistance and services.

Coordination under the JIS continues throughout all phases of preparedness. Before an incident occurs, PIOs can work within the JIS to develop and disseminate messages that help provide information about FAC services and 311, and help prepare residents, visitors, and assets against threats and hazards, or help reduce the loss of life and property by lessening the impact of incident or disasters associated with Central Florida hazards discussed in the situation section of this plan. During an incident, PIOs work within the JIS to coordinate immediate emergency FAC based public information activities, assess the effects of the incident, and determine whether to transition to, and activate a more formal JIC to manage public information response.

In conjunction with regional FAC stakeholders, PIOs should see that the following preparedness initiatives take place:

- Public information programs providing regular reports to the public on emergency preparedness activities for multiple hazards are conducted. The public information program includes news features on television and radio, conducting public forums, joint presentations, speaking engagements, and Public Service Announcements (PSAs).
- A phone tree of all PIO trained personnel for notification during FAC or FAC JIC activation is maintained.
- Local telephone directory companies, utilities, and supermarkets are encouraged annually to include disaster preparedness and FAC services information in their publications.
- Specific programs to inform and educate vulnerable populations such as the elderly, homeless, and those with access and functional needs as to emergency preparedness programs and FAC services pertinent to their needs are developed and made available.
- Educational and informational literature, including information from FAC agencies regarding services provided is developed.
- Annually, media-center procedures and operational guidelines are reviewed and updated, and that a media orientation to your FAC facilities, JICs and its procedures are conducted.
- Metro Orlando Family Assistance Working Group should develop a training and exercise schedule for this plan to enhance coordination on FAC efforts with responders including JICs and PIOs.

- Pre-develop messaging for the FAC, accessible to all people within the affected area.
- Test communications and notification systems on appropriate schedules.
- Publicize the use of Everbridge, CodeRed, and other reverse 911 notification communications systems for the general public, and encourage citizens to enroll; develop public education on different messaging systems and their use
- Identify potential translation partners

MESSAGING

The single most important thing that a PIO and FAC Manager/IC can do to motivate effective public protective action is to provide the best emergency messages and information via messaging tools available. The contents of the messages that the public receives in alerts, warnings, and other information is the factor that most influences public protective action-taking behavior in an emergency and the public's response to seeking assistance. This section provides PIOs and FAC Manager/IC with the tools needed to write powerful messages for emergencies or FAC operations.

There are five essential topics for an alert/warning message, and in other emergency public information. These five topics are listed and defined below:

Source: Always say who the message is from

Threat: Describe the emergency event or key message

Location: State the impact area boundaries in a way that can be easily understood (i.e., use street names, landmarks, natural features, political boundaries) or location of FAC for those seeking family assistance services

Guidance/Time: Inform vulnerable population what protective action to take, the time when to do it, how to accomplish it, and how doing it reduces impacts or hours of operation for a FAC

Expiration Time: Let people know when the alert/warning expires and/or new information will be received.

Please see sample messages below for active shooter:

90-CHARACTER SAMPLE MESSAGE or WEA MESSAGE

Active shooter incident at Bergstrom County Town Center at 1:00pm Police are responding. Check Local Media, Bergstrom County OEM

Template: [Insert event type] in this area until [insert time here] Check local media [insert title and organization of a local, familiar, authoritative message source].

The 140-character short message that follows illustrates a message for a family reunification center that could be issued over social media like Twitter which limits length to 140 characters or as a Short Message Service (SMS) message that limits length to 160 characters.

140-CHARACTER SAMPLE MESSAGE

Bergstrom County OEM, Check and monitor local media now, family reunification center established at Hilton Hotel at 100 Clay Street across from Town Center for family members looking to reunite.

Template: [insert title and organization of a local, familiar, authoritative message source] Check and monitor local media now [insert description of event-FAC location name, and address]

There is no limit on the number of characters for a longer message that might, for example, be contained in a press release.

There are multiple methods of disseminating essential information. **Please see Table 9 below.**

