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| Thank you for staffing the [Jurisdiction] Family Assistance Center (FAC). To assist with your staffing role, please review the below information and notify your position/unit leadership if you have any questions. |

TO DO:

* Review this quick reference sheet completely; notify your supervisor if you have any questions or concerns
* Sign the Staff Confidentiality Agreement
* Sign the staff daily sign in/out sheet
* Review your position checklist
* Attend just in time training, if necessary
* Ensure your supplies and area are adequately

REFERENCE the Friends and Relatives Center (FRC) Toolkit and FAC Toolkit which include specific items such as:

* FAC activation checklists
* Potential social services to provide at a FAC
* Staff/position checklists
* Supply and setup guidelines
* Sign in/out sheets
* Intake forms and other registration tools
* Interview tools
* Communications tools
* Cultural and religious considerations
* Demobilization checklist

THINGS TO KNOW:

* A FAC is intended to be a longer-term site that provides a wide range of services and information to family members of those injured, killed, missing, or otherwise impacted by the emergency event.
* A FAC is intended to serve three main functions: receiving and registering families, providing notification and information of victims’ status, and helping those impacted by the incident and their family members access support services.
* A FAC should be activated as soon as reasonably possible, but not so soon as to undermine the impacts of the disaster or if services are not adequately established or coordinated.
* All facilities used for family assistance must be fully accessible for those with disabilities and others with access and functional needs (e.g., ramps, accessible restrooms, interpreters, translators)
* For purposes of family assistance, the term “family member” is defined broadly and includes the many individuals who consider themselves to be the victim’s “family,” even when the law does not formally recognize the relationship.
* Avoid the use of the term “reunification center” as some family might not be reunified, and the term can be misleading.
* Make all efforts to accommodate cultural and religious preferences of family members who may practice a variety of faiths to better serve the community at the FAC.
* Federal agencies such as the National Transportation Safety Board (NTSB) and Federal Bureau of Investigation (FBI) as well as private transportation agencies may be mandated to support family assistance services based on the nature of the disaster.
* Although volunteers may spontaneously arrive at the FAC, FAC staff must be limited to persons with authorized, pre-identified FAC access to maintain safety and security. If volunteers arrive at the FAC, refer those individuals to local nonprofit volunteer organizations.
* The most effective way to manage donations is to encourage the public to donate monetarily rather than goods in order to avoid cascading impacts wherein enhanced donations management operations become necessary.
* FAC staff charged with working with families must remain patient and understanding of requests for information that might not be readily available. Staff should not provide any information that has not been properly vetted and should refrain from offering opinions on the status of the incident investigation. Under no circumstances is the media to participate in or observe family briefings. Families should always receive updates and information before they are released to the media/public.
* Communications will be provided in multiple languages and meet Americans with Disabilities Act (ADA) compliance standards with messages in alternate formats. Some individuals and communities may be weary of seeking government support, so it is critical to ensure all people impacted by the incident feel welcome and safe. Messaging should include a statement that registration at a FAC site is not related or connected to immigration enforcement activities.