



CHATHAM COUNTY EMERGENCY OPERATIONS PLAN

**ESF ANNEX 8
APPENDIX 8-3
TAB A**

ACTIVATION AND SETUP PROTOCOLS AND TOOLS

NOVEMBER 2013



THIS PAGE INTENTIONALLY BLANK



TABLE OF CONTENTS

A-1 Activation Checklist.....	A-1
A-2 Prospective Site Assessment Worksheet	A-3
A-3 Scalable Family Assistance Center Organization Chart	A-15
A-4 Staffing Overview.....	A-16
A-5 Equipment and Supplies.....	A-19
A-6 Facility Floor Plan Set-up Guidelines.....	A-27
A-7 Sample FAC Layout.....	A-28
A-8 Suggested FAC Site Specifications	A-29
A-9 FAC Timeline	A-30
A-10 FAC Functions	A-33
A-11 FAC Activities	A-34
A-12 Staff Request Form.....	A-35



THIS PAGE INTENTIONALLY BLANK



A-1 ACTIVATION CHECKLIST

- ☐ The Chatham Emergency Management, in coordination with the Chatham County Public Health, and the Coroner will activate the Family Assistance Center Plan
- ☐ Based on the incident size, number of victims, and other factors listed in the plan determine the approximate scale of the event

Incident Type _____
Date _____ Time _____
Approximate number of victims _____
Estimated number of family/friend to arrive at FAC _____
Estimated Incident size _____

- ☐ Logistics: review site assessment worksheets and select the location of the FAC facility

FAC Facility Activation Information

Facility Name _____ Date _____
Street Address _____
City _____ State _____ Zip Code _____
Contact Person: _____
Phone _____ Email _____

- ☐ Identify services that will be provided at FAC (check all that apply)

- ☐ Reception/Registration
- ☐ Family Briefings
- ☐ Victim Information Services
- ☐ Health Services
- ☐ Missing Persons Services
- ☐ Support Services
 - ☐ Childcare services
 - ☐ Translation/Interpretation Services
 - ☐ Social Services (List Below)

1. _____	6. _____
2. _____	7. _____
3. _____	8. _____
4. _____	9. _____
5. _____	10. _____

- ☐ Finance/Administration: identify all staff and volunteers
- ☐ Logistics: identify and acquire all equipment and supplies needed for the FAC Facility
- ☐ Coordinate with partners and local agencies to fill any resource or staff needs
- ☐ Set-up FAC Facility



- ☐ Ensure Information Technology needs are met and tested (Television/Cable, Phones, Internet, Cell Phones, Fax Machines, Radios)
- ☐ Law Enforcement: establish and implement tactical security plan for the facility
- ☐ Open FAC Facility and coordinate messaging with Public Information Officer; location, hours, and services.

Social Services that may be required at a FAC

Not all services will be necessary at a FAC facility; the list below provides suggestions on possible social services that may be necessary

- ☐ Animal Care
- ☐ Basic Medical Care
- ☐ Benefits Counseling/Assistance
- ☐ Child/Youth and Family Services
- ☐ Communications (phone and internet)
- ☐ Crime Victims Assistance
- ☐ Disability Information
- ☐ Educational Services
- ☐ Employment Services
- ☐ Financial Assistance
- ☐ Financial Services
- ☐ Food Services
- ☐ Health Care Information Services
- ☐ Housing Assistance
- ☐ Identification Replacement Services
- ☐ Immigration Assistance
- ☐ Insurance Advocacy
- ☐ Legal Assistance
- ☐ Mail
- ☐ Material Goods/Personal Property Replacement
- ☐ Medical Assessment
- ☐ Physical Health
- ☐ Provision of Medications
- ☐ Public Benefits
- ☐ Relocation Assistance
- ☐ Senior Citizens Service
- ☐ Small Business Assistance
- ☐ Tax Benefits/Extensions
- ☐ Therapy Dogs
- ☐ Transportation
- ☐ Unemployment benefits
- ☐ Veterans Affairs
- ☐ Translation/Interpretation Services
- ☐ Workers Compensation



A-2 PROSPECTIVE SITE ASSESSMENT WORKSHEET

General site information

Date _____

Facility name _____

Year Built _____ Total Square Footage _____

Street Address _____

City _____ State _____ Zip Code _____

☐ Non-Profit ☐ Faith-Based ☐ City ☐ State ☐ For Profit ☐ Other _____

First Contact:

Name _____ Position _____

Phone _____ Email _____

Second Contact:

Name _____ Position _____

Phone _____ Email _____

What times of the year is the site available: _____

Can this site be opened within: ☐ 2 hrs ☐ 4 hrs ☐ 6 hrs ☐ 12 hrs ☐ 24 hrs Other _____

Site Appropriate for what size event: ☐ Small ☐ Medium ☐ Large ☐ Catastrophic

Is this site familiar to the local population: ☐ Yes ☐ No

Current MOU Agreement with this site ☐ Yes ☐ No Describe: _____



Building specifications:

Specifications	Y/N	Comments	Available for Use Y/N:
Number of Rooms		# rooms:	
Capacity of Rooms * (See Room Assessment Worksheet for more details on each room)		Capacity of Room: _____ Capacity of Room: _____ Capacity of Room: _____ Capacity of Room: _____ Capacity of Room: _____ Capacity of Room: _____ Capacity of Room: _____ Capacity of Room: _____ Capacity of Room: _____ Capacity of Room: _____ Capacity of Room: _____	
Equipment Supply Area		Dimensions: _____ X _____ = _____ ft ² Capacity: _____	
Ability to lock the site		Describe:	
Loading Docks		# of Bays: _____ Forklift on site Y/N: _____ Operator Available Y/N: _____ Electrical Power Available Y/N: Explain: _____ Material Handling Equipment Y/N: _____	
Number of Restrooms		# of Men's _____ # of Women's: _____ # of Family/Unisex _____ # of ADA Accessible: _____	