Table 9: Emergency Messaging Dissemination Channels

DISSEMINATION CHANNELS	SPEED ¹	COVERAGE ²	CONCENTRATION ³	MESSAGE COMPREHENSIVENESS ⁴
IPAWS	Fast	Limited (Not all stakeholders have IPAWS)	Concentrated	High
Loudspeakers and public address (PA) systems	Fast	Limited	Concentrated	Medium
Wireless Emergency Alerts (WEA)	Very Fast	Widespread	Dispersed	Very Low
Wireless Communications (SMS)	Very Fast	Widespread	Dispersed	Very Low
Radio	Moderately Fast	Widespread	Dispersed	High to Low
Television Broadcast	Moderately Fast	Widespread	Dispersed	Very High to Medium
Television Message Scrolls	Moderately Fast	Widespread	Dispersed	Low
Newspaper	Very Slow	Widespread	Dispersed	Very High
Dedicated Tone Alert Radios	Very Fast	Limited	Concentrated	High
Tone Alert and NOAA Weather Radio	Fast	Widespread	Dispersed	High
Text Telephone (TDD/TTY)	Fast	Widespread	Dispersed	Low
Reverse Telephone Distribution Systems	Fast	Limited	Dispersed	High
Audio Sirens and Alarms	Fast	Limited	Concentrated	Very Low
Broadcast Sirens	Fast	Limited	Concentrated	Medium
Message Boards	Fast	Limited	Concentrated	Low
Aircraft	Slow	Limited	Concentrated	Low
Visual Alerting	Fast	Limited	Concentrated	Low
Internet Protocol (IP) Based Technology	Fast	Widespread	Dispersed	Very High to Medium
Social Media	Fast	Widespread	Dispersed	Low

1. *The rapidness of the system to reach its targeted audience ranges from Very Fast (less than 10 minutes) to Slow (greater than 60 minutes)*
2. *Coverage is the size of the area that can be reached by the channel (Widespread – a large area or Limited – a small area)*
3. *Concentration is the degree to which the people that channel reaches are co-located or dispersed (Concentrated – the message is delivered to targeted locations only or Dispersed – the message has the potential to reach everyone).*
4. *Comprehensiveness, or ability to convey the content needed for effective response classes, used in this table are as follows: Very Low (alerting only); Low (very little information conveyed); Medium (many but not all essential contents conveyed); High (all relevant content conveyed); Very High (all relevant content conveyed with enhanced graphics).*

PREPAREDNESS ACTIVITIES

Exercise Process:

The purpose of the exercise process is to produce an opportunity for FAC Management Team, with private organizations and other governmental agencies, to learn roles and responsibilities of operating a FAC. These interagency exercises may be tabletop, functional, or full-scale exercises. The FAC Management Team and FAC response agencies shall participate in as many exercises conducted as possible. Federal, state and local governmental agencies may also participate in FAC exercises.

Regional coordination efforts are enhanced by the presence of a collaborative Regional Domestic Security Task Force that includes representation from many different jurisdictions and different disciplines in Region 5. All exercises will be evaluated according to the requirements of the Homeland Security Exercise Evaluation Program (HSEEP). The HSEEP is a capabilities and performance-based exercise program that provides a standardized policy, methodology, and language for designing, developing, conducting, and evaluating all exercises.

At the conclusion of each exercise, the FAC Management Team seeks feedback and analysis from all exercise participants. These responses are collected and analyzed and a list of improvements needed is generated. These areas for improvement are translated by staff into an After-Action Report (AAR) and Improvement Plan (IP) containing measurable goals for improvement

FAC Exercises may also be conducted for EOC Sections/Branches/Groups/Divisions as needed.

TRAINING

Training is an organizational responsibility, intermediate ICS (ICS 300) and Advanced ICS (ICS 400) courses are offered by instructors who have been trained to teach these upper level courses. Classes are scheduled throughout the year in the region to ensure the maximum number of FAC staff take these required classes.

Additionally, emergency management training opportunities provided at the state and national level are monitored and communicated to appropriate groups throughout the year. A variety of national courses are available for online and self-study training through

FEMA's Emergency Management Institute (EMI). Staff are encouraged to seek professional emergency management accreditation through the International Association of Emergency Managers (IAEM) and Florida Emergency Preparedness Association (FEPA).

Recommended training classes for individual positions can be found on the next page in the FAC Management Team Training Matrix on the next pages and on EMI's website under the Independent Study Program - <http://training.fema.gov/IS/> as well as the State of Florida's training website – <http://trac.floridadisaster.org/TRAC/trainingcalendar.aspx#>.

