

FAC OVERVIEW AND PURPOSE

A Mass Casualty Incident (MCI) is an incident, disaster, or public health emergency that has extended beyond the capabilities of local or regional resources. Immediately after an MCI, family and friends of potential victims/missing individuals will begin to search and gather information about their loved one's condition and location. The Family Assistance Center (FAC) should be established within 12-24 hours after the MCI. The location of the FAC should be centrally located, safe, and secure. The FAC provides support services for the Victim Information Center (VIC).

The FAC is a multi-agency operation, with services provided under a unified command. Staff will be utilized from social services, volunteer organizations, medical examiners office, and other governmental and non-governmental agencies. Relationship building between these organizations prior to an MCI will allow involved agencies to respond quickly, efficiently, and successfully while activating the FAC.

Keep in mind during FAC planning:

- The duration of the FAC operation will be dependent on the scale of the incident, the location, and the overall flexibility of the planning stages.
- Cultural differences must be considered as an MCI may have victims that are potentially from culturally diverse backgrounds or are foreign nationals.
- The initial FAC setup will take time, though basic services should be available and operative within 12 hours of initial MCI response.
- No photography allowed in any part of the FAC to protect the identities and privacy of victims and families.

Site Selection for the FAC

The

Location

Size

Map of Exits

A larger venue may be required if a Call Center will be co-located with the FAC

Scale of the Incident:	Small	Medium	Large	Catastrophic
Number of Potential Fatalities	Less than 50	50 to 300	300 to 1,000	More than 1,000
Daily Capacity for Critical Service Operations	8 stations: 96 interviews	25 stations: 300 interviews	50 stations: 600 interviews	50-75 stations: Up to 900 interviews
Potential Number of FAC Patrons	Less than 400	400 to 2,400	2,400 to 8,000	More than 8,000
Suggested Square Footage	4,686-12,525	12,525-61,030	61,030-197,340	197,340+

Site Amenities and Other Considerations

Recommended Site Locations (thoughtful considerations: if MCI is at a school, do not choose another school site etc).

Hotels:

Conference and Community Centers

Public School Buildings

Recreational Centers/Facilities

Meeting Spaces on College/University Campuses

Churches and other religious institutions

--- Once a location has been determined and FAC is opened:

Notify EOC

Announce FAC location

Contact all television, radio stations, and social media sites

FAC location announcements should be made every few minutes during the first 24 hours.

The FAC Management Team

Public Health will be in charge of this

Call Center

The call center should be coordinated with the local EOC.

If available, 211 may be used for call center operations

It may also be coordinated with the JIC (Joint information Center)

Operation should be 24/7 during the immediate aftermath of the MCI.

:: Use pre-scripted messages with standard answers to the most frequently asked questions.

Behavioral Health Service

Spiritual Care Services

Child Care Services

Registration/Logistics/Staffing/Closing Procedures

First Aid

Demobilization of the FAC

Potential long term phone line