Baby Changing Areas		# of sites: _____ Where located: _____	
Food preparations and consumptions facilities		Capacity of food prep areas: _____ Capacity of Food Consumption area (for staff and families): _____ _____	
Type of Food Preparation Areas		<input type="checkbox"/> Full Commercial <input type="checkbox"/> Warming <input type="checkbox"/> Partial <input type="checkbox"/> Walk-in refrigerator/Freezer	
Refrigeration		Size: _____ Type: _____ _____ Temp Controlled Y/N: _____	



Accessibility:

Specifications	Y/N	Comments	Available for use: Y/N
Primary Parking Lot		# of spaces for staff: _____ # of spaces for clients: _____ Cost of Parking per car _____ Validation Available? Y/N _____ Cost: _____ Valet Available? Y/N _____ Is Parking Secured? Y/N _____ Describe: _____	
Secondary Parking Lot		# of spaces: _____ Cost per car _____ Is Parking Secured Y/N _____	
Adequate Road Access		Describe: _____	
ADA Accessible		# Stairs: _____ ADA adaptable Y/N: _____ ADA Compliant Y/N: _____ (Refer to ADA checklist for Emergency Shelters)	
Public Transportation		Stop Name/Line: _____ Stop Name/Line: _____	
Proximity to Local Hospitals		Hospital name: _____ # Miles away: _____	



Security		# of Officers _____ Security System Provider: _____ Surveillance Cameras on site: Y/N _____	
Coordination with EMS, Fire, Police Response		<input type="checkbox"/> YES <input type="checkbox"/> NO Describe: _____	

Supplies/IT/Utilities:

Specifications	Y/N	Comments	Available for use: Y/N
Tables		# on site: _____ Size: _____	
Chairs		# on site: _____	
Beds		# Adult beds/cots on site: _____ # Pediatric beds/cribs on site: _____	
Childcare equipment		Describe: _____	
Temporary Partitions		# on site: _____ Describe: _____	
Computers		# on site: _____	
FAX machines		# on site: _____	
Copiers		# on site: _____	
Telephones		# on site: _____	



Televisions		# on site:	
Scanners		# on site:	
Shredders		# on site:	
File Storage Container		# on site:	
Podium		# on site:	
Audio/Visual Equipment		# on site: _____ Description: _____	
Industrial Fans		# on site:	
Janitorial Services		# of trash cans on site: _____ Describe removal methods: _____ Sharps Container Y/N and #: _____	
Fire Safety System		<input type="checkbox"/> Sprinklers <input type="checkbox"/> Alarms <input type="checkbox"/> Smoke Detectors <input type="checkbox"/> Carbon Monoxide Detector Date of last test/inspection: _____ # of Extinguishers: _____	
Radio		# and Type: _____ Known interference or Shielding Y/N: _____	
Internet		Service provider: _____ Type of Internet: <input type="checkbox"/> Wi-Fi <input type="checkbox"/> Hardwire <input type="checkbox"/> Satellite Known interference or Shielding Y/N: _____	



Cable TV		Service provider:	
Phone		Service provider: _____ Known interference or Shielding Y/N: _____	
Electricity		Service provider:	
Overhead Lighting		Sufficient for FAC Operation Y/N:	
Generator		Sufficient for FAC Operation Y/N: _____ Transfer switch for trailer mounted generator Y/N: _____	
Water		Service provider: _____ <input type="checkbox"/> Hot <input type="checkbox"/> Cold <input type="checkbox"/> Potable	
Heat/AC		Heat Y/N: _____ AC Y/N: _____ Type : <input type="checkbox"/> Electric <input type="checkbox"/> Gas	
Gas		Services Provider:	
Transportation vehicles		Describe:	



Services the facility will continue to provide:

Service:	Y/N	Comments/Contact Information
Janitorial		
Food Preparation/ Cleaning		
Restroom Maintenance		
Facility Maintenance		
Security		

Necessary documents to be attached:

Document	Y/N	Comments
MOU or contract for the site		
Fire and Capacity Regulations		
Evacuation Plan of site		
Floor Plan of site		
Photographs of Site (Including Satellite images)		
Maps		



CHECKLIST FOR RECOMMENDED FAC FUNCTIONAL AREAS AT PROSPECTIVE SITE

Check the box for each functional area that can be accommodated by prospective site

Main Service Areas

- ☐ Reception and Registration
- ☐ Family Interview/Notification Rooms
- ☐ Behavioral Health Services
 - ☐ Private Consultation Areas
 - ☐ Staff Meeting Room
 - ☐ Staff Break Room
- ☐ Missing Persons Call Center (could be off site)
- ☐ Waiting Area
- ☐ Family briefing area (for families and responders to gather and brief)
- ☐ Television room (located away from the waiting room)
- ☐ Computer/Phone Bank
- ☐ Childcare Area
- ☐ Food Preparations Area
- ☐ Dining Area
- ☐ Family Meeting/Gathering area (for families to meet one another)
- ☐ Media Station (secured location far enough away from the FAC but sufficient for briefings)
- ☐ Memorial area (wall, room, table)
- ☐ Incident site map/diagram area
- ☐ Secondary Services area (social services area)

Back Office Areas

- ☐ Staff Check-in
- ☐ Staff Work Area
- ☐ Command Staff Area
- ☐ Staff Conference Rooms
- ☐ Staff Break Room