Legend: O= Optional R= Recommended *FEMA On Line Course	FAC Support Team	FAC Manager/Incident Coordinator	Public Information Officer	Liaison Officer	Safety Officer	Operations Section Chief	Branch Directors	Group Supervisors	Logistics Section Chief	Logistics Section Unit Leaders	Planning Section Chief	Planning Section Unit Leaders	Administration/Finance Section Chief
Regional FAC Plan Training/Workshop	R	R	R	R	R	R	R	R	R	R	R	R	R
AHIMT O-305 - USFA Type 3 Incident Management Team	O	R	R	R	R	R	R	R	R	R	R	R	R
*ICS 800 – National Response Framework	R	R	R	R	R	R	R	R	R	R	R	R	R
*ICS 100 - Introduction to Incident Command System	R	R	R	R	R	R	R	R	R	R	R	R	R
*ICS 200 - ICS for Single Resources and Initial Action Incidents	R	R	R	R	R	R	R	R	R	R	R	R	R
ICS 300 - Intermediate ICS for Expanding Incidents	R	R	R	R	R	R	R	R	R	R	R	R	R
ICS 400 - Advanced ICS for Command and General Staff	R	R	R	R	R	R	R	R	R	R	R	R	R
G191 - ICS/EOC Interface	R	R	R	R	R	R	R	O	R	R	R	R	R
G290 - Basic Public Information Officer	R	R	R	R	R	R	-	-	R	O	R	R	-
E388 - Advanced PIO	O	R	R	O	O	O	-	-	O		O	-	-
*IS 702 - NIRS PIO Joint Information System	O	R	R	R	R	R	O	O	R	O	R	R	O
*IS241 Decision Making/ Problem Solving	O	R	R	R	R	R	O	O	R	O	R	R	O
*IS 242 - Effective Communication	O	R	R	R	R	R	O	O	R	O	R	R	O
*IS 703 - NIMS Resource Management	O	R	O	R	O	R	R	O	R	R	R	R	O
G386 - Mass Fatalities	O	R	R	R	R	R	R	R	R	O	R	R	O
Incident Commander – (L-950) DHS-106-RESP	-	R	O	O	O	O	-	-	O	-	R	-	-
Liaison Officer – (L-956) DHS-107-RESP	-	R	O	R	O	O	-	-	O	-	O	-	-
Public Information Officer – (L-952) DHS-108-RESP	-	R	R	O	O	O	-	-	O	-	O	-	-
Safety Officer – (L-954) DHS-109-RESP	-	R	-	-	R	R	-	-	O	-	O	-	O
Operations Section Chief – (L-958) DHS-110-RESP	-	R	-	-	R	R	R	R	R	-	R	-	-
Planning Section Chief – (L-962) DHS-111-RESP	-	R	O	-	-	O	O	-	R	-	R	R	O
Logistics Section Chief – (L-967) DHS-112-RESP	-	R	-	-	-	R	O		R	R	R	R	O
Finance/Admin Section Chief – (L-973) DHS-113-RESP 25 Students	-	R	-	-	-	R	-	-	R	O	R	-	R
Resources Unit Leader - (L-965) DHS-118-RESP	-	-	-	-	-	R	R	-	R	R	R	R	-
Situation Unit Leader - (L-964) DHS-117-RESP	-	-					-	-	R	-	R	R	-

REFERENCES

This section includes a reference list of documents utilized for this plan that address FACs and public information during an incident or event.

- Family Assistance Guidance Plan (Section I through Section IV), Metro Orlando Family Assistance Working Group
December 2017
- A Guide to Public Alerts and Warnings for Dam and Levee Emergencies, Dennis S. Mileti, Ph.D., John H. Sorensen, Ph.D. for USACE Risk Management Center
- Disaster Preparation Information for the Public, CDC, 2008
- City of Jacksonville Public Information Officer Position Specific Guide, 2011
- City of Jacksonville Public Information Interagency Coordinating Procedure, 2012
- District of Columbia ESF #15 Operational Plan; Homeland Security and Emergency Management Agency (HSEMA); Washington, DC, June 2015.
- District of Columbia Crisis Communication Guide, Washington, DC July 2015
- NIMS; US Department of Homeland Security, Washington, DC; December 2008.
http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf.
- Family Reunification Concepts and challenges / Nager. Volume.10, NO.3
- Cherry Creek Dam Evacuation Plan: Family Reunification Annex, 2017

AUTHORITIES

All “disasters” begin at the local level. When an incident occurs in a jurisdiction, the local authorities will be responsible for the initial response and will remain responsible for the duration of the response and recovery operations for coordination with all responding regional, state, and Federal agencies. Regardless of the cause of the incident or the state and Federal agencies or transportation organizations that may become involved, the local jurisdiction will always remain responsible for the overall initial response that establishes the direction, control, and coordination of the response.

The legal authorities that guide the structure and implementation of a FAC include Federal, state, and local plans, systems, acts, and select Emergency Support Functions (ESFs). In many situations a variety of agencies/organizations have “jurisdiction” or authority for certain aspects of a response to a mass fatality/mass casualty incident which will require a coordinated effort, in a unified command structure, among the local, state, and Federal agencies supporting the response. Please see the following authorities:

Federal

- Emergency Management Accreditation Program (EMAP) Standards, 2016
- Incident Command System (ICS), 2008
- National Incident Management System (NIMS), 2008
- National Response Framework (NRF), 2013
- Public Law 104-264, Aviation Disaster Family Assistance Act of 1996, as amended
- Public Law 105-148, Foreign Air Carrier Family Support Act of 1997, as amended

- Public Law 110-432 Rail Passenger Disaster Assistance Act of 2008
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, 2013

