

MRC Mission Sets

Family Assistance Center Mission Set

Mission Set: The term ‘mission set’ describes a scalable response and recovery capability for MRC units and volunteers that is organized, developed, trained, and exercised prior to an emergency or disaster for local, state, and/or regional deployment purposes.

NACCHO MRC Workgroup - Family Assistance Center

The NACCHO MRC Workgroup developed this mission set utilizing local or state plans as well as the resources identified in the supporting resources section.

Mission Set Title: Family Assistance Center Task Force

Resource Description: A family assistance center (FAC) is a secure facility established following a mass casualty incident to provide information about missing or unaccounted persons and the deceased, and to provide a “one-stop shop” of services for victims and their loved ones. FACs may also offer assistance with mental health, spiritual care, and a variety of short-term and longer-term needs of affected family members. This team will consist of professionals such as behavioral health providers, as well as support staff.

Resource Components

<p>Personnel*:</p> <p>*Numbers determined based on the request of organization</p>	<p>Licenses or Certifications Required? Yes, see below.</p> <p>Type: (use NIMS Resource Typing if applicable)</p> <ul style="list-style-type: none"> • First Aid Group - Certified in FA/C PR • Spiritual Care Group - Licensed/Certified as Chaplain • Behavioral Health Strike Team - Licensed as a behavioral health professional • Interpretation/Translation Services Strike Team - Experience required, certification preferred • Registration & Badging Group - No certification required • Family Navigators Group - No certification required • Documentation Group - No certification required
<p>Training Requirements:</p>	<ul style="list-style-type: none"> • ICS-100: Introduction to ICS • FEMA IS-700: NIMS Introduction • Training on local jurisdiction’s FAC plan • Training on staffing an FAC (including medical examiner briefing)
<p>Equipment Required:</p>	<p>All equipment will be provided by the Authority Having Jurisdiction. Minimum equipment needed includes:</p> <ul style="list-style-type: none"> • Signage for stations and flow control • Clipboards, pens, and dispensing forms • Tables and chairs • Stanchions, as needed for flow control • Vests for FAC staff • Private areas for discussions with family members • Basic first aid supplies
<p>Deployment Timeline:</p>	<ul style="list-style-type: none"> • N+12 hours after notification for local jurisdiction • N+24 hours after notification for deployment outside of local jurisdiction
<p>Rotation of Personnel:</p>	<p>Staff rotations every 12 hours</p>



MRC Mission Sets

Mission Set Title: Family Assistance Center Task Force (cont'd)

Resource Description: A family assistance center (FAC) is a secure facility established following a mass casualty incident to provide information about missing or unaccounted persons and the deceased, and to provide a “one-stop shop” of services for victims and their loved ones. FACs may also offer assistance with mental health, spiritual care, and a variety of short-term and longer-term needs of affected family members. This team will consist of professionals such as behavioral health providers, as well as support staff.

Resource Components

Pre-Planning Considerations:	Space Requirements: <ul style="list-style-type: none"> Local FAC plan should address what space requirements are (e.g., hotel close to incident with lodging and meeting room space availability) Support Requirements: <ul style="list-style-type: none"> Local FAC plan should include all support requirements
Limiting Factors:	Local jurisdiction's ability to allow MRC volunteers from outside of the jurisdiction to participate

Resources:

- ASPR TRACIE [Family Assistance Center Fact Sheet](#)
- Los Angeles Family Information Center [Planning Guide for Healthcare Entities](#)
- Puget Sound [Victim Information and Family Assistance Annex](#)
- Washington, DC [Family Assistance Center Plan](#)
- Minnesota [Family Assistance Center Training Toolkit](#)
- eLearning Course: [Mass Casualty: Support and Response](#) eLearning Course for MRC Volunteers
- Mass Fatality Family Assistance Operations: [Recommended Strategies for Local and State Agencies](#)
- Website: [Understanding Critical Incident Stress Management \(CISM\)](#)