ROOM ASSESSMENT WORKSHEET

Room Name: _____ Capacity of Room: _____

Potential Use of the Room: _____

Number of Phone Ports _____ Number of Internet ports _____

Number of Electrical Sockets _____ Able to be divided Y/N _____

Number of Windows _____ Lighting (Describe) _____

Type of Flooring: ☐ Carpet ☐ Tile ☐ Linoleum ☐ Cement ☐ Wood ☐ Other: _____

Notes: _____

Room Name: _____ Capacity of Room: _____

Potential Use of the Room: _____

Number of Phone Ports _____ Number of Internet ports _____

Number of Electrical Sockets _____ Able to be divided Y/N _____

Number of Windows _____ Lighting (Describe) _____

Type of Flooring: ☐ Carpet ☐ Tile ☐ Linoleum ☐ Cement ☐ Wood ☐ Other: _____

Notes: _____

Room Name: _____ Capacity of Room: _____

Potential Use of the Room: _____

Number of Phone Ports _____ Number of Internet ports _____

Number of Electrical Sockets _____ Able to be divided Y/N _____

Number of Windows _____ Lighting (Describe) _____

Type of Flooring: ☐ Carpet ☐ Tile ☐ Linoleum ☐ Cement ☐ Wood ☐ Other: _____

Notes: _____



SUGGESTED FAC SITE SPECIFICATION

General Information:

- **A FAC should be close to the incident site but should not be in view of the incident. Family/friends should not have to pass the incident site on their way to/from the FAC.**
- One large FAC is preferred over several smaller ones
- Ideally the FAC could be activated within 12 hours of an incident
- Sites should be community neutral, ideally faith-based organizations are not preferred for a FAC site
- In a mass fatality incident with a separated population of affected residents, workers, business owners, and those who have not lost a friend or family, a separate facility for secondary services should be established to provide other secondary services. If a secondary services facility is established near the FAC the two facilities should have separate entrances.

Building Specifications:

Room Capacity: (See Site Scaling Guide – Excel document)

Private Counseling rooms for Behavioral Health:

- Recommended ratio of 1:15 private counseling rooms to families

Antemortem Interview Rooms:

- Recommended ratio of 1:15 private interview rooms to families

Childcare Area:

- Preferably have a separate space with one entrance and exit
- If possible, separate in to age appropriate areas
- Remove all potential hazards (sharp corners/objects, objects with a potential to fall, open sockets and wires, etc.)
- Expected capacity ratio of 3:10, children to # of families

Entrances/Exits:

- Preferably the facility could be locked down to monitor security and control ingress/egress
- Ensure the facility is ADA compliant

Loading Docks:

- Have enough space to bring in and unload multiple large trucks simultaneously
- Have material handling equipment on site

Restrooms:

- 10 stalls per 300 users



- If possible have a separate staff restroom
- Assure there is a handicap accessible restroom for men and women

Accessibility:

Public Transportation:

- Distance to nearest public transportation should be no more than ¼ mile

Proximity in the community:

- Visitors should not pass the disaster site to arrive at the FAC
- Visitors should not be able to see the disaster site while at the FAC
- FAC site should have accessible road or transportation to area hospitals

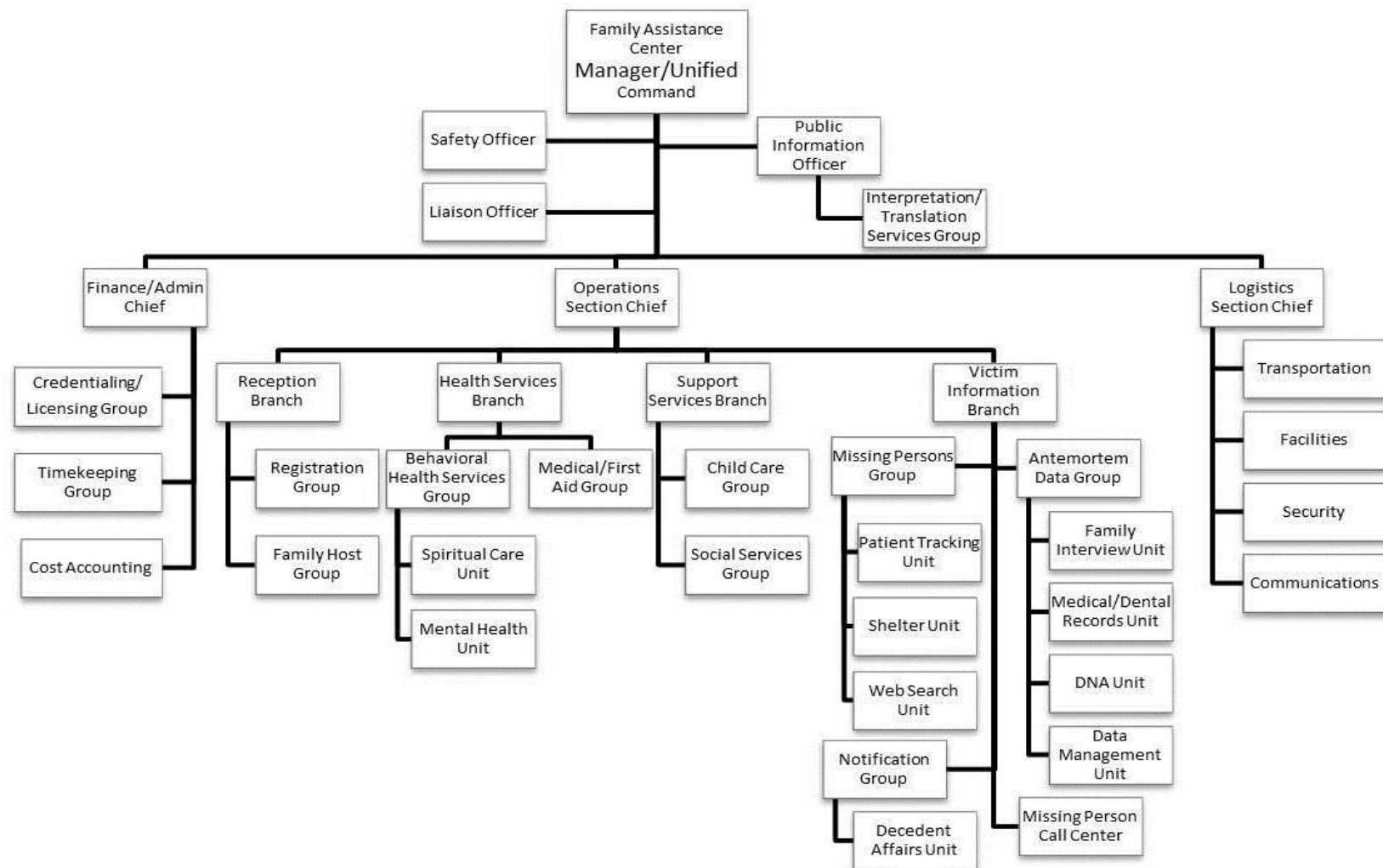
Supplies/IT/Utilities:

Radio/Internet/Telephone:

- Should have no known disruption to communications services



A-3 SCALABLE FAMILY ASSISTANCE CENTER ORGANIZATIONAL CHART





A-4 STAFFING OVERVIEW

This staffing model is an example. Depending on the event positions may be combined, eliminated, or managed by CEMA or the EOC. Not all staff positions will be active during specific timelines of response.

	Small	Medium	Large
Potential Fatalities	<15	15-50	>50
Family and Friends	<120	120-400	>400
FAC Director/Incident Commander/Unified Commander	1	1	1
Deputy Officer in Charge/Deputy FAC Commander	0	1	1
PIO	1	1	1
Deputy PIO Family Briefings	0	1	1
Interpretation/Translation Services	1	1	1
Safety Officer	1	1	1
Liaison Officer	1	1	1
America Red Cross Liaison	TBD	TBD	TBD
Local Human Services Liaison	TBD	TBD	TBD
Law Enforcement Liaison	TBD	TBD	TBD
EOC Liaison	TBD	TBD	TBD
Impacted Public/Private Sector Liaison	TBD	TBD	TBD
Command Staff Total	5	7	7
Logistics Section Chief	1	1	1
Deputy Logistics Chief	0	1	2
Security Group Supervisor	1	1	1
Security Group Staff	0	1	1-2
Communications Group Supervisor	1	1	1
Communications Group Staff	1	2	2
Transportation Group Supervisor	1	1	1
Transportation Group Staff	1	1-2	2-3
Facilities Group Supervisor	1	1	2
Facilities Group Staff	0	1-2	2-3
Logistics Section Total	7	11-13	15-18
Operations Section Chief	1	1	1
Deputy Operations Section Chief	0	1	1
Victim Information Branch Director	1	1	1
Deputy Victim Information Branch Director	0	1	1
Public Information Contact Center Group Supervisor	1	1	1
Phone Operators	3	5	7
Data Entry Staff	2	3	4
Unaccounted for Persons Group Supervisor	1	1	1
Unaccounted for Persons Team Lead	1	1	2
Unaccounted for Person Data Management Staff	1-2	2-5	5-10
Unaccounted for Persons Staff	3-4	0	0
Patient Tracking Liaison	0	1	1



	Small	Medium	Large
Supporting Staff	0	2-3	2-4
Shelter Liaison	0	1	1
Supporting Staff	0	2-3	2-4
Web Search Liaison			
Web Search Liaison	0	1	1
Supporting Staff	0	2-3	2-4
Antemortem Data Group Supervisor	1	1	1
Deputy Antemortem Data Group Supervisor	0	1	1
Medical Examiner Advisor	1	1	1
Antemortem Data Group Staff	4-5	0	0
Medical/Dental Records Team Lead	0	1-2	2-3
Medical Records Staff	0	2-4	4-8
Dental Records Staff	0	2-4	4-8
DNA Unit Team Lead	0	1	1-2
DNA Specialist	0	2-4	4-8
DNA Counselors	0	1	1-2
Data Management Team Lead	0	1	1
Data Management Staff	0	2-5	5-10
Family Interview Team Lead	1	1-2	2-5
Family Interviewers	3-5	5-10	10-30
Family Interview Coordinator	1	2	2-4
Notification and Referral Group Supervisor	1	1	1-2
Notification and Referral Group Staff	2-4	4-10	10-20
Decedent Affairs Unit Team Lead	0	1	1
Decedent Affairs Staff	0	2-3	4-8
Support Service Branch Director	1	1	1
Deputy Support Services Branch Director	0	1	1
Support Services Staff	3	0	0
Child Care Supervisor	1	1	1
Child Caregivers	TBD	TBD	TBD
Social Services Supervisor	0	1	1
Social Services Team Lead	0	1	1
Social Services Staff	0	2-3	3-5
Health Services Branch Director	1	1	1
Deputy Health Services Branch Director	0	1	1
Medical/First Aid Group Supervisor	1	1	1
Nurses/EMTs/Medics	1	1-2	2-3
Infection Control Specialist (as needed)	TBD	TBD	TBD
Behavioral Health Group Supervisor	1	1	1-2
Behavioral Health Group Staff	3-4	0	0
Mental Health Team Lead	0	1	1-3
Mental Health Workers	0	1-4	4-20
Spiritual Care Team Lead	0	1	1-3