State

- Florida State Statutes, Chapter 252 – Emergency Management
- Florida State Statutes, Chapter 406 – Medical Examiners (Jurisdiction)

Local

- Comprehensive Emergency Management Plans (CEMPs)
- Emergency Operations Plans (EOP) and functional annexes
- Local Mass Casualty Plans

Please see addition State of Florida Statutes that may apply in some case include:

- Chapter 1, Definitions
- Chapter 7, County Boundaries.
- Chapter 14, Title IV, Executive Branch, Governor
- Chapter 22, Emergency Continuity of Government.
- Chapter 23, Florida Statutes, as amended by Chapter 93-211, Laws of Florida.
- Chapter 30, Sheriffs
- Chapter 73, Eminent Domain
- Chapter 74, Proceedings Supplemental to Eminent Domain
- Chapter 119, Public Records Exemptions
- Chapter 125, County Government
- Chapter 162, County or Municipal Code Enforcement
- Chapter 165, Title XII, Municipalities, Formation of Local Governments
- Chapter 166, Municipalities
- Chapter 553, Building Construction Standards.
- Chapter 154, Public Health Facilities
- Chapter 163, Intergovernmental Programs; Part I, Miscellaneous Programs.
- Chapter 166, Municipalities
- Chapter 187, State Comprehensive Plan.
- Chapter 321, Highway Patrol
- Chapter 381, Title XXIX, Public Health.
- Chapter 401, Medical Communications and Transportation.
- Chapter 403, Environmental Control.
- Chapter 404, Radiation.
- Chapter 406, Medical Examiners.
- Chapter 409, Title XXX, Social Welfare.
- Chapter 427, Transportation Services.
- Chapter 768, Good Samaritan Act.
- Chapter 870, Affrays, Riots, Routs and unlawful assemblies.

Please see addition Federal laws that may apply in some case include:

- Public Law 106.390, as amended, which provides authority for response assistance under the National Response Plan, and which empowers the President to direct any federal agency to utilize its authorities and resources in support of state and local assistance efforts.

- Public Law 93-234, Flood Disaster Protection Act of 1973, as amended, provides insurance coverage for all types of buildings.
- Public Law 81-290, the Federal Civil Defense Act of 1950, as amended, provides a system for joint capability building at the federal, state and local levels for all types of hazards.
- Public Law 99-499, Superfund Amendments and Reauthorization Act of 1986, which governs hazardous materials planning and right-to-know.
- Public Law 101-615, Hazardous Materials Transportation Uniform Safety Act (HMTUSA), which provides funding to improve capability to respond to hazardous materials incidents.
- Public Law 95-510, Comprehensive Environmental Response, Compensation and Liability Act of 1980 (CERCLA) as amended, which requires facilities to notify authorities of accidental releases of hazardous materials.
- Public Law 101-549, Clean Air Amendments of 1990, which provides for reductions in pollutants.
- Public Law 85-256, Price-Anderson Act, which provides for a system of compensating the public for harm caused by a nuclear accident.
- Public Law 84-99 (33 USC 701n), Flood Emergencies, authorizing an emergency fund for flood emergency preparation, flood fighting and rescue operations, or repair and restoration of flood control works threatened or destroyed by flood.
- Public Law 91-671, Food Stamp Act of 1964, in conjunction with section 412 of the Stafford Act, relating to food stamp distributions after a major disaster.
- Public Law 89-665 (16 USC 470 et seq), National Historic Preservation Act, relating to the preservation of historic resources damaged as a result of disasters.
- Stewart B. McKinney Homeless Assistance Act, 42 USC 11331-11352, Federal Emergency Management and Shelter Program.
- National Flood Insurance Act of 1968, 42 USC 4001 et seq.
- CFR 44 Parts 59-76, National Flood Insurance Program and related programs.
- CFR 44 Part 13 (The Common Rule), Uniform Administrative Requirements for Grants and Cooperative Agreements.
- CFR 44 Part 206, Federal Disaster Assistance for Disasters Declared after November 23, 1988.
- CFR 44 Part 10, Environmental Conditions.
- CFR 44 Part 14, Audits of State and Local Governments.
- Presidential Directive HSPD-5 dated February 28, 2003.
- Presidential Directive HSPD-8 National Response Plan.
- Biggert-Waters Flood Insurance Reform Act of 2012

Administrative Rules State of Florida

- a. Florida Administrative Register & Florida Administrative Code 9G2, 6, 11, 12, 14, 16, 17, 19 and 20.
- b. Florida Administrative Register & Florida Administrative Code 9J2 and 5.
- c. State of Florida Uniform Accounting System (2000)

DISTRIBUTION LIST

Once approved, a copy of this document will be distributed to each of the following individuals, entities or lead agency representatives (list subject to change):

