



AmericaReady

**Family Assistance Center:
A Safe Place for Families**

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(C)

Family Assistance Center (FAC)

Initial Interview

Family Care

Death Notification

Operational Sites

- Disaster Site
- Family Assistance Center
- Mass Fatalities Headquarters
- Staff Processing Center
- Victim Identification Center

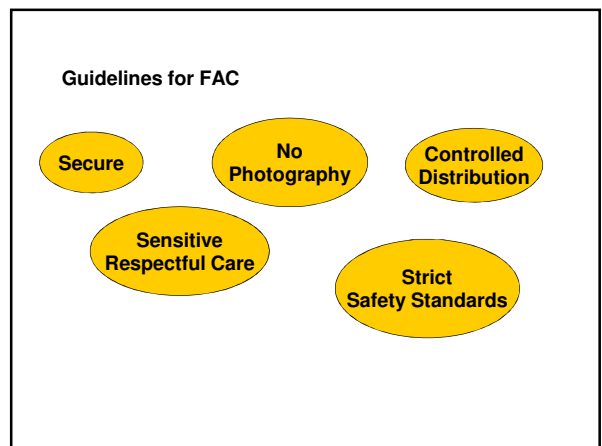
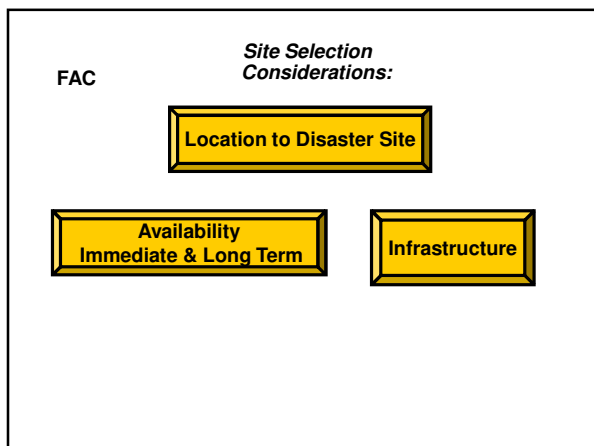
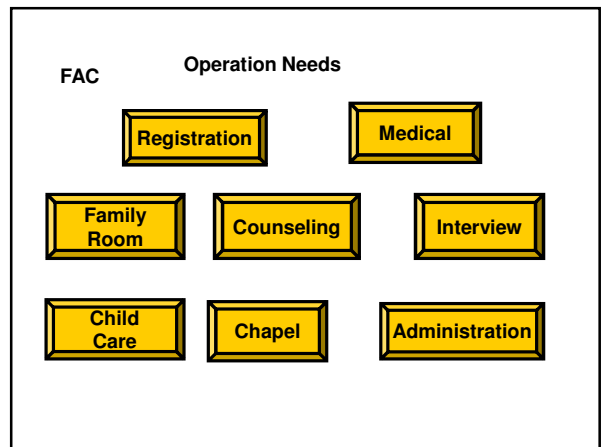
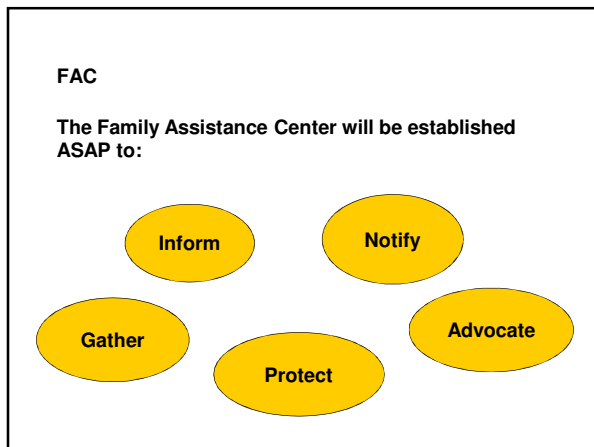
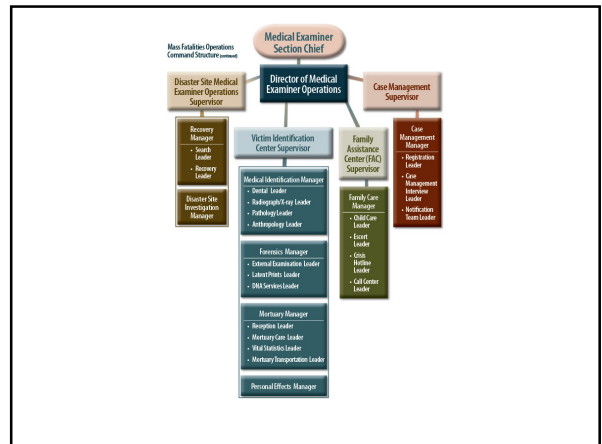
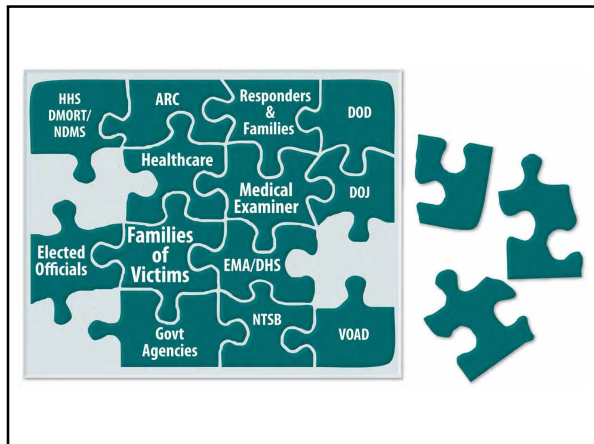
Strategic Planning Issues