	Small	Medium	Large
Spiritual Care Workers	0	1-4	4-20
Reception Branch Director	1	1	1
Deputy Reception Branch Director	0	0	1
Reception Branch Staff	3	0	0
Registration Group Supervisor	0	1-2	2
Data Management Staff	0	1	1-2
Staff Check-in Staff	0	2	2-3
Family Registration Staff	0	2-3	3-4
Badging Staff	0	2	2-4
Runners	As Needed	As Needed	As Needed
Family Host Supervisor	0	1	2
Family Host Staff	0	1-2	2-4
Operations Section Total			
Finance/Administration Section Chief	1	1	1
Deputy Finance/Administration Section Chief	0	0	1
Finance/Administration Staff	2	2	2-3
Scribes/Note takers/Runners	As Needed	As Needed	As Needed
Phone Receptionists	1	1-2	2-3
Signage/Graphics Specialist	0	0	1
Timekeeping Group	1	1	1-2
Cost Accounting Group	0	1-2	2-3
Credentialing and Licensing Group Supervisor	0	1	1
Credentialing and Licensing Group Staff	0	1	1-2
Finance/Administration Section Total	5	8-10	12-17
Grand Total			



A-5 EQUIPMENT AND SUPPLIES

Prior Agreements or Stock piles of Supplies: *list any prior agreements with suppliers for the quick delivery of necessary supplies, or any stock piles that will be accessed*

Supplier	General Contents of shipment

General/Scalable guideline for supplies

Supplies/Equipment Item	Small	Medium	Large	Number Available On-Site
Potential Fatalities	<15	15-50	>50	
Family and Friends	<120	120-400	>400	
Administrative Supplies				
AED				
Age Appropriate Toys				
Audio/Visual Equipment (projectors, microphones, screens, speakers, remote control)				
Badge processing equipment				
Barrier Tape (Caution, restricted, etc.)				
Cell phone charging station				
Cell Phones (with chargers)				
Chairs				
Clipboards (1 per client at registration)				
Comfort Items				
Communication Boards/White Boards				
Computers				
Conference Call Phones				
Cribs/cots				
Diaper Changing Tables				
Digital Camera				
Extension Cords [3 pronged]				



Supplies/Equipment Item	Small	Medium	Large	Number Available On-Site
FAX machines				
File Storage (e.g. file cabinets, crates, boxes)				
Fire Extinguishers				
First Aid Kits				
Flashlights				
Folding Screens/Partitions				
Hygiene Supplies (Tissues)				
Ink Cartridges				
Internet				
Internet and Power Cables				
Janitorial Supplies				
Language Boards				
Linens, blankets, pillows				
Lockable boxes				
Maps (local area, facility, incident site)				
Paper (boxes)				
Paper Shredders/ Burn bags				
Parking/Food Passes (If applicable)				
Photocopiers				
Podium				
Printers				
Radio (2 way radios)				
Radio 800MHz				
Religious resources				
Rest Mats				
Scanners				
Signs (see signage list)				
Slot-top collection box				
Small Refrigerator				
Surge Protectors				
Tables				
Telephone books (if no internet)				



Supplies/Equipment Item	Small	Medium	Large	Number Available On-Site
Telephone Lists				
Telephones				
Televisions				
Transportation vehicles				
Trash Cans				
Whiteboards or Easels with Poster paper				
Window Covering				

Resource Breakdown by Functional Area

Resource	Scaling Guide	Quantity Required	Description/Comment
Reception/Registration			
Administrative Supplies	As Needed		
Badging Equipment	1 badging machine per 50 clients		
Chairs	Number of Tables x2		
Clipboards	1 per client at registration		
Extension Cords	1 per 2 computers		
FAC Forms	1 per client		
Locked Box	1 per 50 badges		To store badges in as they are returned
Staff Computer	1 per filled position		
Signage	As Needed		
Surge Protectors	1 per 2 computers		
Tables	1 per 2 filled positions		
Telephones	1 per 2 filled positions		
Telephone Lists	1 per telephone		
Family Briefing Area			
Chairs	Based on incident, enough for all clients (if no auditorium)		
Communications Boards	1 or more as needed		
Audio/Visual Equipment (microphones, speakers, projectors, remote)	2 microphones, 4 speakers, 1 projector, 2 screens, 1 remote		
Podium	1 (if not already in the room)		
Signage			



Telephone	1 telephone with speaker phone and conference call capabilities		
Tables	As needed		
Family Interview/Notification Rooms			
Administrative Supplies	As Needed		
Chairs	6 for family, 1-2 for staff		
Extension Cords	1 per 2 computers		
Signage			
Staff Computer	1		
Surge Protectors	1 per 2 computers		
Tables	1		
Telephone	1		
Telephone List	1 per telephone		
Tissues	As Needed		
Child Care Area			
Age Appropriate Toys	As Appropriate		
Cribs/cots			
Diaper Changing Tables			
Digital Camera	1		
First Aid Kit	1		
Folding Screens/Partitions	As Needed		
Linens, blankets, pillows			
Rest Mats			
Small Refrigerator	1 per childcare area		
Client Computer/Telephone Bank			
Chairs	2 per computer, 2 per telephone		
Computers with internet	1 per 15 clients in the facility		
Extension Cords	1 per 2 computers		
Tables	1 per 2 computers (as resources allow), 1 per 4 telephones (as resources allow)		
Telephone	1 per 15 clients in the facility		
Signage			
Surge Protectors	1 per 2 computers		
Food Services Area			
Chairs	2 per table (rectangular), 8 per table (round)		
Food	3 meals a day throughout duration of operations		