- Aging and Disability
- American Red Cross, Central Florida Region
- Call Center
- Central Florida Disaster Medical Coalition
- Central Florida Hotel & Lodging Association
- Central Florida Region Domestic Security Task Force
- County Health Department
- Disaster Mortuary Operations Response Team (DMORT)
- Economic Development
- Elected officials
- Emergency Management
- Faith-based organizations
- Fire and Emergency Medical Services
- Florida Emergency Mortuary Operations Response System (FEMORS)
- Florida morticians, funeral directors, and cemetery, cremation and funeral associations
- Hospitals
- Human Services
- Immigration / Consulate
- Medical Examiner
- Law Enforcement
- Private sector partners (Utility Providers)
- Non-government/volunteer organization(s)*
- Salvation Army
- Social Security, DMV/ Vital Statistics
- Social Services/Mental Health
- Transportation carriers/providers
- United Way, Heart of Florida
- Victim services organizations

*Examples of non-government/volunteer organizations that may be considered include: Community Emergency Response Team (CERT), Medical Reserve Corps (MRC), etc.

APPENDICES

Regional FAC Plan Appendices

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APPENDIX A: FAC SITE REQUIREMENT SHEET

FRC/FAC Site Requirement Worksheet

Date site evaluated:		Primary use as FRC or FAC (circle one or both)	
Facility Name:		Physical Address:	
City:		Zip code:	
GPS Lat and Lon:		Landmarks:	
Site accessible hours: days:		Site keys: location and POC?	
Primary Point of Contact (POC)			
Primary POC Name			
Phone			
After hours phone			
Address			
Email			
Alternate Point of Contact (POC)			
Alternate POC Name			
Alternate Phone			
After hours phone			
Address			
Email			
Site Requirements	Response	Comments	
Facility Primary Function (i.e. Rec Center, ballroom)			
Facility Normal Operating days and hours			
Is the facility owned/operated by the jurisdiction? (Y or N)			
Lease required (Y or N)			
Space available (sq. ft)			
ADA accessible?			

Number of parking spaces?		
Parking lot lights? (Y or N)		
Number of floors in building		
Facility Capacity (person occupancy)		
On-site security?		
Number of ingress and egress locations		
Nearest Hospital		
Interior	Response	Comments
# of rooms		
Room Sizes (Room A)		
Room Sizes (Room B)		
Room Sizes (Room C)		
Room Sizes (Room D)		
# of restrooms (ADA compliant)		
Air conditioning (Y or N)		
Electrical power support computers and office equipment? (Y or N)		
Can additional power supply be accomplished easily? (Y or N)		
Office Characteristics	Response	Comments
Internet Access (Y or N)		
WiFi (Y or N)		

Fax Machine(s)? How many?		
Printers? How many?		
Janitorial service? Frequency?		
Existing Phones lines? How many?		
Phone service provider?		
Internet provider?		

Building sketches/floorplans should be provided of all potential FAC locations.

APPENDIX B: PARTICIPATING AGENCIES AND CONTACTS

Below is a listing of potential participating agencies and organizations that could participate in a FRC or FAC.

Local

Agency/Organization	Service(s) Provided	POC Name and Position	POC Phone	POC Email	Address	Alternate Contact

State

Agency/Organization	Service(s) Provided	POC Name and Position	POC Phone	POC Email	Address	Alternate Contact

Federal

Agency/Organization	Service(s) Provided	POC Name and Position	POC Phone	POC Email	Address	Alternate Contact
US Dept of State, Office of Foreign Missions	Foreign Consulates	Miguel Morales, Director	305-442-4943		95 Merrick Way, Suite 505, Coral Gables, FL 33134	

Additional Resources

Agency/Organization	Service(s) Provided	POC Name and Position	POC Phone	POC Email	Address	Alternate Contact

APPENDIX C: EQUIPMENT CHECKLIST AND INVENTORY

Modified from the National Association of County and City Health Officers *Managing Mass Fatalities: A Toolkit for Planning* document

Family Assistance Center (FAC) Equipment/Materials Inventory			
✓	Item	Quantity	Source
	Audiovisual equipment (microphone, screen, podium)		
	Bulletin board(s)		
	Cell phones (with chargers and portable chargers)		
	Chairs		
	Child Care Center (first aid kit; toys, cribs, cots, linens, blankets, pillows & furniture to enhance children's comfort and sense of safety; diaper changing supplies)		
	Computers (PCs/laptops) for families		
	Copy (high speed) machine(s)		
	DNA Collection Materials		
	Facility diagrams		
	Fax Machines		
	General comfort item packages (water, face wipes, toothbrush, toothpaste, etc.)		
	Maps (local area)		
	Nametags/badges for staff		
	Office supplies (paper, binders, steno pads, pens, pencils)		
	Paper shredder		
	Parking passes		
	Radios (portable)		
	Signage		
	Snacks and beverages		
	Tables		
	Telephone lines		
	Transportation vehicles		
	Trash bags		
	Trash receptacles		
	Wi-Fi (e-mail, internet, etc.)		