Management of Family Care

- Family responding to site
- Family notification
- Documentation and release
- Memorial services

**Two most important
parts of a disaster:**

Three aspects of a disaster



FAC Staff Qualifications Suggestions

- Must have attained at least legal age.
- Must have experience in nursing, funeral service, law enforcement, mental health, disaster response, human services, childcare or clergy services.
- Must not be a member of the press.

FAC Staff Qualifications Suggestions

- Must not be a family member or relative of a survivor or potential fatality of the incident.
- Must not have experienced a recent life-threatening or traumatic event in the past 12 months.
- Must work no more than a 12-hour work shift.

FAC Staff Qualifications Suggestions

- Must take a 15-minute break every three hours in addition to meal break(s).
- Must be monitored by CISM Staff for stress reactions and possible intervention.
- Must participate in a Critical Incident Stress Management defusing after completing the first work shift.

Intake Process



FAC Crisis Hotline

Considerations prior to incident include:

- Availability of hunting or voice response features.
- Number of available telephone lines.
- Use of staff to answer incoming telephone calls.

FAC Crisis Hotline

Considerations

- Crisis intervention training needs of staff.
- Required participation in Critical Incident Stress Management services.
- Office space for Administration and Mental Health staff.

FAC Crisis Hotline

The Family Care Administrator will disseminate information to:

- Medical Examiner
- FAC Health Services Coordinator
- FAC Mental Health Administrator
- FAC Registration Coordinator

FAC Family Registration

The Family Registration Staff will

- Maintain case file in secure location
- Affiliate family name with list of potential victims
- Obtain case file of potential victim
- Verify family member identity by photo identification

Family Registration

The Family Registration Staff will:

- Identify legal next of kin and immediate family members.
- Complete Family Registration Form.
- Complete Family Member Authorization Form.

Family Registration

The Family Registration Staff will

- Assign personal identification number.
- Complete Family Member Statement of Health Form.
- Assign lodging and provide meal vouchers.

Family Registration

The Family Registration Staff will

- Assign FAC Escort
- Inform family members of the Family Member Sign-In Log
- Forward completed Family Registration forms to FAC Registration Coordinator.

Lodging/Meal Considerations

- Facilities which can accommodate large numbers
- Lodging and meal services within the same or adjacent facilities
- Lodging separate from Disaster Response Staff

Lodging/Meal Considerations

- Direct bill
- Incoming telephone calls will be screened
- Security Services will be posted
- NO MEDIA RELEASES

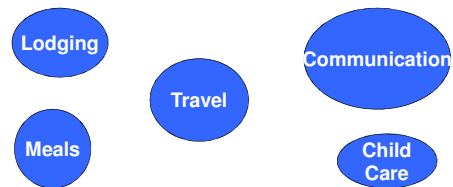
Media

- Always refer media to Public Information Officer
- Media NOT allowed in FAC
- Designate media area near FAC
- Provide media briefings after family briefings
- Allow families to meet with media

FAC Child Care

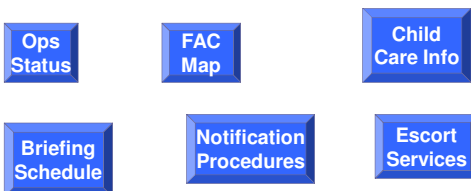
On-site child care provided for children by trained child care providers.

FAC Escorts will assist survivors and families with issues of concern including, but not limited to:



FAC Family Orientation

The Escort will provide the family an orientation to the FAC, which will include:



Initial Family Interview

The NT Administrator will assign an NT to interview family members.

- Family members will be escorted to interview room
- NT team members complete the Presumed Disaster Victim Data Form.

ME Planning Questions

- ✓ What exactly do I want to know?
- ✓ What value will it be to me?
- ✓ Will the information help me in the identification?
- ✓ Who is the best suited for this task?

Notification of Death Guidelines



Notification Team is composed of:

- Two Medical Examiners
- Spiritual Care
- Mental Health

Notification of Death Conference



MASS FATALITIES

Managing the Community Response



Peter R. Teahen

CRC Press



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