Signage			
Tables	1 per 2 clients (rectangular) or 1 per 8 clients (round)		
Trash Cans			
Behavioral Health Services			
Administrative Supplies	As Needed		
Chairs			
Clipboards			
Computers	1:8 Staff Members		
Forms			
Tables	1 per counseling room		
Family Waiting Area			
Administrative Supplies	As Needed		
Chairs	# clients X .25		
Tables	As resources allow		
Signage			
Staff Registration/Badging/Credentialing			
Administrative Supplies	As Needed		
Badging Equipment	1 badging machine per 50 staff		
Chairs	Number of Tables x2		
Extension Cords	1 per 2 computers		
Locked Box	1 per 50 badges		To store badges in as they are returned
Staff Computer	1 per filled position		
Surge Protectors	1 per 2 computers		
Tables	1 per 2 filled positions		
Telephones	1 per 2 filled positions		
Telephone Lists	1 per telephone		
Staff Work Area			
Administrative Supplies	As Needed		
Chairs	1 per staff member		
Extension Cords			
FAX machine	1		
Paper Shredder	1		
Photocopier and supplies	1		
Printer	1		
Slot-Top Collection Box	1 per 50 tables		For paper to be shredded
Staff Computer	1 per staff member, 2 for every staff member accessing antemortem		



	database (1 for database and 1 for internet access)		
Surge Protectors			
Tables	2 staff per table, or long oval tables		
Telephone	1 per 2 staff		
Telephone List	1 per telephone		
Command Staff Area			
Administrative Supplies	As Needed		
Chairs	1 per staff		
Conference Call Phones	1		
Extension Cords	3		
FAX machine	1		
ICS Forms	2 sets per operational period		
Audio/Visual Equipment	2 microphones, 4 speakers		
Photocopier and supplies (ink cartridges, paper, etc.)	1		
Printer	1		
Radio	1 for each member command staff, section chief, branch directors and group leaders. Others if resources allow		
Staff Computers	1 per staff member		
Signage	1		
Surge Protectors	3		
Tables	Long oval table or equivalent to seat all command staff		
Telephone	3		
Telephone List	1 per telephone		
Staff Break Room			
Chairs	2 per table (rectangular) 1 8 per table (round)		
Food	3 meals a day for the duration of operations		
Signage			
Tables	1 per 4 staff (rectangular), 1 per 8 staff (round)		
Trash Cans			
Other Supplies			
AED	1		
First Aid Kit	2		



Fire Extinguisher	1		
Janitorial Supplies			
Flashlight			

Attach to this sheet any invoices or order forms for supplies

Supplier	Invoice Attached Y/N



SIGNAGE

Required Signs for the FAC:

- ☐ signs for each service
 - ☐ reception
 - ☐ waiting areas
 - ☐ interview areas
 - ☐ quiet rooms
 - ☐ staff work space, staff only spaces
 - ☐ storage rooms
 - ☐ staff break rooms
 - ☐ family briefing rooms
 - ☐ child care areas
 - ☐ memorial area
 - ☐ social services
 - ☐ Behavioral Health services areas
 - ☐ Medical/First Aid services areas
- ☐ signs for client movement through services (arrows, station signs, etc)
- ☐ signs for any urgent or important updates about the incident
- ☐ signs for entrances and exits
- ☐ signs for handicapped areas, parking, and services
- ☐ signs for bathrooms
- ☐ signs for food and beverage
- ☐ signs for security personnel
- ☐ signs for public transportation/parking lots
- ☐ Language Board
- ☐ Signs in American Sign language
- ☐ Incident map/Diagram
- ☐ Local area maps



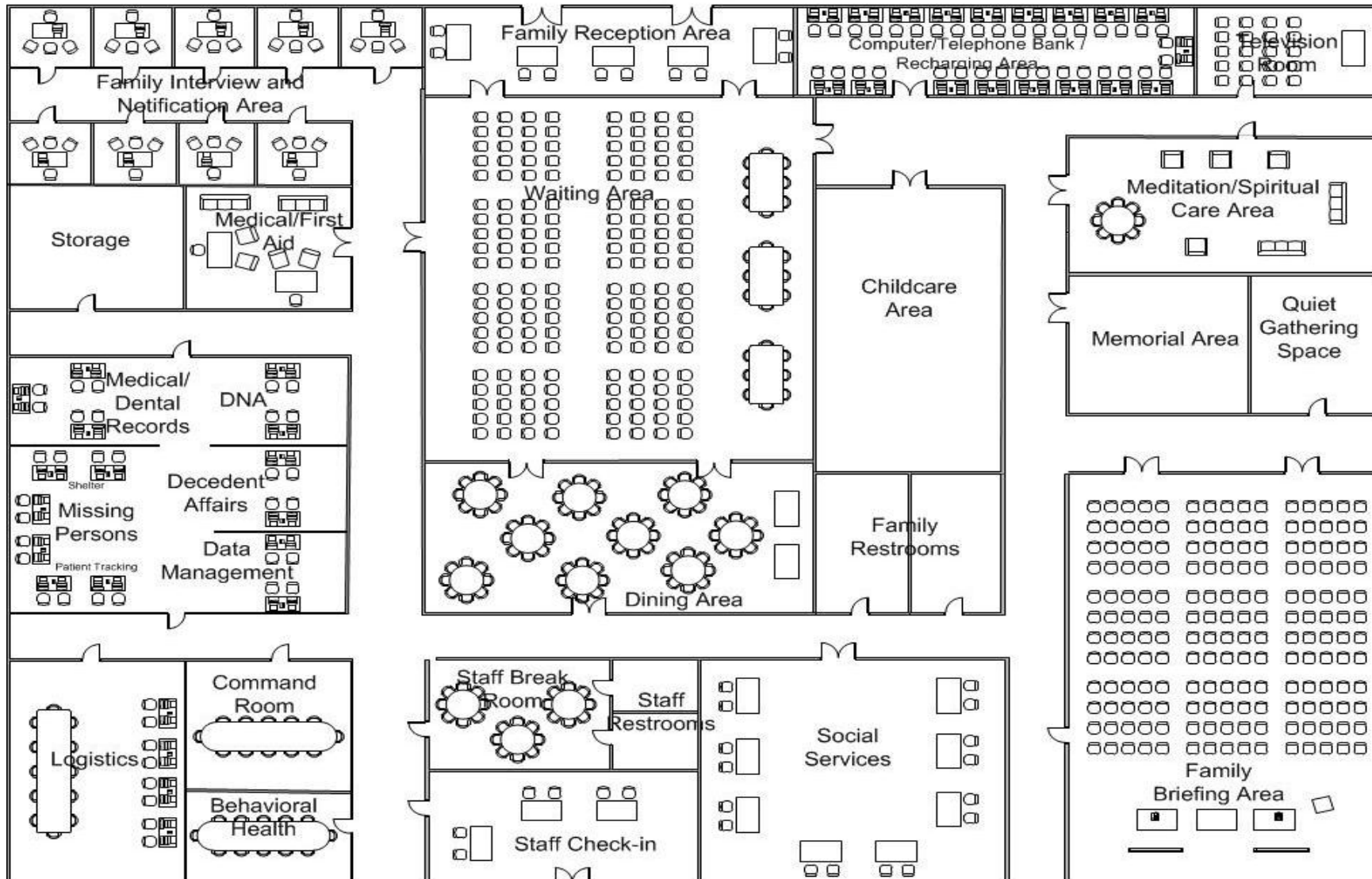
A-6 FACILITY FLOOR PLAN SET-UP GUIDELINES

Below are important guidelines to consider when setting up the floor plan for a Family Assistance Center

1. Childcare area, dining area, and family restrooms should be situated close to waiting areas.
2. Childcare areas should have a single point of ingress/egress and be within view of the waiting areas if possible.
3. Family Interview/notification areas should not be located directly adjacent to quiet rooms or waiting areas
4. Families and staff should have separate reception/check-in areas and separate entrances if possible
5. Staff should have separate restrooms and dining areas if possible. Staff dining areas can be combined with a staff break room.
6. Medical/First Aid area should be close to the family interview/notification area and the waiting area.
7. The television room should be far enough away from the waiting area that families who do not need to hear the news if they do not wish to.
8. The media should be in a secured location far enough away from the FAC but sufficient for briefings
9. Any time a staff area is adjacent to a family area, out of respect for the families staff should be aware of their noise level and laughter.



A-7 SAMPLE FAMILY ASSISTANCE CENTER FACILITY LAYOUT





A-8 SUGGESTED FAC SITE SPECIFICATIONS

This exhibit is an excel spreadsheet used to help determine the number of square footage and the number of rooms needed for a FAC. Please refer to spreadsheet



A-9 FAMILY ASSISTANCE CENTER TIMELINE

Incident Occurs During Business Hours

- Incident occurs
- Clock Starts upon the CEMA Duty Officer receiving notification of a mass casualty / mass fatality incident:
 - Area Commander notified of incident (via Duty Officer or other means)

Within 60 minutes

- Missing Person Contact Center (MPCC)
 - Website scripting prepared
 - Recorded messages drafted
 - Agencies notified to prepare staff for call center activation
- Reception Center(s)
 - Determine need for near-scene reception center set up by first responders
 - Determine need for hospitals to implement reception center and begin using modified information form to help identify patients (if needed)
- Physical FAC
 - Begin discussions on need for physical FAC

90 minutes

- MPCC
 - Website live
 - Recorded message line activated
 - Push url and recorded message line out to all dispatch centers, hospital PIOs, traditional media and social media
 - Begin revising scripts for possible call center
- Reception Center(s)
 - Secure staff / trained volunteers (number needed dependent on size of incident and number of reception centers) to deploy to centers to answer questions and provide support.
- Physical FAC
 - Determine whether to start the process of opening a FAC.

3 hours

- MPCC
 - Confirm whether call center will be activated for the incident
 - Begin confirming staff availability with participating agencies
 - If goal is to have training at four hours, staff may need to be confirmed earlier
 - Establish appropriate activation time for call center function
- Reception Center(s)
 - Continue to provide support in answering questions
- Physical FAC
 - Research possible locations and make contact to determine availability.



4 hours

- MPCC
 - Provide just in time training to call center staff
 - Begin sorting through information received via website and from hospitals, medical examiner and other venues (5-6 hours in an after-hours scenario when staff are able to access information from remote locations)
- Reception Center(s)
 - Continue to provide support in answering questions
- Physical FAC
 - Confirm locations
 - Begin securing needed supplies based on possible number of decedents
 - Alert partners (law enforcement, local emergency management, ARC) to FAC decision
 - Reach out to workforce and PHRC volunteers

6 hours

- MPCC
 - Go live with call center IF need for real-time information sharing
 - Begin calling back people who reported someone online who matches information held by hospitals
- Reception Center(s)
 - Continue to provide support in answering questions
 - Alert gathered family members and friends to opening of FAC. Provide location and basic information.
- Physical FAC
 - Visit site and begin discussions with event, catering and facility staff (if at hotel) about set-up, technology needs, privacy needs and other logistics. If staff will not be available until morning, plan for FAC opening at Noon on first day instead of 8 a.m.
 - Begin set-up of FAC.

8 hours

- MPCC
 - Begin slow demobilization, releasing operators to other functions
- Reception Center(s)
 - Assist with transportation arrangements if family members and friends plan to go directly to the FAC.
- Physical FAC
 - Alert staff and volunteers to location of FAC, roles and time to report.



12 hours (or later depending on when initial incident occurred – want to open FAC at start of new day)

- MPCC
 - Return to an automated system directing people to the FAC and sharing the hours and brief message on what to expect.
- Reception Center(s)
 - Demobilize
- Physical FAC
 - Training and briefing for arriving staff at least one hour prior to opening of FAC
 - Depending on when incident occurred, open FAC at 8 a.m. or noon on the day after the incident to begin making appointments for antemortem interviews and briefing families on the FAC and the status of the investigation and incident.