APPENDIX D: CALL CENTER PROCEDURES

Location of Call Center:		
Public Phone Number for Call Center:		
Primary Agency Managing Call Center:		
Primary Staffing for Call Center:		
Timeframe to set up Call Center:		
Primary Point of Contact (POC)		
Primary POC Name		
Phone		
After hours phone		
Address		
Email		
Alternate Point of Contact (POC)		
Alternate POC Name		
Alternate Phone		
After hours phone		
Address		
Email		
Call Center Specifics	Response	Comments
Number of Phone Answering Points available?		
Can this be expanded? How many additional?		
Can Call Center operate 24/7?		

APPENDIX E: HUMAN NEEDS ASSESSMENT FORM**Operations**

Human Needs Assessment Team

Date _____

Type of Incident _____

HNAT Leader: _____

Strike Team Leader: _____

Team Member _____

Team #: _____

Person interviewed ☐ Mr.☐ Mrs.☐ Ms. _____

Address _____

TV _____ Radio _____ Computer _____

Working Phone ☐ No / Yes ☐ Number: ____ Working Cell ☐ No / Yes ☐ Number: ____Available Transportation ☐ No / Yes ☐**Comments:** _____

A. Home Status	<u>Comments</u>
Dwelling Type	
<input type="checkbox"/> Multi-Family	
<input type="checkbox"/> Single Family	
<input type="checkbox"/> Mobile Home	
<input type="checkbox"/> Nursing Home	
<input type="checkbox"/> Shelter	

Utility Status

<input type="checkbox"/> Electricity (circle On or Off)	
<input type="checkbox"/> Natural Gas (circle LP or Line) (if tank approx. size) <input type="checkbox"/> Running Water (circle City or Well) Oil Tank <input type="checkbox"/> No / Yes <input type="checkbox"/> (if yes approx. size) <input type="checkbox"/> Other	
Building/Structure Status (Observation Only)	
<input type="checkbox"/> Extensive damage (circle occupied or unoccupied)	
<input type="checkbox"/> Moderate damage (circle occupied or unoccupied)	
<input type="checkbox"/> Evidence of mosquito breeding	
<input type="checkbox"/> Evidence of fly infestation	
<input type="checkbox"/> Evidence of rodent breeding	
<input type="checkbox"/> Ants	
<input type="checkbox"/> Roaches	
<input type="checkbox"/> _ Other	

B. Languages

- ☐ English
☐ Spanish
☐ French
☐ Sign Language/ Hearing Impaired
☐ Other _____

☐ Yes ☐ No Translator or Interpreter Assistance needed

Comments: _____

C. Household Ages	Total	Comments
<input type="checkbox"/> Persons under 5 years of age		
<input type="checkbox"/> School age (6-18)		
<input type="checkbox"/> Persons 64 and under		
<input type="checkbox"/> Persons 65 and over		

Total Number of Residents in Household _____

D. Health Status Assessment (Comments/Observation Only)

- ☐ Respiratory ☐ Diabetes (Name) _____
☐ Dehydration ☐ Hypertension (Name) _____
☐ Insect Bites ☐ Kidney Disease (Name) _____
☐ Diarrhea
☐ Physical Mobility
☐ Sight/Hearing Impaired
☐ Other _____

Comments: _____

E. Psychological Stress Status

☐ Family coping Comments: _____

☐ Individual coping Comments: _____

☐ Problem with alcohol/drugs Comments: _____

Describe additional Health Related Problems: _____

F. Needs Identified for Referral:

<input type="checkbox"/> First Aid	<input type="checkbox"/> Medication	<input type="checkbox"/> Supplies	<input type="checkbox"/> Oxygen
<input type="checkbox"/> Immunizations	<input type="checkbox"/> Dialysis	<input type="checkbox"/> Shelter	<input type="checkbox"/> Ice
<input type="checkbox"/> Food	<input type="checkbox"/> Water	<input type="checkbox"/> Clothing	<input type="checkbox"/> Sanitation

Special Diet _____

G. Is there a threat to individual/family safety?

☐ Yes ☐ No (Describe) _____

H. At present, what does the individual/family perceive as its greatest need?

Comments: _____

I. Individual(s) with problems (Provide Name and Age)

1. _____ 3. _____
2. _____ 4. _____

J. Dispensation for Service

☐ Emergency Status (911 Called) Patient Transported to Hospital ☐ Yes ☐ No

☐ Non-Emergency (Family to Handle) Explain: _____

Referral to: _____

K. Disaster Imposed Work Related Issues:

Comments:

L. Animal and Pet Issues	<u>Comments</u>
<input type="checkbox"/> Evidence of stray domestic animal harborage	
<input type="checkbox"/> Evidence of stray domestic animal breeding	
<input type="checkbox"/> Evidence of non-domestic animal harborage	
<input type="checkbox"/> Evidence of non-domestic animal breeding	
<input type="checkbox"/> Evidence of Animals with Rabies	
<input type="checkbox"/> Pets Lost _____	
<input type="checkbox"/> Snakes	
<input type="checkbox"/> No problems in this category	

M. Drinking Water Systems (Source – Well, City, Bottled)

Type of water system: (circle one: Well City Bottled)

☐ Water system damaged or out of service Comments: _____

☐ Well location in flood prone area Comments: _____

☐ Evidence of broken or damaged water lines Comments: _____

☐ No problems noted in this category

N. Recreational and Surface Waters

- ☐ Swimming pool not maintained Comments: _____
 - ☐ Swimming pool area (circle one Fenced or Unfenced) Comments: _____
 - ☐ Surface waters with unknown water quality (circle one yes or no)
Comments: _____
 - ☐ No problems noted in this category
-

O. Waste Disposal

- ☐ Evidence of system failure Comments: _____
- ☐ Septic tank, drain field or other components exposed
- ☐ Presence of human waste on surface
- ☐ Evidence of broken or damaged plumbing lines
- ☐ No problems noted in this category

Comments: _____

P. Garbage and Rubbish Disposal

- ☐ Presence of decaying garbage
- ☐ No problems noted in this category

Comments: _____

Q. Accident and Injury Control

- ☐ Presence of fallen or exposed electrical lines
- ☐ Presence of discarded appliances with lockable doors

☐ Presence of broken fences, fallen trees or broken glass

☐ Other potential hazards _____

Comments: _____

R. Summary of Overall Situation:

This page may be used for additional comments

Additional Comments:

Appendix F: Hospital Bed Status Availability Form

<u>Region 5 Reporting Hospital:</u>			
Date:	Time Completed:	7:00am	7:00pm
Contact Name:			Phone:

Emergency Department

Emergency Department wait time:									
Available ED Beds: #				Types:					
Admission being held: #									
Physician Specialty									
Availability:									
General Surgery:	Cardio :	Ortho:	Vascular :	Urology:	GYN:	OB:	ENT:	Neuro:	Neuro Surgery:

Bed Availability		
ICU Adult	ICU Pediatric	CCU
Medical	Surgical	Obstetrics
Pediatrics	Orthopedic	Psychology

Ventilator Status		
Total # of Ventilators:	Adult	Pediatric
Ventilators Available:	Adult	Pediatric

APPENDIX G: SAMPLE FORMS – FAC INTAKE FORM

Date: _____ Time: _____

First Name: _____ M.I. _____ Last Name: _____

Name of the Victim (if not you): _____

Relationship to _____ Victim's Date of Birth: _____ People in Party: _____

If you are a victim, have you been interviewed by law enforcement? _____

If so, which agency has interviewed you? _____

Contact Information:

Email Address: _____

Phone (cell): _____ Phone (home): _____

Street Address: _____

City: _____ State: _____ Zip: _____

Assistance Requested:

_____ Lodging

_____ Ground Transportation

_____ **Air Travel**
_____ **Child Care**
_____ **Identification Documents**
_____ **Other (describe below)**

_____ **Counseling/Spiritual Care**
_____ **Legal Assistance**
_____ **Health Care Assistance**
_____ **Personal Effects (will notify when processed)**

Notes:

Companion/Victim Advocate
Name: _____

Phone: _____

Appendix H: FAC Daily Status Update

FAC Daily Status Update			Date:
Information	Information Source	Number in Last 24 hours	Number to date
Number of victims/survivors at FAC	Registration Desk		
Number of families at FAC	Registration Desk		
Number of calls to the call center/number of calls answered/number of calls not answered	Call Center		
Number of family briefings	Medical Examiner/Law Enforcement		
Number of families at FAC that have requested support services for each service area	Team Leaders		
Number of families that have been assisted by FAC personnel in last 24 hours for each service area	Team Leaders		
Number of families at home that have been contacted by FAC representative within the last 24 hours for each service area	Team Leaders		
Number of mass fatality response personnel that have received FAC assistance/ Psychological First Aid in last 24 hours	Team Leaders		
Faith communities represented by FAC families	Team Leaders		
Number of translation requests received and number of translation/interpreter services provided	Translation Team		
Number of ante-mortem data collection interviews	Medical Examiner		
Number of dental records, medical records and x-rays that have been requested/received	Medical Examiner		