24 hours

- MPCC
 - Consider operators for virtual FAC call center component – gathering antemortem information from loved ones of those likely involved in incident who cannot come in to a physical FAC
- Physical FAC
 - Operations continue for duration of incident.



A-10 FAMILY ASSISTANCE CENTER FUNCTIONS

** indicates primary/lead*

Family Assistance Center Functions	
Functions	Agency/Organization
Family briefings	*Coroner Office Local Response Agency Affected Industry Agencies
Collection of antemortem data for identification of human remains	* Coroner Office DMORT FAC Team if used
Death notification to next of kin.	* Coroner Office Law Enforcement Chaplains
Management/coordination of all family assistance operations, including all involved organizations and personnel	Varies by community – Coroner Office, Health, Human Services, Social Services agencies *Coroner Office should always be involved
Family support services: <ul style="list-style-type: none"> ▪ Call center, ▪ Reception and information desk, ▪ Spiritual care, ▪ Mental health services, ▪ First aid/medication, ▪ Translation/interpreter services, ▪ Child care, and ▪ Food services/mass care. ▪ Web Search/Lead Investigation Center (if the mass fatality involves large numbers of missing persons). ▪ A wide range of additional services that are based on the incident. These may include: lodging, clothing, transportation, financial assistance, financial services, legal services, crime victims services, etc. 	A wide array of agencies, organizations, and volunteers that work collaboratively under the direction of the agency in charge of family assistance, for example: Department of Mental Health, Alcohol and Drugs, and/or Behavioral Health. American Red Cross. Salvation Army Faith-based organizations and churches. Nonprofit organizations. Local volunteer agencies.



A-11 FAMILY ASSISTANCE CENTER ACTIVITIES

Site	Purpose	Location	Services	Special Considerations
Reception Center	<ul style="list-style-type: none"> Immediate location for friends/family to gather and await information on rescue/recovery efforts 	<ul style="list-style-type: none"> Located in close proximity to disaster site or where victims are receiving care (i.e. airport, healthcare facility) 	<ul style="list-style-type: none"> Information Exchange Mental Health and Spiritual Care Basic First Aid Refreshments 	<ul style="list-style-type: none"> Security Preserving Privacy of Family/Friends Resources to manage Increased emotional reactions
Call Center/ Crisis Hotline	<ul style="list-style-type: none"> Provides information regarding incident management and available services Gathers missing persons information/family inquiries 	<ul style="list-style-type: none"> Located away from disaster site (i.e. local call center, local EOC, 211, television station, radio station, etc) 	<ul style="list-style-type: none"> Information regarding incident management and available services Screens/directs calls Provides emotional support and referrals Collects missing persons information/family inquiries 	<ul style="list-style-type: none"> Quick setup Able to accommodate increased call volumes Availability of mental health resources Computerized tracking database
Respite Center	<ul style="list-style-type: none"> Provides area for rest, food, mental health, spiritual care, and other supportive services for responders 	<ul style="list-style-type: none"> Located in close proximity to disaster site 	<ul style="list-style-type: none"> Provides rest area, showers, food & beverage Basic First Aid Message Therapy Mental health & Spiritual Care 	<ul style="list-style-type: none"> Preserve privacy of rescue and recovery workers Availability of mental health and spiritual care resources
Family Assistance Center	<ul style="list-style-type: none"> Intermediate/Long term location for friends/family to gather to await reunification, death notification, or support services 	<ul style="list-style-type: none"> Located away from the disaster site (i.e. hotels, convention centers) 	<ul style="list-style-type: none"> Mental Health & Spiritual care Information Exchange Other Support Services Coordination of VIP, Injury & Death notification, Visits to disaster site 	<ul style="list-style-type: none"> Who is managing site? Co-Location of multiple agencies Political issues Cultural Issues



A-12 STAFF REQUEST FORM

REQUESTOR INFORMATION			
Request Date:		Request Time:	
Requestor:		Location of Requestor:	
Contact Name:		Contact Phone:	
REQUEST INFORMATION			
Priority (bold or circle)	High	Medium	Low
Role:	Staff? Y N	PHRC? Y N	
Number of staff needed:	Reporting Date:	Reporting Time:	
Duration (hours / days needed): Hours Days	Reporting Location:		
Name and phone number of person to report to:			
Parking provided? Y N Location of parking if provided:			
Meals provided? Y N			
Languages they need to speak:			
Equipment they need to bring:			
Skills needed:			
Specific duties:			
Additional information:			

EOC STAFF TO COMPLETE		
Date received:	Time received:	Assigned to:
Date filled:	Time filled:	Assignment information given to:
Notes:		



Instructions for Completion of Form

REQUESTOR INFORMATION	
Request Date	Date when staff are needed
Request Time	Time when staff are needed
Requestor	Business continuity staff, section director, section chief
Location	Where the person requesting the staff is located (e.g. HMAC, Incident Command)
Contact Name	Name of the person who needs the personnel
Contact Phone	Phone number for the person who needs the personnel
REQUEST INFORMATION	
Role	Title (e.g. Death Investigator, Human Remains Photographer)
Number needed	Number needed per shift
Reporting date	Date they are to report
Reporting time	Time they are to report
Duration (days or Hours)	For how long they are needed
Reporting location	Name of facility and address
Parking/Meals	Where to park / are meals provided or should they bring something
Skills needed	Any specific skill set needed
Language needed	Other than English
Equipment needed	Do they need to pick up / bring with them any equipment
Specific Duties	Outline of the duties they will undertake
Additional information	Anything that will help find the right person
EOC STAFF TO COMPLETE	
Date Received	Date request was received
Time Received	Time request was received
Assigned to	Staff person assigned to fill request
Date Filled	Date request was filled
Time Filled	Time request was filled
Assignment information given to	Who has been assigned