FAC Daily Status Update			Date:
Information	Information Source	Number in Last 24 hours	Number to date
Number of positive identifications of the deceased	Medical Examiner		
Number of families notified of positive identification/Number of disposition of remains request forms completed	Medical Examiner		
Number of families to which remains have been released	Medical Examiner		
Number of families using day care	Day Care Team		
Number and ages of individuals receiving day care	Day Care Team		
Number of people eating meals at the FAC	Logistics		

Appendix I: FAC Daily Situation Report (SITREP)Template

Situation Report (SitRep) # Family Assistance Center (FAC)

Date: _____ Location: _____ Hours: _____

General Information		
State Emergency Declaration	Number:	Dated:
Federal Emergency Declaration	Number:	Dated:
Affected County Emergency Declaration	Number:	Dated:
Affected County Emergency Declaration	Number:	Dated:
Affected County EOC Activation Level	Level:	Dated:
Affected EOC Activation Level	Level:	Dated:

FAC Management Team	
FAC Manager (Incident Commander)	
Operations Section Chief	
Planning Section Chief/EOC Liaison	
Logistics Section Chief	
Admin/Finance Section Chief	
Public Information Officer	
Safety Officer	
Liaison Officer	

Current FAC Status	
Critical Needs and Current Trends:	
Current Situation:	
Assumptions:	

Current FAC Status Continued	
Priorities:	
Objectives:	
Weather Forecast:	
Total Accidents or Injuries Today:	
Total Accidents or Injuries to date:	

[illegible]

Daily Assistance/Service Counts	
Agency	Number of persons assisted or number of services provided.

Appendix J: FAC Staff Confidentiality Agreement

As a staff member at the Family Reunification Center (FRC) and/or Family Assistance Center (FAC), I understand that I may come into possession of confidential client information, even though I may not be directly involved in providing client services. Client information may be in the form of files, paperwork, reports, records, documents, electronic data or oral communications. Access to client information is limited to authorized persons per public health policy, and county, state and federal law. My signature on this agreement indicates that I understand and agree to the following:

1. Any information I obtain on clients of the FRC and/or FAC will be kept strictly confidential. This includes the knowledge of their visits to this facility and financial as well as clinical data.
2. Unless directed by my supervisor, I will not disclose any client information to any person whatsoever or permit any person whatsoever to examine or make copies of any client reports or other documents prepared by me, coming into my possession, or under my control, or use client information other than as necessary in the course of my business with the FRC and/or FAC.
3. I will not remove client information or records from the FRC and/or the FAC.

4. When client information must be discussed with healthcare practitioners in the course of my assignment, I will use discretion to ensure that such conversations cannot be overheard by others who are not involved in the client's case.
5. I will use only that information which is minimally necessary to conduct my assignment.
6. I will maintain and safeguard the security of all personally identifiable health information obtained at the Family Assistance Center for which I am responsible.
7. I will not post any information regarding the FRC and/or FAC or its clients on any social media outlets.

I understand that violation of this agreement, either intentionally or through carelessness, may result in one or more of the following:

1. Discharge from the business/service I am conducting with the FRC and/or FAC, which will affect future business/service relationships with the local jurisdiction or government.
2. Prosecution by federal, state, or county authorities if criminal or civil penalties are imposed as it relates to failure to comply with this agreement, including jail and fines or actual damages and attorney fees, for which I would be personally responsible.
3. There may be possible additional criminal or civil sanctions taken against me for misrepresentation of facts concerning my business/service with the FRC and/or FAC.

By signing this, I acknowledge I have had the opportunity to ask questions and receive clarification on the above.

Date Signed

Signature of Staff Member

Printed Name of Staff Member

Date Signed

Signature of FRC or FAC Manager

Printed Name of FRC or FAC Manager

Appendix K: FAC Client Consent to Share Information

Privacy: The Family Assistance Center respects the privacy of its clients. We will honor your wishes when sharing information about your needs.

Coordination: In some instances, we can better serve you in meeting your needs if we can share your case information with other organizations that provide relief and recovery services.

Your preferences and consent: Please tell us how you want us to use your information. We will follow your instructions, unless special circumstances arise in which we need to use your information to address legal or safety requirements.

Please check:

____ Sharing declined: I do NOT authorize the Family Assistance Center to share my information.

Or check all that apply:

____ General: I authorize the Family Assistance Center to share my information with and receive information from other disaster relief and recovery organizations.

____ Medical Provider: I authorize the Family Assistance Center to share my information with and receive information from my medical provider and/or pharmacy as necessary to assist with my identified needs.

Names/Contact Information:

____ Specific: I authorize the Family Assistance Center to share my information with and receive information from the specific individuals/organizations listed below:

Names/Contact Information

Client's
Name:

Printed

Signature:
