

# LOS ANGELES COUNTY OPERATIONAL AREA

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## FAMILY ASSISTANCE CENTER PLAN



*Mission: to provide a place for families of disaster victims to obtain information about their loved ones, and obtain emotional, social and other support services.*

APPROVED: DECEMBER 2, 2010

This project is led and funded by the Los Angeles County Department of Mental Health.



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**HANDLING INSTRUCTIONS**

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The title of this document is the Los Angeles County Operational Area Family Assistance Center (FAC) Plan. The Los Angeles County Operational Area FAC Plan is provided to aid in the development and implementation of a FAC strategy for the Los Angeles County Operational Area. For more information, please contact the Project Manager:

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**PLAN MODIFICATION REGISTER**

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The Los Angeles County Department of Mental Health will continue to lead the Los Angeles County Operational Area FAC Plan project. Proposed changes to the Los Angeles County Operational Area FAC Plan must be reviewed and approved by the Los Angeles County Emergency Management Organization. If written approval is obtained, changes will be incorporated into the plan by the Los Angeles County Office of Emergency Management. Each time a change is made, the date and version number reflected on the cover and interior pages must be updated. All approved changes must be recorded below. Additional Plan Modification Register pages may be added as necessary.

DESCRIPTION OF CHANGE	PAGE NUMBER	DATE OF CHANGE	AUTHORIZED SIGNATURE

## Approval By the County Of Los Angeles Emergency Management Council

The County of Los Angeles Emergency Management Council, created by Section 2.68.160 of the Emergency Ordinance, and comprised of key County departments, is responsible for overseeing the preparedness activities of County departments. This includes preparation of plans, emergency and disaster-related training of County employees, and related emergency preparedness activities.

The EMC has reviewed and approved the Los Angeles County Operational Area Family Assistance Center.

Signed \_\_\_\_\_

Date: \_\_\_\_\_

William T Fujioka  
Chief Executive Officer  
Chairman, Emergency Management Council

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**ACKNOWLEDGMENTS**

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The Los Angeles County Operational Area FAC Plan is the result of collaborative partnerships and an ongoing commitment to excellence in emergency management. This project was initiated and led by the Los Angeles County Department of Mental Health and supported by an Operational Area -representative Steering Committee.

Input was received from numerous agencies and organizations, Constant and Associates, Inc. consultants, and with the support of response partners from throughout the Los Angeles County Operational Area. The following individuals served as Steering Committee members for this important project. Steering Committee members provided strategic guidance regarding Los Angeles County Operational Area FAC Plan development, training, and implementation.

TABLE 1: STEERING COMMITTEE MEMBERS

NAME	AGENCY
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Paul Hanley	Los Angeles County Sheriff's Department
Randy Alva	Los Angeles County Fire Department
Pablo Valadez	Los Angeles County Fire Department
Renee Grand Pre	Los Angeles County Department of Coroner
Elissa Fleak	Los Angeles County Department of Coroner
Sandra Shields	Los Angeles County EMS Agency (Department of Health Services)
Barbara Engleman	Los Angeles County Department of Mental Health
Linda Boyd	Los Angeles County Department of Mental Health
Heather Gageby	Los Angeles County Operational Alliance
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Jeanne O'Donnell	Los Angeles County Office of Emergency Management
John Cvjetkovic	Los Angeles County Department of Public Social Services
Al Poirier	Los Angeles City Fire Department
Keith Garcia	Los Angeles City Emergency Management Department
Pamela Mottice-Muller	Disaster Management Area Coordinator

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In order to develop and refine the Los Angeles County Operational Area FAC Plan, two plan development exercises and a number of supplemental briefings were held with key stakeholders to provide an opportunity to review and solicit feedback for the plan. The list below reflects the agencies and organizations that participated in these events - serving as important contributors to the plan.

Los Angeles County Department of Mental Health	Los Angeles County Department of Public Health	Los Angeles County Department of Coroner
Los Angeles County EMS Agency (Department of Health Services)	Los Angeles County Fire Department	Los Angeles County Department of Public Social Services
Los Angeles County Office of Emergency Management	Los Angeles County Operational Alliance	Los Angeles County Office of Affirmative Action Compliance
Los Angeles County Community and Senior Services	Los Angeles County Department of Children and Family Services	Los Angeles County Sheriff's Department
Los Angeles City Department on Aging	Los Angeles City Department on Disability	Los Angeles County Internal Services Department
Los Angeles City Office of Public Safety	Los Angeles City Fire Department	Los Angeles City Emergency Management Department
Los Angeles World Airports	Beverly Hills Office of Emergency Management	Los Angeles Police Department
La Mirada Department of Public Safety	Santa Clarita Parks, Recreation and Community Services Department	National Transportation Safety Board
San Marino Recreation Department	Burbank Fire Department	Federal Bureau of Investigation
California Emergency Management Agency	San Marino Fire Department	National Center for Missing and Exploited Children
Pasadena Public Health Department	Beverly Hills Public Library	Childrens Hospital Los Angeles
Santa Monica Police Department	Norwalk Office of Emergency Management	Emergency Network Los Angeles
New York City Office of Emergency Management	Disaster Management Area Coordinators	Medweb
Buddhist Tzu Chi Foundation	Long Beach Department of Health and Human Services	Amtrak
Lutheran Social Services of the Southwest	Santa Monica Fire Department	American Red Cross
Providence Health and Services	West Angeles Church of God in Christ	

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## INTRODUCTION

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The Los Angeles County Operational Area is one of the nation's largest counties by population and area. Diverse and expansive, the Operational Area is also subject to a number of natural and human-caused hazards, including threats from earthquakes, floods, tsunamis, terrorism and numerous others. Continuing its long-standing commitment to emergency planning and preparedness, the Operational Area has embarked on an ambitious Family Assistance Center (FAC) planning effort to enhance its readiness for both large and small-scale disasters.

### A. BACKGROUND

In the immediate aftermath of a mass fatality incident (MFI) or mass casualty incident (MCI), families will seek assistance. They will gravitate to where they believe they will find their loved one or where they believe they will be able to obtain information about them. That may translate to the incident site or local hospitals (e.g., families may perceive that their loved ones are injured and have been transported to the nearest hospital). A surge of people at the incident site or hospitals can significantly impact and possibly hinder life saving operations. Experts in many fields including emergency management, public safety, medical services, mental health and victim assistance therefore recommended that Los Angeles County establish an Operational Area FAC Plan to aid the disaster response.

*The Family Assistance Center model is a new and dynamic concept, especially as it pertains to implementation at the Operational Area level, led by government agencies.*

*The completion of this Operational Area plan will mark the first of its kind in the Nation.*

The establishment of a FAC can help to alleviate these issues and better aid responders and support personnel to provide victim's families with the support and information they need. Family assistance is one of the most sensitive and complex operations in MFI/MCI response. FACs are the only type of assistance center to open immediately after an emergency as part of response while still offering specialty support functions. The need for multiagency coordination in plan development is further underscored as multiple agencies and organizations fold under the response umbrella and begin to leverage the services provided via FACs. The challenges increase as family assistance staff work with families of differing cultures and beliefs – as such, family assistance must be provided in a way that is sensitive to the diverse population of Los Angeles County.

### B. WHAT IS A FAC?

The FAC provides two types of benefits for families of victims:

- **Information:** This includes notifying families of the status of the victim (e.g., whether the victim is a decedent, has been transported to a hospital, or is still missing). This will also include the provision of updates regarding incident recovery efforts.
- **Services:** This includes the provision of emotional support, spiritual care, health and social services.

### C. PLAN DEVELOPMENT PROCESS

This Los Angeles County Operational Area FAC Plan was developed based on the FAC model utilized for aviation-related disasters designated under the Aviation Disaster Family Assistance Act of 1996 in coordination with the National Transportation Safety Board (NTSB). This model employs best practices that

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have been continuously enhanced through implementation at aviation disasters throughout the U.S.<sup>1</sup> While plans were in existence that specified the provision of FAC services in the event of an aviation disaster, there was no plan that outlined the provision of FAC services for other types of disasters. Using best practices derived from the NTSB model, the Los Angeles County Operational Area FAC Plan was designed to fill this gap – covering the provision of FAC services for a majority of disasters.

#### D. SCOPE

The scope of this plan includes activation, operation, and demobilization strategies for FACs within the Los Angeles County Operational Area (covering all 88 cities and unincorporated areas). As such, the plan seeks to provide a framework for establishing and managing FACs in the Operational Area during both large-scale MFI/MCIs (e.g., earthquakes) and smaller, more localized incidents involving multiple fatalities/casualties (e.g., explosion, shooting) to ensure consistency of response and management, and to establish a baseline of service.

This plan provides a structure and practice for city and County agencies/departments working within the FAC. **Cities will modify the staffing of these functions based on the unique attributes of their city and the availability of local resources.** Special consideration has been given to the identification of plan activation requirements, maximum/minimum services offered based on incident size and availability of resources, delineation of roles and responsibilities of each agency/organization, treatment and accommodation of specific needs populations, coordination of support services, information management and the like. Care was also taken to ensure that city- and County- initiated FAC activation and operation protocols were outlined.

#### E. OBJECTIVES

FAC operations are designed to meet the following objectives:

- Provide accurate and timely information to the family and friends of victims (referred to as “clients”) regarding the incident.
- Provide a mechanism to coordinate efforts between law enforcement, EMS, and coroner personnel to facilitate identification of victim status and client notification.
- Provide emotional support and spiritual care services to clients.
- Facilitate the provision of additional health and social services based on the type of incident and available resources.
- Establish a secure and appropriate facility that allows agencies to interact sensitively and effectively with clients.

#### F. HOW TO USE THIS PLAN

The plan is organized into two primary components, a base plan and appendices. The base plan provides an overview of the Los Angeles County Operational Area FAC model, overall approach to FAC management and basic concept of operations. The base plan is organized into subsections, to include Activation, Operation, and Demobilization. The appendices provide detailed reference material, to include position checklists, site selection criteria, security policy and the like. The plan lists information in chronological order, as possible. To successfully implement the plan, it is recommended that plan users (command staff and section chiefs at minimum) review the plan in its entirety, and participate in training and

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<sup>1</sup> The Aviation Disaster Family Assistance Act was amended in 2008 to include passenger rail accidents that involve a “major loss of life”.

exercise events prior to plan activation.<sup>2</sup> The plan is intended to provide comprehensive guidance and recommendations. Utilization of position checklists is recommended during activation.

## G. ASSUMPTIONS

The following assumptions were presumed in the development of the plan:

- Implementation of this plan assumes that the disaster occurs in the Los Angeles County Operational Area.
- National Incident Management System (NIMS)/Standardized Emergency Management System (SEMS)/Incident Command System (ICS) protocols will be utilized to facilitate the notification and resource request processes among government agencies.
- For city FAC activations, the decision to initiate FAC activation is made by the city Emergency Operations Center (EOC) Director unless otherwise documented in local plans.
- Cities within the Los Angeles County Operational Area are responsible for the implementation of this plan in their respective city. This includes coordination of and participation in FAC related training and exercise events. This also includes the development and tailoring of local plans, policies and resource deployment strategies to support FAC operations.
- The Los Angeles County Office of Emergency Management is responsible for the implementation of this plan in unincorporated areas. This includes coordination of and participation in FAC related training and exercise events. This also includes the development and tailoring of County plans, policies and resource deployment strategies to support FAC operations.
- The activating entity assumes responsibility for FAC cost and operations.
- County departments and agencies assigned to a FAC will work within the FAC structure listed herein. City agencies will modify the mission and staffing of these functions based on the unique attributes of their city and the availability of local resources.
- The Los Angeles County Office of Emergency Management is responsible for facilitating the delivery of tasks assigned to the Los Angeles County Emergency Operations Center (CEOC) if the CEOC has not been activated.
- For purposes of this document, the terms “family,” “friends,” and “relatives” are used to refer to those people who have a relationship to a person involved in the accident. Although these terms have slightly different meanings, they are used interchangeably throughout the document. When referring to those family, friends, and/or relatives who have reported to the FAC for services, the term “client” may be used.
- Most, if not all, family members of seriously injured victims will travel to where the injured are hospitalized. Once the injured are released from the hospital, these family members and the injured victims will return home.
- All actions described in this plan will not necessarily be completed during every event nor is every activity that may be required described in this plan. Agencies and organizations listed herein and other response partners will use judgment and discretion to determine the most appropriate actions at the time of the incident.
- Except as a reference, disasters that involve the invocation of the Aviation Disaster Family Assistance Act are not included in this plan, as the affected carrier and NTSB are responsible for coordinating the FAC. If support is requested from the affected carrier and/or the NTSB, the entity being requested will follow procedures set forth in the affected carrier’s FAC plan. If the Aviation Disaster Family Assistance Act is invoked but the affected carrier requests that a FAC be activated by (and under the management of) the affected jurisdiction, the Los Angeles County Operational Area FAC Plan will be used as the primary policy set.

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<sup>2</sup> See Appendix I: Plan Maintenance, Implementation and Validation.

## H. CODE OF CONDUCT

All FAC staff members, including those who are from the public and private sector, paid employees and volunteer staff, contractors, consultants, and others who may be temporarily assigned to perform work or services for the FAC must follow the below listed code. All staff shall abide by the code of conduct and behavior policies of their agency or organization. Failure to do so can result in removal from the FAC.

The purpose of the FAC is to provide a safe place for families to obtain services and information regarding victims who were injured or killed during a disaster. FAC staff should make every effort to conduct themselves in a discreet and helpful manner, with the traumatic nature of the event and the client's high level of emotional stress in mind.

- Protect the privacy of the victims and clients. Do not share any information or provide access to the media without specific permission from your supervisor and express consent of the clients. Follow principles outlined in Health Insurance Portability and Accountability Act (HIPAA) policies.<sup>3</sup>
- Communicate openly, respectfully, and directly with clients and staff in order to optimize services and to promote mutual trust and understanding. Handle conflict promptly, appropriately and in the correct environment by asking for help and offering positive solutions to problems that are identified.
- Conduct FAC related business with integrity and in an ethical manner.
- Be sensitive to an environment where a number of clients will be grieving. Refrain from engaging in loud conversations, laughter, and other social conversations in client areas.
- Assist others in providing care and/or services promptly. Act as an ambassador of the FAC by maintaining positive communication regarding the FAC, both inside and outside the facility.
- Clearly identify yourself and your position to clients and staff and wear your nametag at eye level.
- Be understanding and sensitive to the difficult situation that clients face. Do not criticize decisions in the presence of clients.
- Protect the property and other assets entrusted to you by clients and others against loss, theft, or abuse.
- Take responsibility and be accountable for your entire job requirements as outlined in position checklists and organizational policies.

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<sup>3</sup> See Appendix XIV: HIPAA Exemptions During Incident Response.

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**SECTION I: ACTIVATION**

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The FAC is activated as part of disaster response operations. The decision to activate a FAC is made at the discretion of the jurisdiction's EOC Director. If the jurisdiction's EOC has not been activated or is in the process of being activated, the Incident/Unified Commander may coordinate with the EOC Director/lead emergency management designee to initiate FAC activation. In order to meet the immediate demands associated with family assistance, the FAC should be operational within two hours of the incident occurring. A FAC may be activated in response to the following:

- MFI
- The potential for 5 or more fatalities<sup>4</sup> at a single incident
- A single incident resulting in 5 or more missing persons
- MCI<sup>5</sup> resulting in 10 or more<sup>6</sup> seriously injured persons who have been transported to hospitals for treatment
- Large scale disaster
- In response to a request from the NTSB in support of airline or rail disasters

**A. INITIATE CITY ACTIVATION PROCESS**

The decision to initiate FAC activation is made by the city EOC Director unless otherwise documented in local plans. City-based FAC activation:

- The incident occurs in one city
- The Incident/Unified Commander requests a FAC to be established via the city EOC or the EOC Director initiates the FAC activation
- The city EOC coordinates the deployment of the FAC with Incident/Unified Command. The city EOC notifies the CEOC of FAC activation as prescribed by NIMS/SEMS
- The city EOC leads coordination efforts for FAC logistical resources. The city EOC leads coordination efforts to staff the FAC according to Appendix V: Staffing Guidelines
- The city EOC requests County resources through the CEOC as prescribed by NIMS/SEMS (as needed). CEOC coordinates the deployment of appropriate County resources to the city FAC

In the event of an incident where County resources (e.g., Los Angeles County Sheriff's Department or Los Angeles County Fire Department) respond to an incident in a city, the city will be notified through standard notification protocols.<sup>7</sup> The city is responsible for making the decision to activate the FAC as indicated above.

**B. INITIATE COUNTY ACTIVATION PROCESS**

The decision to initiate FAC activation is made by the CEOC Director or designee. County-based FAC activation:

- The incident occurs in an unincorporated area of the County or a local jurisdiction requests the County to activate a FAC in response to an incident within that jurisdiction or a request is initiated by the Los Angeles County Department of Coroner

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<sup>4</sup> The Los Angeles County Department of Coroner considers a MFI to involve five or more decedents.

<sup>5</sup> The Los Angeles County EMS Agency (Department of Health Services) defines a MCI as the combination of numbers of ill/injured patients and the type of injuries going beyond the capability of an entity's normal first response.

<sup>6</sup> Per Los Angeles County EMS Agency (Department of Health Services) policy for the management of MCIs, reference number 519.

<sup>7</sup> As a form of redundant notification, the County duty officer will also notify the affected city of the incident.

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- The Incident/Unified Commander requests the CEOC to establish a FAC or the EOC Director initiates the FAC activation, or the CEOC determines that due to the scope and severity of the incident and its effects on multiple jurisdictions within the Operational Area that one or more FAC(s) are needed
- The CEOC coordinates the deployment of the FAC with Incident/Unified Command. The CEOC initiates notification of FAC activation as prescribed by NIMS/SEMS
- The CEOC leads coordination efforts for FAC logistical resources. The CEOC leads coordination efforts to staff the FAC according to Appendix V: Staffing Guidelines. The CEOC escalates resource requests (if needed) as prescribed by NIMS/SEMS

C. INITIATE OTHER ACTIVATION PROCESS

- In the event of an aviation or rail disaster that involves the invocation of the Aviation Family Assistance Act, the NTSB will coordinate with the air carrier or rail carrier to support their efforts to establish a FAC. This plan might be activated at the request of or to support incidents that involve the Aviation Disaster Family Assistance Act. For example, if the Aviation Disaster Family Assistance Act is invoked but the affected carrier requests that a FAC be activated by (and under the management of) the affected jurisdiction, the Los Angeles County Operational Area FAC Plan will be used as the primary policy set.
- If a disaster occurs that involves the Aviation Disaster Family Assistance Act and involves other fatalities/injured victims not on the aircraft or train (e.g., an airplane crashes into a suburban area and there are fatalities on the airplane and fatalities in the suburban area due to the impact), the affected jurisdiction will coordinate with air/rail carrier activated FAC operations.

D. DETERMINE THE SERVICE LEVEL

The FAC Director should determine the scale of potential FAC operations based on the number of victims and type of incident. This should include the identification of which support services will be offered. Service levels may vary by incident; however the following may serve as a guide for determining the appropriate level of service.

- **EXAMPLE - MINIMAL LEVEL OF SERVICE:** At minimum, the FAC Director may consider the activation of a FAC that provides support with notification to clients regarding the status of the victim (e.g., whether the victim is a decedent, has been transported to a hospital, or is still missing). This will also include the provision of updates regarding recovery efforts, and the provision of mental health, spiritual care providers and other services as depicted on Figure 1: Minimal Level of Service Organization Chart – Example. This may be considered for a small incident (defined as less than 50 fatalities or persons with serious injuries).
- **EXAMPLE - EXPANDED LEVEL OF SERVICE:** For an incident that calls for an expanded level of service, the FAC Director may consider the activation of a FAC that involves support from the Social Services Group and the Public Health Services Group in addition to victim identification and the provision of mental health and spiritual care providers. The Social Service Group can be expanded to provide onsite support with child care, adult dependent care support, etc. If a Local Assistance Center has not been activated, the Social Services Group may be activated to provide reach-back capabilities to (off-site) Local Assistance Center-related services until a Los Angeles County FAC has been activated. Other staff and services may be provided as depicted on Figure 2: Expanded Level of Service Organization Chart – Example. This may be considered for a medium or large incident (defined as 51-300 fatalities or persons with serious injuries and 301 to 999 fatalities or persons with serious injuries, respectively).
- **MULTIPLE FACs:** For a catastrophic incident involving more than 1000 fatalities or persons with serious injuries, the activation of multiple FACs should be considered.

The following organization charts are meant to serve as a guide and starting point to aid in the implementation of an ICS compliant approach to organization. The entity responsible for FAC activation will (a) determine an ICS compliant organization strategy based on incident scope and (b) fill additional roles as necessary.

FIGURE 1: MINIMAL LEVEL OF SERVICE ORGANIZATION CHART - EXAMPLE

The FAC Director may elect to activate a FAC with fewer services offered if less resources are available or if there is not a high demand for services (e.g., smaller incident). In such cases, responsibilities tasked to positions not shown here should be carried out by the next highest filled position in that section. Staff can be added as necessary.

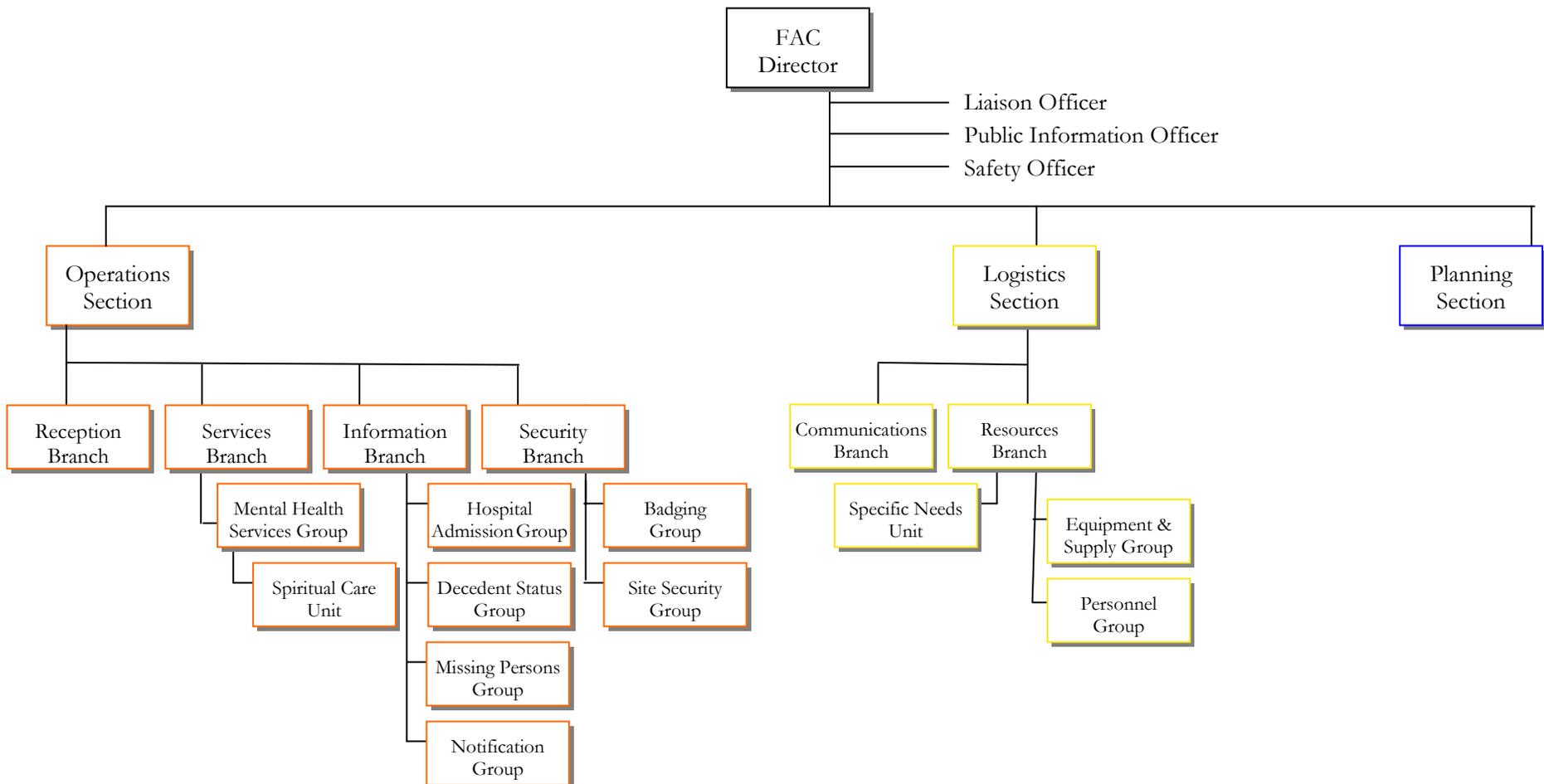
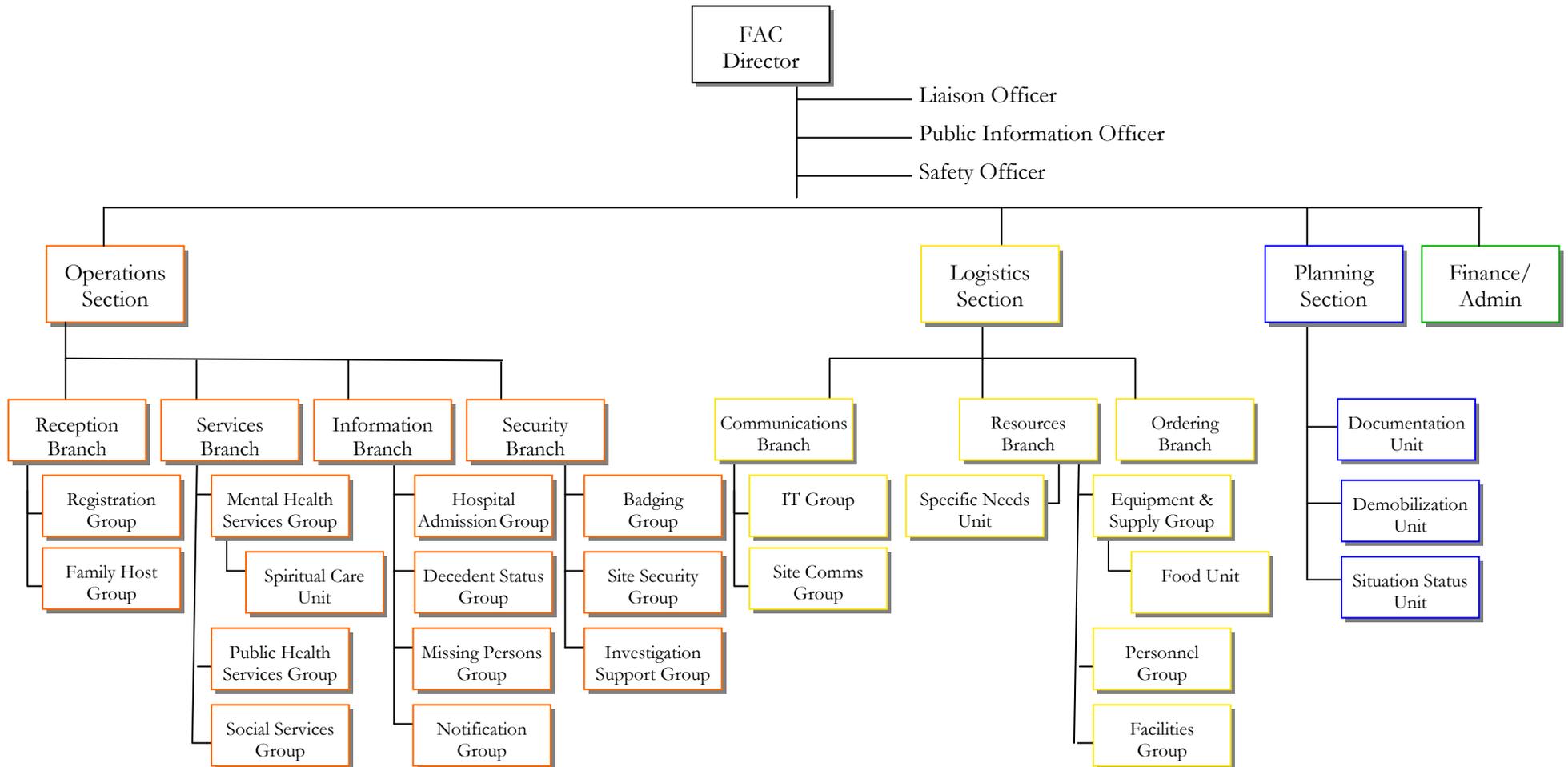


FIGURE 2: EXPANDED LEVEL OF SERVICE ORGANIZATION CHART - EXAMPLE

The following example organization chart depicts the organization of a FAC that offers an expanded level of service. The FAC Director may choose to activate a FAC that offers a heightened level of service, based on the scale and scope of the incident. This organization chart shows key positions in the FAC. Additional subordinate position detail can be found in Appendix V: Staffing Guidelines.



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TABLE 2: POSITION MISSION STATEMENTS AND RECOMMENDED SOURCES

FAC staff positions have been organized by ICS assignment. See the example organization chart on the previous pages for positioning within an ICS compliant architecture. Recommended agency/organizations have been listed for each function, however, positions should be filled based on area of expertise and role assignment criteria. Role assignment, to include NGO participation, is made at the discretion of the FAC Director.

POSITION	MISSION	RECOMMENDED SOURCE
FAC Director	<ul style="list-style-type: none"> <li>▪ The FAC Director is responsible for the overall management of the FAC, to include the development and implementation of strategic goals and objectives, and approval and release of resources.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's emergency management department/office</li> </ul>
Liaison Officer	<ul style="list-style-type: none"> <li>▪ The Liaison Officer is the point of contact for representatives of other government agencies, nongovernment organizations (NGO), and/or the private sector (with no jurisdiction or legal authority) to provide input on their agency's policies, resource availability, and other incident related matters. The Liaison Officer may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's external outreach department/office</li> </ul>
Public Information Officer (PIO)	<ul style="list-style-type: none"> <li>▪ The PIO is responsible for communicating with the public, media, and/or coordinating with other agencies, as necessary, with incident related information requirements. The PIO is responsible for developing and releasing information about the FAC to the news media, incident personnel, and other appropriate agencies and organizations. The PIO may have assistants, as necessary, including supporting PIOs representing other responding agencies or jurisdictions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's PIO</li> </ul>
Safety Officer	<ul style="list-style-type: none"> <li>▪ The Safety Officer is responsible for site safety. The mission of the Safety Officer is to ensure the safety of the facility, staff and clients in the FAC.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's fire department</li> </ul>
Operations Section Chief	<ul style="list-style-type: none"> <li>▪ The Operations Section Chief is responsible for managing FAC on-scene operations to meet the incident objectives established by the FAC Director. A deputy may be assigned to assist with section responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's emergency management department/office</li> </ul>
Reception Branch	<ul style="list-style-type: none"> <li>▪ The Reception Branch is responsible for coordinating client registration operations. The Reception Branch provides intake services for arriving clients and maintains a database of all clients and staff who arrive to the FAC. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Reception Branch is comprised of two groups, the Registration Group and the Family Host Group.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Los Angeles County Department of Public Social Services</li> </ul>

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POSITION	MISSION	RECOMMENDED SOURCE
Registration Group	<ul style="list-style-type: none"> <li>▪ The Registration Group is responsible for ensuring staffing and process related to registration of clients and FAC staff. This includes client identification verification (e.g., check government issued identification card), assessment for specific needs accommodations or support services, waiting area assignments, and FAC forms. The Registration Group coordinates with the Badging Group to support badging operations.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Los Angeles County Department of Public Social Services, the activating entity's emergency management department/office, human services agency or partner volunteer group, or NGO</li> </ul>
Family Host Group	<ul style="list-style-type: none"> <li>▪ The Family Host Group is responsible for ensuring resources for the clients, to include food, tissues, tables, chairs, etc. The Family Host Group is responsible for laying out/making those resources available to the clients.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Los Angeles County Department of Public Social Services, the activating entity's emergency management department/office, human services agency or partner volunteer group, or NGO</li> </ul>
Services Branch	<ul style="list-style-type: none"> <li>▪ The Services Branch is responsible for the provision of mental health, public health and social services. This includes the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Services Branch is comprised of three groups: Mental Health Services Group, Public Health Services Group, and Social Services Group.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's emergency management department/office</li> </ul>
Mental Health Services Group	<ul style="list-style-type: none"> <li>▪ The Mental Health Services Group ensures that services are provided for the emotional, mental, and spiritual needs of clients and FAC staff. The Mental Health Services Group oversees and manages spiritual care personnel.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Los Angeles County Department of Mental Health</li> </ul>
Spiritual Care Unit	<ul style="list-style-type: none"> <li>▪ The Spiritual Care Unit ensures that spiritual care services are made available to clients. The Spiritual Care Unit ensures that spiritual care provided meets the needs/religious preferences of all clients of the FAC.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Spiritual care providers from government agencies, partner volunteer groups, or NGO that meets spiritual care provider criteria</li> </ul>
Public Health Services Group	<ul style="list-style-type: none"> <li>▪ The Public Health Services Group oversees the provision of public health services for persons at the FAC. This may include providing advice, nurses and support with community based health referrals.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's health department. First aid may be provided by a separate entity</li> </ul>
Social Services Group	<ul style="list-style-type: none"> <li>▪ The Social Services Group ensures that social service needs (child care, memorial service support, etc.) of clients are met. The Social Services Group facilitates response activities of private sector participants in the FAC and coordinates with other support agencies/organizations. The Social Services Group may coordinate the provision of longer term social services until a Local Assistance Center is activated.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Los Angeles County Department of Public Social Services and/or designated NGO</li> </ul>

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POSITION	MISSION	RECOMMENDED SOURCE
Information Branch	<ul style="list-style-type: none"> <li>▪ The Information Branch is responsible for the provision of information to clients about the status and location of their loved ones. The Information Branch Director will review FAC forms and other data from the Hospital Admissions, Decedent Status and /or Missing Persons groups for quality control purposes and will direct the Notification Group to make client notifications as appropriate. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Information Branch is comprised of four groups: Hospital Admission Group, Decedent Status Group, Missing Persons Group, and Notification Group.</li> </ul>	<ul style="list-style-type: none"> <li>▪ As designated, based on incident type</li> </ul>
Hospital Admission Group	<ul style="list-style-type: none"> <li>▪ The Hospital Admission Group coordinates information regarding injured victims. The Hospital Admission Group maintains and disseminates the identification, status and location of injured victims who were transported to hospitals in Los Angeles County. The Hospital Admission Group facilitates communications between FAC management and hospital-based family information centers (if opened).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Los Angeles County EMS Agency (Department of Health Services)</li> </ul>
Decedent Status Group	<ul style="list-style-type: none"> <li>▪ The Decedent Status Group reviews FAC forms to identify decedents, and maintains/tracks the number of fatalities associated with the incident.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Los Angeles County Department of Coroner</li> </ul>
Missing Persons Group	<ul style="list-style-type: none"> <li>▪ The Missing Persons Group oversees missing persons operations and maintains/tracks the number of missing persons. The Missing Persons Group coordinates with Hospital Admission Group and Decedent Status Group to obtain, share, and disseminate information regarding missing persons.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's law enforcement department/office</li> </ul>
Notification Group	<ul style="list-style-type: none"> <li>▪ The Notification Group performs notifications to clients regarding the status or location of their loved one. Next of kin (NOK) notification will be performed as specified in Appendix IX: Client Notification Procedures.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Notification Group Teams will be comprised of one Mental Health representative and one of the following: Los Angeles County Department of Coroner representative (if making next of kin notification); or Los Angeles County EMS Agency (Department of Health Services) representative (if advising of hospital location); or law enforcement representative (if advising that the victim is still missing).</li> </ul>

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POSITION	MISSION	RECOMMENDED SOURCE
Security Branch	<ul style="list-style-type: none"> <li>▪ The Security Branch coordinates FAC security, to include management and staffing of site security operations, badging and investigation support, and overall security management. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Security Branch is comprised of three groups: Badging Group, Site Security Group, and Investigation Support Group.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's law enforcement department/office</li> </ul>
Badging Group	<ul style="list-style-type: none"> <li>▪ The Badging Group coordinates the administration and enforcement of identification and badging of FAC staff and visitors, to include the provision of staffing and equipment. The Badging Group oversees FAC staff and client check-in/out.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's law enforcement department/office</li> </ul>
Site Security Group	<ul style="list-style-type: none"> <li>▪ The Security Branch coordinates FAC security, to include management and staffing of site security operations, badging and investigation support, and overall security management. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Security Branch is comprised of three groups: Badging Group, Site Security Group, and Investigation Support Group.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's law enforcement department/office</li> </ul>
Investigation Support Group	<ul style="list-style-type: none"> <li>▪ The Investigation Support Group serves as a liaison to law enforcement personnel regarding criminal investigation (as needed).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's law enforcement department/office</li> </ul>
Logistics Section Chief	<ul style="list-style-type: none"> <li>▪ The Logistics Section Chief meets all service and logistical support needs for the FAC, including ordering resources through appropriate procurement authorities from off-incident locations. The Logistics Section Chief manages and coordinates FAC logistics, information technology and communications resources. A deputy may be assigned to assist with section responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's facility, supply or logistics department/office</li> </ul>
Communications Branch	<ul style="list-style-type: none"> <li>▪ The Communications Branch provides networking and telephony set-up, management, and support for the FAC. The Communications Branch Director is responsible for all connectivity issues including intranet, internet, wired and wireless networking, and telephony. Responsibilities also includes the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Communications Branch is comprised of two groups: the IT Group and the Site Communications Group.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's communications department/office</li> </ul>
IT Group	<ul style="list-style-type: none"> <li>▪ The IT Group provides networking set-up, management, and support for the FAC. The IT Branch is responsible for all connectivity issues including intranet, internet, wired and wireless networking.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's IT department/office</li> </ul>

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POSITION	MISSION	RECOMMENDED SOURCE
Site Communications Group	<ul style="list-style-type: none"> <li>▪ The Site Communications Group provides support with telephony, message runners, hand-held radios, paper/hard communications, etc.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's communications department/office or NGO</li> </ul>
Resource Branch	<ul style="list-style-type: none"> <li>▪ The Resource Branch coordinates the provision of logistics for work areas. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Resource Branch is comprised of three groups: the Equipment and Supply Group, Personnel Group, and the Facility Group.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's facility, supply or logistics department/office</li> </ul>
Specific Needs Unit	<ul style="list-style-type: none"> <li>▪ The Specific Needs Unit assesses needs for and supports the coordination of resources (personnel, supplies and equipment) to accommodate persons with specific needs (e.g., interpreter, wheelchair, ramps, Braille services, guides, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Los Angeles County Office of Affirmative Action Compliance or similar department/agency of local jurisdiction</li> </ul>
Equipment and Supply Group	<ul style="list-style-type: none"> <li>▪ The Equipment and Supply Group determines the type and amount of equipment and supplies that are needed, are in route, and arranges for receiving ordered supplies.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's facility, supply or logistics department/office</li> </ul>
Food Unit	<ul style="list-style-type: none"> <li>▪ The Food Unit determines the number of persons to be fed, and the best method of feeding, to include the provision of well-balanced meals for clients and FAC staff, maintenance of potable water supplies, etc.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's facility, supply or logistics department/office, or partner volunteer group, or NGO</li> </ul>
Personnel Group	<ul style="list-style-type: none"> <li>▪ The Personnel Group is responsible for the provision of relief and replacement FAC staff.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's human resources department/office</li> </ul>
Facility Group	<ul style="list-style-type: none"> <li>▪ The Facility Group determines the type and amount of services that are needed to maintain the facility.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's facility, supply or logistics department/office</li> </ul>
Ordering Branch	<ul style="list-style-type: none"> <li>▪ The Ordering Branch reviews all incoming requests for resources and provides single point ordering.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's facility, supply or logistics department/office</li> </ul>
Planning Section Chief	<ul style="list-style-type: none"> <li>▪ The Planning Section Chief collects, evaluates, and disseminates information about FAC operations and the status of resources. The Planning Section Chief works closely with the FAC Director and Operations Section Chief to understand FAC operations and develop objectives. The Planning Section is comprised of the Documentation, Demobilization, and Situation Status units. A deputy may be assigned to assist with section responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's emergency management department/office</li> </ul>
Documentation Unit	<ul style="list-style-type: none"> <li>▪ The Documentation Unit collects and organizes incident files information, forms, Incident Action Plans, information releases and reports.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Support personnel as designated by the activating entity, or partner volunteer group, or NGO</li> </ul>

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POSITION	MISSION	RECOMMENDED SOURCE
Demobilization Unit	<ul style="list-style-type: none"> <li>▪ The Demobilization Unit reviews FAC resource records to determine the probability size of the demobilization effort and identifies surplus resources and the probable release time.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's emergency management department/office</li> </ul>
Situation Status Unit	<ul style="list-style-type: none"> <li>▪ The Situation Status Unit is responsible for the collection and organization of incident status and situation information. The Situation Unit is also responsible for the evaluation, analysis, and display of that information for use by the FAC staff.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's emergency management department/office</li> </ul>
Finance/ Admin Section Chief	<ul style="list-style-type: none"> <li>▪ The Finance/Administration Section Chief is responsible for all administrative and financial considerations surrounding the FAC. A deputy may be assigned to assist with section responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activating entity's finance department/office</li> </ul>

E. DETERMINE THE SITE

Potential FAC sites will be assessed, preapproved, cataloged as part of pre-incident planning efforts.<sup>8</sup> The activating entity is responsible for selecting the FAC site from a preapproved list, as possible. The FAC Director or designee should determine the FAC site based on the need for FAC services. Site identification should include careful consideration of the following:

- A FAC should be located close enough to the site of the disaster to allow response and recovery personnel and others to travel easily among the site, morgue, and agency offices but far enough from the site that clients are not continually exposed to the scene and will not impede response efforts.
- One large FAC over several smaller ones is preferred.
- Ensure that the resources available at the FAC venue is conducive to the level of service that will be needed at the FAC.

TABLE 3: FAC SITE DETERMINATION FACTORS

SCALE OF INCIDENT	SMALL	MEDIUM	LARGE	CATASTROPHIC
Potential Victims	<50	51 – 300	301 – 1000	>1000
Family & Friends	<400	401 – 2400	2401 – 8000	>8000

F. COORDINATE LOGISTICS

The activating entity is responsible for the provision of FAC site logistics. The Logistics Section Chief is responsible for identifying resources needed to activate and maintain FAC operations as follows:

- Using Appendix V: Staffing Guidelines, determine the number of staff anticipated to be assigned to the FAC for the initial operational period and the number of work stations required.
- Work with emergency management and the FAC Director to develop<sup>9</sup>/review the physical layout of the FAC.
- Identify/review the number of computers, printers, land-line telephones, facsimile machines and other equipment required to activate the FAC.
- From the activating entity’s own resources, or through vendors, arrange for the acquisition, transport, and installation of supplies and equipment, to include access and functional needs resources and Americans with Disabilities Act (ADA) compliance.

The activating entity should supply and set-up the FAC as specified in Appendix IV: Administrative Supplies Guide. If the activating entity requires logistical resources that exceed those available at the local level, additional resources will be requested as prescribed by SEMS. As a general rule, FACs will be activated in facilities that are equipped with land-line telephones, cellular telephone reception, and high-speed internet access. The primary medium for voice communications will be land-line telephones, with cellular telephones as a secondary option. The activating entity should monitor the release of resources and activate the FAC once the set-up is complete and a full complement of supplies, equipment and staff are on site.

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<sup>8</sup> See Appendix I: Plan Maintenance, Implementation and Validation and Appendix II: Site Selection.

<sup>9</sup> FAC site logistics and technological capabilities should be evaluated and planned for by jurisdictions as part of emergency preparedness efforts.

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Consideration should be made for the following:

- **Technology Infrastructure:** Once the decision is made to activate FAC operations, the Logistics Section should review the specific IT infrastructure and network requirements. IT infrastructure and supply mobilization begins as soon as assessments of expected administrative staffing and service needs are made by the FAC Director. From its own resources or through vendors, arrangements should be made for the installation of power and cabling to support the FAC. Each work station should have internet, land-line telephone, and power connectivity. If required, arrangements should be made to augment the host facility infrastructure. All installed power and cabling infrastructure should be inspected by the appropriate building and safety authority, and by the FAC Safety Officer. All systems and equipment will be tested to ensure they are fully operational. Once all steps have been completed, the Logistics Section Chief will notify the FAC Director that facility technology systems are ready for use.
- **Internet Connectivity:** Internet connectivity is a requirement for FAC site selection. As such, the Logistics Section should coordinate with the FAC site venue to ensure that internet service is available and accessible to FAC staff. The activating entity is encouraged to use the secure County/city secure wireless connections (if applicable). All provisions should be made to ensure that FAC staff have internet connectivity and access to their agency/organization files. Internet communications will fall into several categories, depending upon the incident, the capabilities of the host facility, and the capabilities and practices of the activating entity. Generally FAC staff should have access to the following:
  - High speed internet access
  - Access to their home agency intranet via the web
  - Access to the emergency management system being used to manage the incident (e.g., WebEOC, Operational Area Response and Recovery System (OARRS).
  - If it is anticipated that the FAC may be in operation for an extended period of time, the host entity may elect to establish a dedicated FAC local area network (LAN).
- **Passwords and Telephone Lists:** The Logistics Section will be responsible for maintaining and issuing passwords required to access the internet from individual work stations, if required. The Logistics Section should maintain and distribute a list of land-line telephone numbers for each work station. The Logistics Section should prepare and distribute a list of all personnel assigned to the FAC at the beginning of each operational period to include name, title, unit assigned, work station, land-line telephone, cellular telephone, and email address.
- **Technology Hardware:** The Logistics Section will coordinate management and maintenance of technology in the FAC. Each responding agency/organization is responsible for bringing their own administrative and technology supplies, to include laptop computers and cellular telephones. These resources may be requested via SEMS, however, the majority of service providers should provide their own equipment (but not technicians). Regardless of source, all computers used in the FAC should be equipped with Microsoft operating systems including Microsoft Office, Internet Explorer and/or Safari. The activating entity is responsible for supplying printers and land-line telephones. In each FAC regardless of size, all printers should be networked with the ability to share files. Users may also use their own portable hard drives for transferring files. It is recommended that the activating entity provide computers to all command staff to minimize capability issues.
- **Information hotline<sup>10</sup>:** The activating entity should coordinate the service of a telephone bank (e.g., 211 LA County, 311, etc.) to answer calls from the public, primarily regarding the availability of FAC services. The target audience for this information is family/friends of persons

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<sup>10</sup> Additional information regarding the approach to information dissemination may be found under Outreach, on page 40. If the activating entity does not have this capability, a resource request may be initiated through SEMS.

- who may be victims. Information provided should be limited to the location, hours and contact information for the FAC.
- Identification Badge Resources<sup>11</sup>: Supplies and equipment for the provision of badges to all persons in the FAC, staff and clients should be provided by the activating entity. Badges may be computer generated or handmade. Badges shall each include a unique numeric or alpha-numeric identifier. Ideally, separate alpha or alpha-numeric systems should be utilized for staff and clients. A log or database should be maintained which includes:
    - The name of the person to whom the badge is issued, exactly as it appears on the badge.
    - The date and time the badge is issued.
    - Initials or other information to identify the person issuing the badge.
    - Whether the badge is for government staff, nongovernment staff, or client.
    - If issued to a staff member, the functional area to which they are assigned.
    - Notation if the badge holder is a minor.
    - The drivers license number, or other unique identifier for the photo identification presented by the badge holder.
  - Media Center: The PIO should coordinate the provision of a media center that is near but not inside the FAC. Care should be taken to ensure that the privacy of clients is protected from the media as much as possible. The media center may provide room for media vehicles, telephones, internet accessibility and other support as resources allow.
  - Other Administrative Supplies: Additional basic work supplies and equipment should be provided, to include chairs for clients, desks and chairs for work stations, projectors and screen for presentations, printers, photocopiers, facsimile machines, etc. The Logistics Section should work with the facility host and vendors to provide required cabling and connectivity to and between work stations. Each work station will be equipped with internet and telephone connectivity, and power for peripherals, lights, and other electronic equipment, and to ensure access to cellular networks. Appendix IV: Administrative Supplies Guide may provide direction in the identification of needed supplies and equipment.

## G. COORDINATE STAFFING

Appendix V: Staffing Guide provides guidance for FAC staffing. Staffing guidelines are “modular”, i.e., scaled to the size of the incident. The EOC, or other activating entity may determine that additional staff/branches/groups should be added, or that certain branches or groups may require fewer staff, or be eliminated altogether. The staffing guidelines are for a single operational period (usually 12 hours). If the FAC operates on a 24 hour basis, it may be fully staffed at the recommended level or reduced staffing levels may be deemed adequate during night operations. Once the FAC is activated, the determination of staffing levels should be made at the discretion of the FAC Director. Staff for specific functional areas such as public health, security, etc. will be provided by the appropriate agencies as determined by the activating entity. The EOC or other activating entity is responsible for requesting staffing assistance, including the initiation of resource requests through SEMS.

*It should be emphasized that the ICS structure at the Family Assistance Center is separate from the ICS structure at the incident site, and separate from the ICS structure at the jurisdiction’s EOC.*

## H. IMPLEMENT THE SECURITY PLAN

To support proper protection of clients and staff, ensuring site security prior to activation and for the duration that the FAC is operational is necessary.

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<sup>11</sup> If the activating entity does not have this capability, a resource request may be initiated through SEMS.

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FAC security policy encompasses the overall responsibility of managing and staffing internal and external FAC security operations. This includes establishment of a secure perimeter, identification and badging for FAC staff, support service personnel, clients, media (if applicable) and all other personnel authorized for FAC access. Also, maintaining a visible presence at high security or restricted areas such as the notification or child care areas to make certain that only authorized persons with appropriate credentials are granted access. The provision of FAC site security will be enforced and tailored based on the nature and circumstances of the incident, however, security guidance is provided in Appendix X: Security Arrangements.

## I. CONDUCT STAFF REGISTRATION

Except for the reception area, all persons in the FAC - staff and clients - must possess and display appropriate identification badges as described below. The only exceptions are vendor, maintenance or delivery personnel, who must be escorted at all times by a member of the FAC Logistics Section. Badges may be computer generated or handmade. Regardless of method of production all badges should adhere to the following:

- Badges should be color-coded to differentiate between staff and clients.
- All badges must include the first and last name of the wearer.
- Staff badges must identify the functional area to which the staff member is assigned.
- All badges must include a unique numeric or alpha-numeric designation.
- All badges must be worn on outer clothing and be clearly visible.
- If possible badges should include a photograph.
- Badges will be issued upon entry and must be surrendered upon exiting the FAC.
- Staff will be required to display two forms of identification (government-issued photo identification and FAC badge). Therefore if possible, dual badge holders should be utilized.

### 1. CONDUCT IDENTIFICATION AND BADGING OF GOVERNMENT STAFF

Government staff will first report to staff check-in and sign in. FAC staff will cross reference the staff members name with a preapproved list of expected FAC staff. Staff from the Los Angeles County Department of Mental Health or the Los Angeles County Office of Emergency Management will be provided at registration for “face recognition” as needed. Once approved, government staff will report to Security to obtain a badge. In order to obtain a staff badge the following must be presented:

- A current driver’s license
- A current agency identification

Staff will don both their FAC badge and their agency/organization badge. Badges must be displayed on the outer most layer of clothing at eye level. FAC badges must be returned upon check-out.

### 2. CONDUCT IDENTIFICATION AND BADGING OF NONGOVERNMENT STAFF

Nongovernment staff will first report to staff check-in and sign in. Following sign-in, nongovernment staff who are to perform clinical functions (nurses, mental health counselors, chaplains, etc.) must report to the Credential and License Review Specialist to verify that they possess the appropriate credential and/or license for the job to which they are expected to be assigned. Once they obtain clearance from the Credential and License Review Specialist<sup>12</sup>, they will report to

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<sup>12</sup> Credential and License Review Specialist duties are outlined on the following pages.

the badging area to be issued a badge. Nongovernment staff who will not be performing clinical functions will proceed directly from staff check-in to security to be issued a badge.

### 3. UPHOLD CREDENTIALS AND LICENSURE POLICY

All FAC personnel providing clinical or medical services to FAC clients must possess the appropriate current license(s), board certifications (for clinical and medical specialties), and credentials. This section provides guidance and procedures for assuring that all staff are properly credentialed. For purposes of this section the following assumptions apply:

- Incidents that call for FAC operations will require rapid FAC activation and deployment of FAC staff.
- The priority for FAC staff sourcing is: (1) government staff; (2) American Red Cross or other NGO organization that can assure that staff are appropriately credentialed; (3) pre-credentialed Los Angeles County EMS Agency (Department of Health Services) and the Los Angeles County Department of Public Health volunteers<sup>13</sup>; and (4) other city/County approved volunteer groups.
- No “spontaneous” volunteers will be utilized in FAC operations, or allowed access to FAC facilities.

As used in this section, the following definitions apply:

- License. License to practice a medical or other clinical profession issued by a California state licensing board.
- Certification. Certification of qualifications to practice a medical or clinical specialty issued by an independent (nongovernment) organization.
- Credential. Electronic or hard copy verification that the individual possesses a valid and current license, and certification (if required).

#### i. GOVERNMENT STAFF

Government agencies that provide clinical services (e.g., Los Angeles County Department of Mental Health; public health departments for the cities of Long Beach and Pasadena and Los Angeles County) utilize internal procedures to ensure that staff assigned to clinical functions are currently licensed and properly credentialed. As such, it is the responsibility of the participating government agency that provides staff to ensure that staff assigned to the FAC are appropriately credentialed. Each section chief and branch director is responsible for assuring that staff are assigned only to those positions that they are credentialed to perform. Additionally, any agency staff providing mental health services must be trained in current evidenced/informed-based practices in disaster mental health.

#### ii. NONGOVERNMENTAL ORGANIZATION STAFF

Only NGOs with formal internal licensure/credentialing verification procedures will be requested to provide counselors, nurses or other clinical staff. For example, the American Red Cross utilizes a computerized system to verify that volunteers and staff possess current licenses called the Human Capital/Management System. If NGO staff other than American

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<sup>13</sup> The Los Angeles County Disaster Healthcare Volunteers (formerly known as Emergency System for the Advance Registration of Volunteer Health Professionals/Medical Reserve Corps (ESAR-VHP). These volunteers are pre-credentialed by the Los Angeles County Department of Public Health and Los Angeles County EMS Agency (Department of Health Services) using the California Disaster Healthcare Volunteer system <https://www.healthcarevolunteers.ca.gov/>.

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Red Cross is used in the FAC, the FAC Credentials and License Review Specialist should determine if the participating NGO has and uses an equivalent system to verify licensure. The (Registration Group) Credentials and License Review Specialist should verify that staff have the appropriate, current license by checking the website of the applicable board licensing authority. Appendix VI: Licensure and Credentialing References lists clinical categories, the applicable licensing board, and the board website address.

iii. PRE-CREDENTIALLED VOLUNTEER STAFF

FAC volunteer staff will be obtained from the following sources: (a) city/County pre-registered volunteers who are rostered and deployed to the FAC by the city/County and (b) volunteers who are pre-credentialed in the Disaster Healthcare Volunteer system and rostered and deployed to the FAC by the Los Angeles County EMS Agency (Department of Health Services) and the Los Angeles County Department of Public Health Disaster Healthcare Volunteer program. Credentials of clinical volunteer staff will be verified on-site by the Credentials and License Review Specialist, using a staffing list of the volunteers that are confirmed by the Los Angeles County EMS Agency (Department of Health Services) and the Los Angeles County Department of Public Health to report to the FAC. Only pre-credentialed volunteers will be deployed and will appear on this list. In addition, FAC command or Credentials and License Review Specialist may work with the Los Angeles County EMS Agency (Department of Health Services) and Public Health to request that rostered volunteers also bring a copy of their license with them to the FAC.

Volunteers will not be issued a badge until their qualifications have been verified.

iv. MENTAL HEALTH STAFF

Mental Health professionals will have the most direct and intimate contact with clients at the FAC. Therefore, it is especially important that mental health professionals be properly qualified, licensed, and credentialed. Mental health professionals must be licensed by the appropriate California licensing board (see Appendix VI: Licensure and Credentialing References). All staff providing mental health services must be trained in current evidence/informed-based best practices in disaster mental health. It is strongly recommended that all mental health services be provided through the Los Angeles County Department of Mental Health.

**The Los Angeles County Department of Mental Health will be the coordinating body for all mental health services at the FAC.** The Los Angeles County Department of Mental Health has sufficient staff resources from internal and contract service providers to staff the FAC for any size incident. The Los Angeles County Department of Mental Health also maintains a list of approved mental health service providers who could be called upon to provide supplemental staff. Reference “Provider Locator” at the Los Angeles County Department of Mental Health web site: <http://www.dmh.lacounty.gov>.

v. SPIRITUAL CARE PROVIDERS

It is important that spiritual care be provided by providers who are trained and experienced in working with persons who have lost, or fear they may have lost a loved one. The Los Angeles County Fire Department and many city fire departments and law enforcement agencies designate agency chaplains to provide spiritual care to injured

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firefighters and law enforcement personnel, and to the co-workers and family of personnel seriously injured or killed in the line of duty. These chaplains have direct experience in dealing with victims of disasters. Many hospitals also have qualified chaplains. If hospital chaplains are needed, the FAC should request hospital chaplains from non-impacted facilities through the Los Angeles County EMS Agency (Department of Health Services) utilizing normal SEMS procedures. The request may go through the Hospital Admission Group at the FAC. Other sources for spiritual care providers include the military, ENLA, and city chaplain volunteer programs that meet the below listed criteria. If required, additional resources should be requested from the Operational Area following normal SEMS procedures. Suggested considerations and criteria for spiritual care providers:

1. Has been appointed to serve as a chaplain by a public agency, American Red Cross, or other recognized NGO or pre-screened and trained chaplains and clergy from city-based programs.
2. Is endorsed by their religious body for ministry as a chaplain.
  - a. For Buddhist spiritual care: Is endorsed by Buddhist Tzu Chi Foundation as a Commissioner trained for providing Buddhist spiritual care.
3. Currently serves their agency as a chaplain.
4. Pre-screened ordained clergy that are part of pre-existing spiritual care teams and are trained in disaster spiritual care.
5. Speaks the language of affected clients.
6. No “spontaneous” spiritual care chaplains will be used in the FAC.
7. Spiritual care providers who accompany clients but do not meet predesignated spiritual care provider criteria may only provide spiritual care to that client.

***The FAC Spiritual Care Unit should ensure that ALL of the faith traditions of those clients in the FAC are appropriately represented.***

To obtain spiritual care provider support, the Logistics Section Chief should review the following list of resources for providers. Once a source agency/organization has been selected, the Logistics Sections Chief should coordinate with the Liaison Officer to contact that agency for support (in compliance with SEMS). Pre-screened spiritual care providers may be secured through:

- Los Angeles County Department of Public Health Medical Reserve Corps. Medical Reserve Corps volunteers may be accessed directly by Los Angeles County Department of Public Health, or by the Los Angeles County EMS Agency (Department of Health Services), utilizing the Volunteer Center of Los Angeles (VCLA) database.
- Los Angeles County Fire Department
- Los Angeles Sheriff's Department
- Los Angeles Police Department
- Los Angeles Fire Department
- Los Angeles Airport Police Department
- Southern California Chaplains Association

## J. CONDUCT JUST-IN-TIME TRAINING

Comprehensive Just-in-time (JIT) training should be provided to all staff immediately prior to FAC activation. JIT training should take place the day of the incident for all personnel who are filling specific roles during an actual event. JIT should include verification that position checklists were received. Other resources shared at this time may include flow charts, layout diagrams, a copy of the Incident Action Plan, telephone lists, information regarding the accommodation of persons with specific needs, objectives of the operational period, safety compliance, the utilization of ICS, etc. After group JIT training, staff should be referred to their direct supervisor for a 15 minute period to answer remaining questions. JIT training will not replace participation in FAC training and exercise events. Rather, it will build on concepts taught and exercised as part of a comprehensive plan implementation program.<sup>14</sup>

#### K. NOTIFY STAKEHOLDERS

Once the date, time and location of FAC activation have been confirmed, formal notifications should be made to key stakeholders as prescribed by SEMS, including the jurisdiction's EOC, incident site, city, County, State and Federal partners, the public, and hospitals (as necessary). In the initial stages, consistent and exhaustive communication with elected officials, emergency management partners and the public is essential to ensure that those affected by a disaster know where to go for help, support and information. The Liaison Officer should work with the FAC Director and PIO to ensure that elected officials are made aware of the potential opening of a FAC. A broad range of resources should be used to disseminate FAC service information to clients, diplomatic corps and the general public (e.g., newsletters, broadcast facsimile and websites). Conduct comprehensive outreach regarding the FAC activation announcement. Provide information to telephone banks, community organizations, media, government agencies, foreign diplomatic corps representatives etc.<sup>15</sup> Ensure that information is accessible by specific needs populations. Information provided should include:

- A brief synopsis of the incident
- A brief synopsis of the services provided at the FAC
- The date, time and location that the FAC will be activated
- The type of information that clients will be asked to provide at the FAC (e.g., furnish government issued identification, description of the victim, including date of birth, etc.)

#### L. CONDUCT INITIAL BRIEFING WITH STAFF

Prior to FAC activation, FAC command staff should ensure that staff have a clear understanding of the incident objectives, their role, and the flow of operations. At a minimum, FAC command staff and section chiefs should review the FAC base plan and familiarize themselves with the type of information available in the appendices. Further, an initial briefing should be conducted. The initial briefing may include the following:

- Review of completed ICS 201 form
  - A brief synopsis of the incident
  - Priorities and objectives
  - Logistics and layout
  - A brief synopsis of the services provided at the FAC
  - Staffing organization and work tasks
  - The date, time and location that the FAC will be activated

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<sup>14</sup> See Appendix I: Plan Maintenance, Implementation and Validation.

<sup>15</sup> Additional information may be found under Outreach, on page 40.

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**SECTION II: OPERATION**

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**A. PROVIDE PERIMETER SECURITY<sup>16</sup>**

Law enforcement will prescreen visitors as they approach the external driveway(s) of the FAC. Media will be directed to a nearby media site. Clients will be directed to the entrance of the FAC facility. Unauthorized individuals will not be allowed entrance.

**B. PERFORM CLIENT REGISTRATION**

At the FAC facility entrance, clients will first report to the reception area.

If a line has formed, mental health staff may provide staff to support clients who seek mental health services<sup>17</sup>. Further, registration staff should announce to all persons in line (at regular intervals) that specific needs related support services will be made available upon request.

Clients will be required to produce government-issued photo identification. At this time, registration staff will also ensure that an area is available for clients with specific needs to report to for accommodations (e.g., translator, interpreter, etc.). Registration staff will also ensure that clients have access to support services, to include mental health, spiritual care, public health services, social services, child care and food services (if available) and provide support as requested. Authorized clients will receive FAC forms, a layout of pertinent areas of the FAC, and waiting area assignment and will proceed to security where they will be issued a badge. The number of persons allowed in the FAC per family (e.g., only 12 family members allowed per victim) will be determined by the activating entity. It should be noted, however, that the NTSB does not recommend a cap to the number of family members per victim as a best practice.

**1. INITIATE CLIENT BADGING<sup>18</sup>**

All clients must possess and display appropriate identification badges as described below. Badges may be computer generated or handmade. Regardless of method of production all badges should adhere to the same standards as described for staff badging, as follows:

- Badges should be color-coded to differentiate between staff and clients.
- All badges must include the first and last name of the wearer.
- All badges must include a unique numeric or alpha-numeric designation.
- All badges must be worn on outer clothing and be clearly visible. Badges should display FAC badge and government identification. Dual badge holders should be used as possible.
- If possible badges should include a photograph.
- Badges will be issued upon entry and must be surrendered upon exiting the FAC.

In the event that a client does not have a government-issued identification (minor children, undocumented persons, etc.) the Intake Specialist will take reasonable steps to ensure the identity of the individual, and issue a badge that is color coded, or otherwise identified as not possessing government-issued photo identification. Identification verification should include “family policing” where family members of the victim who have provided government issued identification confirm the identification of other family/friends. Family policing should be an ongoing process utilized

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<sup>16</sup> See Appendix X: Security Arrangements.

<sup>17</sup> See Provide Support Services, page 33.

<sup>18</sup> If the activating entity does not have this capability, a resource request may be initiated through SEMS.

throughout the duration of the FAC operation. The badges of minor children will include the name(s) of accompanying parent or guardian. Badges for parents and guardians will include the name(s) of their minor children. Clients will be instructed to complete the FAC forms and return the forms to registration staff. The client will be escorted to the waiting area or support services areas (e.g., counseling area, spiritual support area, etc.) as requested.

### C. ENSURE THE COMPLETION OF FAC FORMS

Submitted forms will be reviewed for completeness. If necessary, a Form Review Specialist<sup>19</sup> will be assigned to assist clients in completing their forms if they are unable to or if additional information is needed. The Form Review Specialists may call clients into a private area to review their FAC forms and aid them to complete areas that need additional detail. Registration staff will submit completed forms to the Registration Branch Director for final verification. Approved forms will be submitted to the Information Branch Director for dissemination to key personnel who are tasked with locating the missing person.

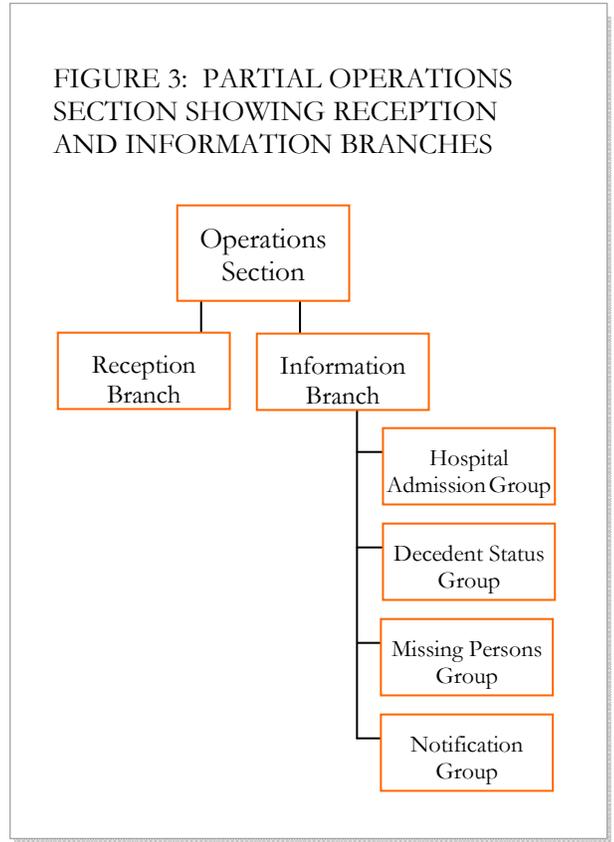
### D. CONDUCT CLIENT FORM MATCHING PROCESS AND NOTIFICATION<sup>20</sup>

The Information Branch will be located in a private, restricted area of the FAC<sup>21</sup>. The Information Branch Director will distribute forms to representatives from the Hospital Admission Group, Decedent Status Group, and Missing Persons Group to determine whether the victim (a) has been transported to a hospital, (b) is a decedent, or (c) is still missing, respectively. Each group will review forms together and compare information received from hospitals, the incident site and law enforcement missing persons databases to confirm victim identification.

Working remotely from the Medical Alert Center (MAC) or stationed at the FAC, Hospital Admission Group representatives will utilize ReddiNet to determine whether victims have been transported to hospitals in Los Angeles County. If the victim has been transported to a hospital, clients will be advised regarding the hospital name and location.

Decedent Status Group representatives will coordinate closely with other Los Angeles County Department of Coroner representatives at the incident site to compare information provided on FAC forms to information Coroner staff have at the incident site. If the victim is a confirmed decedent, clients will then be escorted to a private area for notification and counseling.

Clients will also be notified if the victim is still missing. FAC personnel will continue to research the missing victim's location. Additional information may be requested to aid in the location and/or identification the victim. All notifications will be performed in a private, restricted area with designated FAC personnel.



<sup>19</sup> This position is part of the Registration Group. See Appendix V: Staffing Guidelines for additional detail.

<sup>20</sup> See Appendix VIII: Flow Diagram for additional detail.

<sup>21</sup> See the Restricted Area – Sample Layout in Appendix II: Site Selection.

All notifications will take place as prescribed in the Appendix IX: Client Notification Procedures.

After the client has been provided with the status of the victim, FAC staff will complete an additional assessment for support services and provide support as requested. Regular updates will be provided to clients at the FAC regarding the victim identification process. This will include informing clients as to how they will be notified if there is a positive identification.

## E. PROVIDE SUPPORT SERVICES

### 1. MENTAL HEALTH

The Mental Health Services Group ensures that the emotional and spiritual needs of clients and FAC staff are met. Individuals personally affected by a disaster can be expected to require a broad range of specialized mental health services, some of which are detailed herein. The Mental Health Services Group personnel ensure that disaster mental health staff and disaster chaplains are on hand to provide these services.

Mental health personnel will provide a confidential forum as needed for FAC personnel to assist with problem solving, conduct diffusing and demobilization, educate on stress reactions and coping, re-enforce the importance of maintaining good self-care practices, and provide guidance about meeting clients' emotional needs. While some clients and staff may request assistance from mental health professionals, many may not. Support should be offered to all clients. Mental health services should be made available to clients prior to, and during the registration process, as well as in the client waiting area. Consideration should be given to the following areas:

- Line monitoring: If there is a queue of clients waiting to go through the registration process, clients, already under stress, may suffer additional stress due to the lack of knowledge of the FAC purpose and process. Clients arriving at the FAC may already be in need of mental health or spiritual counseling. It is preferable to identify and assist those clients as early in the process as possible.
- Registration area support: The registration process also offers an opportunity to observe the behavior of clients for signs of stress, and to identify and support clients in need of services.
- Waiting area support: Clients in the waiting area may display symptoms not previously observed, or may be more likely to request assistance if mental health professional is present.

The Mental Health Services Group will provide advocacy support - communicating the needs of those affected to care providers, providing culturally sensitive services, addressing specific needs (in coordination with social services personnel), assisting those affected understand the process of applying for services, assisting those in initiating services as needed. Mental health personnel will provide an optional opportunity for those who have worked at the FAC to reflect upon the experience, develop perspective on the assignment, and identify the meaningfulness of the work - either individually or in a group.

*The Family Assistance Center serves as place for families to go to for information and solace. Families may choose to remain at or return to the Family Assistance Center for an extended period of time – until they have received final confirmation regarding the status of their loved one.*

*As such, Family Assistance Centers typically remain open until all victims have been identified. The decision to close the Family Assistance Center will be made at the discretion of the agency responsible for overall Family Assistance Center operations.*

## 2. SPIRITUAL CARE

Spiritual care providers will offer a compassionate presence to clients waiting for information, support client briefings, initiate condolence visits, support grief counseling, support ante mortem interviews, support death notifications, escort clients on visits to incident site and to memorial services. They will offer companioning, providing sacred space, and offering care and comfort. They will offer a bridge to faith resources (this may be to preexisting support or other referrals (e.g., funeral home that observes specific ritual needs, restaurants, etc.). They will facilitate rituals, including prayer, blessing of remains, religious services, etc.

## 3. SOCIAL SERVICES

The Social Services Group ensures that social service needs (child care, memorial service support, etc.) of clients are met. In the event that child care services are required, child care services should be requested, overseen and coordinated with and through Los Angeles County Department of Public Social Services. In no case should persons be assigned to provide care to children in the FAC who are not licensed child care professionals. The Los Angeles County Department of Public Social Services can coordinate with NGOs to leverage child care services that are available through partner organizations, such as the Church of the Brethren and Save the Children.

The Social Services Group will ensure that a coordinator is appointed to make arrangements for a memorial, to include the provision of spiritual care providers who represent the same faith and language of the affected families, transportation to the site, etc. Planning efforts should include mental health, law enforcement, coroner and spiritual care representatives. Political officials should be notified and included in planning efforts. The memorial service details should be provided to the PIO to ensure that information regarding the memorial service is provided to the public (if open to the public).

The Social Services Group facilitates response activities of private sector participants in the FAC and coordinate with other support agencies/organizations. Special consideration should be given to coordination with NGOs that can provide social services to persons not traditionally assisted by government agencies. For example, NGOs can provide social services related assistance to undocumented persons while government agencies cannot.

The Social Services Group may coordinate the provision of longer term social services when a Local Assistance Center is activated.

## 4. PUBLIC HEALTH

The Public Health Services Group oversees the provision of public health services for persons at the FAC. It is anticipated that the Public Health Services Group would perform several functions in the FAC:

- Ensure that the FAC facility is a healthy environment for staff and clients, free from unhealthy conditions or procedures
- Inspect food preparation and serving facilities, as necessary
- Provide basic health services and information to staff and clients (e.g., communicable disease control/rapid health assessment, assessment of medical/chronic conditions to support treatment, etc.)
- Basic first aid (may be provided by another agency/organization)

#### F. ENSURE SECURITY<sup>22</sup> INSIDE THE FAC

Law enforcement<sup>23</sup> will coordinate FAC security, to include management and staffing of site security operations. FAC security staff will principally consist of sworn law enforcement officers. FAC venue security guard services may be contracted for general security purposes and/or client vehicle parking direction, if appropriate. FAC security policy encompasses the overall responsibility of managing and staffing internal and external FAC security operations. This includes identification and badging for FAC staff, support service personnel, clients, media (if applicable) and all other personnel authorized for FAC access. Also, maintaining a visible presence at high security or restricted areas such as the interview or child care areas to make certain that only authorized persons with appropriate credentials are granted access. To ensure proper protection, maintaining site security for the duration that the FAC is operational is necessary. The provision of FAC site security will be enforced and tailored based on the nature and circumstances of the incident. FAC site security should evaluate and determine specific personnel requirements for the FAC.

#### G. CONDUCT ONGOING BRIEFINGS TO CLIENTS

The objectives of the client briefings are two-fold: first to ensure that clients have current and accurate information regarding the status of the incident and recovery operations; and secondly to ensure that clients receive information first from government agencies in a caring and supportive environment. Clients should be briefed at least twice per day. Clients should receive these briefings prior to the media being briefed. In addition, client briefings should be scheduled whenever new and significant information becomes available. If victim recovery operations continue over an extended period of time it may be desirable to scale back client briefings to one per day. The PIO, in coordination with the FAC Director, is responsible for the organization and conduct of client briefings, assisted by the Information and Services Branch Directors. However, relevant assigned ICS groups (social services, public health, etc.) are required to attend all client briefings to answer questions relating to their sphere of operations. It is likely that a number of clients will not be present at the FAC, however, it is prudent that incident updates be provided to them. As such, it is the responsibility of the FAC to provide access to the briefing (e.g., a conference call bridge) so that family members who are not at the FAC can participate in the briefing.

The process for scheduling and conducting client briefings is as follows:

- The PIO in coordination with the FAC Director, schedules the time and location of client briefings.
- Logistics prepares the briefing room with chairs, lecterns, conference call equipment, and other audio/visual equipment (as required).
- The PIO, in coordination with the Mental Health Services Group, supervises the notification of clients and FAC operational units of the time and location.
- The Specific Needs Unit arranges for language and sign interpreters, and other specific needs, as required.
- The Mental Health Services Group arranges for attendance of appropriate spiritual care personnel.
- The Public Health Services Group arranges to have nurses present or on standby in close proximity to the briefing room.
- The Security Branch provides security to ensure that only clients and appropriately-badged staff are allowed access to the briefing room.

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<sup>22</sup> See Appendix X: Security Arrangements for additional detail.

<sup>23</sup> The city responsible for activating the FAC will coordinate the provision of law enforcement personnel. If supplemental law enforcement resources are needed, the city will initiate a request to the CEOC as prescribed by NIMS/SEMS. If the County activated the FAC, the County will coordinate the provision of law enforcement personnel.

## 1. SUGGESTED AGENDA FOR CLIENT BRIEFINGS

The content of client briefings will depend upon the specific situation. The PIO should coordinate with the Information Branch Director who should coordinate with subordinate groups and other functional areas to develop the agenda for each briefing. A suggested agenda for client briefings includes:

- Rescue and recovery efforts
- Victim identification efforts
- Investigation updates
- Site visits, memorial services (if appropriate)
- Disposition and return of remains
- Return of personal effects
- Description of services available at the FAC

## H. MAINTAIN COMMUNICATIONS WITH STAFF

Effective internal communications depend upon two factors: (1) the promulgation and compliance with established communications procedures that minimize the chances of miscommunications, and ensure that the flow of information is uninhibited by organizational structure; and (2) the establishment and maintenance of efficient information technology infrastructure. This section addresses both procedures and infrastructure.

Due to the sensitivity of information regarding the status of incident casualties and the fact that clients in the FAC will be experiencing high levels of anxiety and grief it is essential that staff communications be accurate, complete and discreet. The following procedures are designed to achieve these objectives. It is the responsibility of all FAC staff members to ensure that critical information concerning recovery efforts, status/identity of injured victims, and identity of fatalities flows to FAC clients and staff prior to release to outside parties, especially the media.

### 1. ENSURE COMMUNICATION FLOW WITHIN THE FAC

The primary flow of communications within the FAC will be vertical, i.e., staff member to team leader to supervisor to section chief to the FAC Director. The rule of “one up, one down” should be followed to ensure that communications flow smoothly, and to ensure that everyone in the chain of command receives all relevant communications. The “one up, one down” rule simply means that communications are routed up through the direct supervisor, and down to all direct reports. Communications can also be routed horizontally at the section chief and command staff level. However, it is recognized that services provided to clients may be provided using a team approach comprised of professionals from various units within the FAC. Therefore professional staff are encouraged to share information and work collaboratively in the best interests of the client.

### 2. ENSURE COMMUNICATIONS WITH PARTICIPATING AGENCIES

Staff assigned to the FAC from participating agencies may need to communicate back to their “home” agencies from time to time. These communications may involve administrative matters, or “reach-back” for subject matter expertise. However, there should be no informal<sup>24</sup> communications back to “home” agencies regarding FAC operations, or involving information about clients or victims.

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<sup>24</sup> See Ensure Communications with City and County Departments on page 40.

### 3. FOLLOW PROCEDURES FOR ALL COMMUNICATIONS

The following general procedures apply to all communications media:

- Use plain language. Avoid codes, abbreviations, acronyms and jargon.
- Ask receiver to repeat back any critical information to ensure it is accurately received.
- Use the standard phonetics alphabet (“alpha”, “bravo”, etc.) when necessary to ensure clarity during verbal communications.
- At the beginning of the communication, identify yourself by name, unit and position.
- When communicating with other staff not in your unit, or in another physical location, verify and document the name, unit, and position title of the person you are communicating with.
- Be concise and be brief.
- Use the 24 hour clock when expressing time values (e.g., “1400 hours” for 2 p.m.).
- Document communications with person outside your unit using ICS Form 213 (hard copy or electronic).

### 4. CONDUCT STAFF MEETINGS

Staff meetings should be held on a regular basis to communicate information concerning FAC operations, status of the recovery effort, and other information of importance. At a minimum, the following staff meetings are recommended:

- An “all FAC staff” meeting once per operational period
- Two command staff meetings, one near the beginning and one near the end of each operational period
- Section and unit meetings at the discretion of the Section Chief/unit leader
- Demobilization meeting

#### I. ENSURE COMMUNICATIONS SECURITY

FAC communications systems will be established under stress conditions and usually in host facilities that are not owned and operated by the activating entity, or facilities owned by the activating entity but normally used for other purposes. Therefore, it cannot be assumed that communications systems are secure. Staff will have to use utmost discretion in transmitting information within the FAC to ensure that sensitive information concerning victims and clients is not compromised. The following procedures will help to ensure confidentiality of sensitive information:

- Sensitive information should not be transmitted by land-line or cellular telephone if it can be avoided.
- Sensitive information should be shared over the internet only within password-protected systems.
- Passwords should not be written down, taped, or stored in a non-secure location.
- Information should be shared only with persons with a “need to know.”

#### J. COORDINATE EXTERNAL COMMUNICATIONS

Due to the highly sensitive nature of information dissemination following a disaster, all communications must be handled with the utmost sensitivity and discretion. Release of incorrect information, premature release of information, or release of information through improper channels can result in serious distress to

the clients involved. Therefore it is essential that appropriate procedures and protocols be followed at all times.

This section details communications policies and procedures to be followed when handling communications with external entities including the EOC, incident site, hospitals, County and city departments, VIPs and elected officials, media, and outreach to the community at large. The purpose of this section is to provide external communications guidance specific to FAC operations. In the event that the County is the activating entity, the County Emergency Public Information (EPI) Plan establishes over all policies and procedures for emergency external communications. If a city or other jurisdiction is the FAC lead, local EPI plans, or the County EPI Plan should be followed. Communications between the FAC and external entities will utilize multiple media, including:

- Land line telephones
- Cellular telephones
- Facsimile
- Incident management software applications (e.g., WebEOC, OARRS)
- Internal agency email systems
- Internet
- Public email systems (e.g., Yahoo)

It is not anticipated that it will be necessary to establish radio communications between the FAC and external entities.

#### K. ENSURE COMMUNICATIONS WITH THE EOC

Communications between the FAC and the EOC will fall into several categories:

- General information sharing concerning the incident.
- Overall Incident Management.

Information concerning the operational status of the FAC (how many staff are working, number of clients/clients served or contacted, site conditions, etc.)

- Specific information concerning the identity and number of fatalities and seriously injured.
- Resource requests.
- Reports of incidents occurring at, or threats to the FAC, staff or clients.
- Requests, or responses to requests for information from outside agencies.
- Requests, or responses to requests for information from elected officials, or other VIPs.

The FAC Director, in consultation with the EOC, should establish a regular schedule for briefing the EOC on the operational status of the FAC and document the schedule in the Incident Action Plan for each Operational Period. An agenda should be formalized to ensure that the EOC is kept aware of the operational status of the FAC. The agenda should include, but not be limited to:

- The number of staff, by agency/organization, currently deployed to the FAC.
- The total number of clients visiting the FAC during the current Operational Period (as of the time of the report) and the number of clients currently at the FAC.
- The number of clients not visiting the FAC whom FAC staff has been in contact.
- The time, location and subject matter of scheduled client and media briefings.
- The status of the physical facility (i.e., HVAC systems operating, any safety concerns, etc.).
- Status of supplies and equipment.

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- Status of any open resource requests.
- Any security incidents or threats that have occurred or been observed.

Information concerning the number and identity of fatalities can be forwarded to the EOC only upon approval by the Decedent Status Group, in coordination with the Information Branch Director and the FAC Director. This information can only be released AFTER appropriate client notifications have been made, and only after the information has been conveyed to clients at the FAC via a client briefing or direct contact. It should always be assumed that information released to any outside person/entity, including the EOC, is no longer secure.

Information concerning the number of seriously injured, their condition, and location can be released ONLY with the approval of the Hospital Admission Group in coordination with the Information Branch Director and the FAC Director. If there is no Hospital Admission Group representative present at the FAC, then any requests for information concerning the number and location of seriously injured will be referred to the MAC.

Resource requests may be communicated to the EOC Logistics Section by the FAC Logistics Chief upon approval of the FAC Director.

Upon the occurrence of any medical or security incident, threat, or perceived threat involving the FAC facility, staff, or clients, the FAC Director should report the nature of the incident, response actions taken and the result, current status, and whether outside assistance is required.

#### L. ENSURE COMMUNICATIONS WITH THE INCIDENT SITE

Communications between the incident site and the FAC will follow numerous channels. Those agencies represented at both the FAC and the incident site may use normal internal communications procedures to share information and status reports. However, it is the responsibility of those agencies to ensure that any information obtained from the incident site through these channels that is relevant to the operation of the FAC be immediately transmitted to the FAC Director. Each FAC agency that also has resources deployed to the incident site must maintain a log of all communications between the FAC and the incident site and record all messages on ICS Form 213.

- The FAC Director and the Incident Commander (or representative) establish communications procedures and protocols upon activation of the FAC for the transmittal of information and that affects, or may affect the operations of the FAC.
- Designate the persons (by position title, e.g., Liaison Officer) who has the authority to request or transmit information between the FAC and Incident Command.
- Specify the means of communication to be employed (land line, cell, etc) and record the applicable contact information.
- Specify a schedule for regular updates.
- If conference calls are scheduled, identify the persons by position that should participate and document contact information.
- Document the agreed-upon procedures in the initial and subsequent Incident Action Plans.
- Maintain a communications log noting the date, time, and name/title of the initiator and receiver and the subject of the communication.
- Document all communications using ICS Form 213 (hard copy or electronic).

M. ENSURE COMMUNICATIONS WITH HOSPITALS

Communications with hospitals will be handled by the Hospital Admission Group representative if on site. Communications with hospitals may be through direct contact with hospitals, ReddiNet, or through communications with the MAC. All communications should be documented on ICS Form 213, and copies transmitted to the FAC Director. Sensitive information such as the names, condition, or location of victims should be safeguarded to ensure that it is not prematurely released, or released to unauthorized persons or entities. If no Hospital Admission Group representative is on site, communications with hospitals will be handled through the MAC, as previously established.

N. ENSURE COMMUNICATIONS WITH CITY AND COUNTY DEPARTMENTS

FAC staff from city and County departments or agencies may maintain communications with their departments through normal channels. These types of communications may include status reports, alerts of anticipated resource needs, or reach-back for subject matter expertise, information or consultation. However, these communications should be minimized to avoid “back channel” communications that adversely impact FAC operations. These communications should NOT include information about families or victims, any resource requests, or the relay of information that affects, or may affect, the operation of the FAC. All formal communications between the FAC and city or County departments must go through the EOC.

O. ENSURE COMMUNICATIONS WITH VIPS AND ELECTED OFFICIALS

Communications with elected officials and VIPs should be handled by the FAC PIO, in consultation with the FAC Director and the Liaison Officer. If a Joint Information Center (JIC) has been established, the PIO should coordinate with the lead PIO at the JIC before providing any information to an elected official or VIP. If a JIC has not been established, the FAC PIO should coordinate with the EOC PIO prior to providing any information to an elected official or VIP.

In the event that an elected official or VIP appears on site at the FAC, they should be greeted and briefed by the PIO and FAC Director outside of the FAC operations area. If they insist upon entry, the FAC Director may, at his/her discretion allow the elected official to enter the operations area only if personally escorted by the FAC Director and/or the PIO.

P. COORDINATE OUTREACH

For the purposes of this plan, outreach is defined as the provision of information to the general public, and family through non-commercial media. The FAC PIO, working with the IT Group, should utilize all available and practicable means of outreach communications, consistent with the size, extent and duration of the incident. If the incident is relatively small, and it is expected that the FAC will remain in operation for only a short period, it may not be desirable to establish and publicize a website for delivery of information.

There are a number of outreach media that may be useful. All of these should be considered, but the outlets ultimately utilized should be determined jointly by the PIO, FAC Director, and the Liaison Officer. The following outlets should be considered:

- Telephone 211. A 211 telephone number and accompanying websites are maintained by a non-profit funded by the County. 211 LA County maintains a telephone bank to answer calls from the public, primarily regarding the availability of community and social services. This can be a valuable resource for providing information to the public. The PIO should coordinate with 211 to provide a script for telephone operators, and information for web posting. The target audience for this information is family of persons who may or may not be victims. Information

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- provided using 211 should be limited to the location, hours and contact information for the FAC.
- Telephone 311. The City of Los Angeles operates a 311 number which provides information on City services and access to City departments. The 311 staff should also be provided with a script, similar to the 211 script.
  - Telephone 911. It is likely that some families may call 911 seeking information. The PIO should provide the various 911 call centers in the County, including the California Highway Patrol 911 call center, with a script.
  - Websites. The County and most cities operate websites. The PIO may provide information for posting on existing sites. Again, this information should be limited to information on the location and operating hours of the FAC.
  - Closed Websites. In some cases, it may be desirable to set-up a password-protected website to provide information to family who are not available to the general public, especially for major incidents that are likely to remain open for an extended period. However, it should be understood that, even if the site is password protected, it is not likely to remain secure. Clients are likely to share the password with others, or to release it under pressure from the media.
  - Coordination with NGOs. NGOs can be of valuable assistance, directly and indirectly, in providing outreach services. The American Red Cross, for example, is responsible for handling many outreach services for air and rail disasters, and has experience in this area. In the event that an incident results in serious injury or death to the members of one or more ethnic communities, it may be useful to enlist the services of an ethnic, or faith-based NGO to assist in outreach efforts.
  - Outreach to Consular Officials. If it is determined or suspected that foreign nationals may be among the victims, contact should be made with the appropriate Consul. All contacts with Consular officials will be handled by the Liaison Officer.
  - Social Media/New Media. Outlets such as Facebook, Twitter, Nixle, etc. should be considered for use on an as needed basis.

The following guidelines should be followed in determining the outreach strategy:

1. Determine the outreach media to be utilized. Considerations for making this determination include:
  - The scale of the incident.
  - The estimated duration of the process of identifying victims.
  - The ethnicity and/or foreign national status of the victims.
  - Whether clients of victims are likely to be mostly local, or whether clients may reside in distant locations.
  - Accommodation of specific needs populations.
2. Contact the selected outreach organizations and request their participation. Identify contact persons, and specify by position persons from the FAC who are authorized to transmit information for dissemination.
3. Prepare and update scripts, web postings, fliers, or other media, and arrange for distribution. All information for distribution should be date/time stamped.
4. Arrange a schedule for transmission of updated material. Prepare and transmit updates on a regular basis (at least daily) or when there is a significant change in status.
5. Coordinate with the FAC Director to determine if outreach channels should be used to gather investigatory information.

6. If the incident is suspected to be the result of an intentional act, coordinate with law enforcement to determine if outreach channels should be used to gather investigatory information.

## Q. SUPPORT MEDIA RELATIONS

It is essential to maintain a strong, open and credible relationship with the media during and following a disaster. The media have a right and obligation to report the news. They also serve as the best method for communicating information to the general public and in some cases to family of victims. However, improperly managed, media relations can become adversarial, and/or result in erroneous information being distributed. It is in the interest of both the media and the FAC to ensure that information disseminated to the public be accurate, current, and as complete as circumstances allow.

The following guidelines should be followed to ensure success in working with the media.

### 1. ESTABLISH THE MEDIA CENTER SITE

A location near, but not in, the FAC should be secured and established as a location for media to conduct interviews, hold press conferences and briefings, and to file stories. If possible, the location should be sited so media representatives cannot see clients entering or exiting the FAC. The media center should be equipped with telephone and internet access. FAC staff should coordinate with the owner/manager of the FAC facility to arrange suitable parking for media vehicles near the facility.

The following types of communications with the media may be anticipated:

- **Advisories.** Advisories are notifications to media of an upcoming event, such as a the event, time, location, and identification of who will appear at the event. The advisory should also state if there are any restrictions (pool coverage only, no Q & A, etc.)
- **Press Release.** Printed, video, or recorded information released to the media. Typically contains updates, statistics, quotes, and similar information.
- **Media Briefings.** Briefings conducted by the PIO, which may include subject matter experts, designed to provide technical or background information.
- **Press Conferences.** Events open to all media to provide information, answer questions, etc. Press conferences are generally arranged by the PIO, but include Incident Management and VIPs.

Copies of all material released to the media should be provided to the EOC, FAC command staff and section chiefs to ensure unified communications. The PIO should participate in all FAC internal staff briefings to advise the staff of the information released to the public through the media.

### 2. COORDINATE THROUGH THE JOINT INFORMATION CENTER

The PIO should coordinate with the EOC to determine if a JIC has been, or will be, established. If a JIC is established the FAC PIO should coordinate with the lead PIO at the JIC to determine what types of information will be released directly by the FAC PIO, and what types of information will be released through the JIC.

### 3. COORDINATE MEDIA BRIEFINGS AND PRESS CONFERENCES

Media briefings and/or press conferences should be scheduled on a regular basis, or when there is new or important information that should be disseminated. Media briefings/press conferences

should be preceded by a media advisory. At the close of each media briefing/press conference the media should be advised of the time and location of the next scheduled event.

#### 4. PROVIDE INFORMATION IN MULTIPLE LANGUAGES

The PIO should determine which languages are appropriate for dissemination of information based on the location of the event and ethnicity of victims. In Los Angeles County there are 15 languages<sup>25</sup> recognized as having significant numbers of non-English or limited proficiency English populations. At a minimum, English and Spanish will be required for all events.

Sign interpreters should be provided for all briefings and press conferences. The PIO should request assistance with the translating of material, and the provision of language and sign interpreters as needed.

#### 5. MONITOR NEWS COVERAGE

The FAC PIO, working with other involved PIOs, should monitor news coverage of the event to ensure that information provided to the media is being reported accurately. The PIO should also take action immediately to correct any misinformation that is being disseminated by the media.

#### 6. UPHOLD POLICY FOR INCIDENTS RESULTING FROM INTENTIONAL ACTS

In the case of an incident which is known, or suspected, to have resulted from an intentional act, the PIO will coordinate with law enforcement prior to release of any information to the media. This is necessary to ensure that released information may not impair or compromise the investigation process.

#### 7. PROTECT THE RELEASE OF VICTIM INFORMATION

No information regarding the identity, number, or condition of victims will be released without the explicit approval of the FAC Director AND confirmation that this information has been already provided to clients.

Likewise, NO information concerning the number, condition, and location of the seriously injured will be released without the explicit approval of the Hospital Admission Group.

#### R. PLAN FOR SUBSEQUENT OPERATIONAL PERIODS<sup>26</sup>

The activating entity is responsible for coordinating with all participating agencies to ensure that staff are deployed for subsequent operational periods.

The activating entity is also responsible for coordinating with the FAC Director to determine if additional resources are required, or if certain functional areas can be downsized or eliminated. In addition, the activating entity is responsible for continued coordination with the participating agencies for the duration of FAC activation.

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<sup>25</sup> Spanish, Vietnamese, Hmong, Cantonese, Pilipino, Khmer, Korean, Armenian, Mandarin, Lao, Russian, Punjabi, Arabic, Mien, Farsi

<sup>26</sup> See Appendix XV: Augment Staff and Maintain Staff Accountability.

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S. ENSURE COORDINATION BETWEEN MULTIPLE FACS

In the event of a disaster that requires multiple FAC activations, the County (typically the Los Angeles County Office of Emergency Management) is the coordinating entity for the Los Angeles County Operational Area in compliance with SEMS. Liaisons from each FAC will coordinate to share information about operations.

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**SECTION III: DEMOBILIZATION**

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Following the set-up of FAC operations, the Planning Section will begin the planning process for demobilization in consultation with the FAC Director, and establish a date/time for demobilization.

The Planning Section Chief (or Demobilization Unit, if activated) is responsible for the coordination of demobilization. ICS form 221 must be utilized to complete demobilization.

The Planning Section will develop the demobilization plan based on the nature of the incident and the observed needs of the clients. The Planning Section will submit the demobilization plan to the FAC Director for approval. The Planning Section will execute the approved plan.

All FAC staff must adhere to their agency/organization's related operation and demobilization policy and protocols.

**A. REVIEW DEMOBILIZATION CONSIDERATIONS**

The Planning Section Chief may provide a recommendation to the FAC Director to initiate demobilization when the following considerations have been met:

- Rescue, recovery investigations, and identification issues have decreased to the degree that any remaining notifications can take place via day-to-day operations.
- Most services offered at the FAC can be better managed and offered via day-to-day operations.

**B. COMPLETE DEMOBILIZATION TASKS**

Once the Planning Section Chief receives approval to implement the demobilization plan, the following key tasks will be completed:

- Finalize demobilization plan. Ensure that the time frame for demobilization reflects length of FAC operation and nature of incident.
- Notify all participating agencies and the venue.
- Provide date and time of FAC demobilization to clients and service agencies (with as much prior notification as possible).
- Ensure that ongoing case management, counseling and/or a hotline number has been established if needed.
- Collect contact information from all FAC agencies that provided services.
- Coordinate FAC demobilization and address outstanding long-term family management issues
- Provide relevant information to the PIO to prepare public messaging. The PIO should consult with a mental health professional for messaging.
- Provide updates regarding FAC demobilization to the telephone bank, information and referral organizations, and utilized forms of outreach and media.
- Ensure that information regarding demobilization is provided to specific needs populations.
- Conduct a final transition meeting with the FAC staff, city, County, State and Federal agencies

*The decision to demobilize the Family Assistance Center should be made in coordination with the activating entity's Emergency Operations Center.*

*All staff should be briefed on the demobilization strategy, to include the provision of support services for clients after Family Assistance Center demobilization.*

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- Ensure that all deployed equipment is returned and coordinate equipment issues with the Logistics Section Chief.
- Facilitate the FAC After-Action Review.

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**APPENDIX I: PLAN MAINTENANCE, IMPLEMENTATION AND VALIDATION**

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This appendix contains a synopsis of key plan maintenance, implementation, and validation activities. For a complete list and description of recommended actions, please see the Los Angeles County Operational Area FAC Plan Development Workshop Seminar Report and the Los Angeles County Operational Area FAC Seminar and Demonstration After-Action Report.

**A. PLAN MAINTENANCE**

- The Los Angeles County Department of Mental Health is responsible for Los Angeles County Operational Area FAC Plan maintenance, to include the coordination of training and exercise events. All Steering Committee members are responsible to support these efforts to the greatest extent possible.
- Expand efforts engage key Operational Area stakeholders regarding plan implementation. Hold presentations for the California Department of Mental Health, California Department of Social Services, California Emergency Management Agency, Los Angeles County Counsel, Los Angeles Firefighters Union and Chief Officers Association, Los Angeles County Fire Chiefs Association, and Los Angeles County Police Chiefs Association.

**B. PRE-INCIDENT ACTIONS**

- As part of the implementation process, the next phase of planning should include the identification, assessment, approval, and cataloging of potential FAC sites. Hotels, convention centers, as well as large open area such as sports arena should be considered for use as FAC sites. A FAC site assessment team should be developed based on input from the Steering Committee and representatives from those jurisdictions where FAC sites will be assessed.
- Memorandums of understanding or other contractual agreements should be made with approved venues. Approved venues should be cataloged using a system that is easily accessible to those government partners involved in FAC activation. The Automated Critical Asset Management System (ACAMS) was suggested as a possible cataloging database. This system and others should be considered for use. Additional information regarding FAC Site Selection and the FAC Site Database can be found in Appendix II.
- Approved sites should be further assessed by the jurisdiction's logistical and technology personnel to plan for needed resources and the rapid deployment of equipment and supplies to the FAC site.
- Network and telephony rollout plans should be developed for each FAC site by the jurisdiction. The plan should list required equipment, ports and other technical requirements.

**C. TRAINING**

- Plan concepts should be introduced to city partners via email by Disaster Management Area Coordinators (DMAC). The email should contain a brief synopsis of the Los Angeles County Operational Area FAC Plan and its associated responsibilities. The Los Angeles County Office of Emergency Management and the DMACs should support the dissemination of communications regarding future training and exercise events, and encourage the sharing of information among the 88 cities and unincorporated areas within the Los Angeles County Operational Area .
- Additional training should be provided for city and County partners regarding the activation, operation and demobilization of the FAC. Intended participants should include government and

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- NGO stakeholders who would have a key role with FAC operation for their city or for the County of Los Angeles.
- Specific training for hospitals and MAC staff should be provided that explains key FAC concepts, to include information that may be exchanged between hospitals and the FAC, and the coordination strategy between FACs and hospital family information centers.
  - Specific training materials should be developed for fire department, police department and Sheriff's department personnel, to ensure that they are familiar with the basic concept and benefits of a FAC. Field position checklists for fire and law enforcement agencies should be enhanced to include FAC related notifications as appropriate.
  - Additional training and outreach campaigns should be developed to brief partner organizations, to include those that would provide support with spiritual care and specific needs groups.
  - Exercises should be developed that provide key city and County stakeholders with an opportunity to participate in simulated FAC operations, including the utilization of actors or volunteers to serve as FAC clients. Future operations based exercises should look specifically at the flow of the FAC, utilization and flow of forms, registration and badging process, utility of forms, integration of agencies and process needed to notify clients of victim status (e.g., Coroner, EMS, and missing persons collaborative research).
  - Future exercises should include volunteers who simulate services associated with specific needs populations, to include children, persons with disabilities, the frail/elderly, etc.
  - As additional training and exercise events are held, continue to refine the potential roles and services that can be filled/provided by NGOs (support with registration, food, spiritual care, etc.)

D. RESOURCES

- FAC "go-kits" (or similar) should be created and used train potential FAC staff. The kits should contain FAC essential items, such as forms, signage, training materials, checklists, and other pertinent supplies. Ensure that FAC forms and signs are available in multiple languages, Braille, large print etc. Coordinate with the Los Angeles County Office of Affirmative Action Compliance regarding specifications.
- Development of JIT training that can be shared with city and County partners to train staff immediately prior to a FAC activation. JIT training materials should include information on the mission of the FAC, flow of the FAC, the registration process for clients and staff, client notification process, FAC organization and ICS compliance, information management, etc. A supplemental packet should be developed for rapid dissemination to executives and political officials that provides a high level summary of FAC concepts.

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**APPENDIX II: SITE SELECTION**

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Many factors must be considered when selecting a FAC site. A FAC should be located close enough to the site of the disaster to allow fatality management personnel and others to travel easily among the site, morgue, and agency offices but far enough from the site that clients are not continually exposed to the scene. Neutral, nonreligious sites such as hotels and conference venues will be preferred for FAC facilities to better accommodate a population with varying cultures and spiritual beliefs. Such facilities can provide flexible, long-term accommodations as well as the logistics and infrastructure that are necessary for FAC operations. Large open areas will also be considered, as jurisdictions may have the capability to deploy all necessary technological assets and support functions to conduct FAC operations in areas with little to no existing infrastructure.

Numerous resources were consulted to develop the FAC site selection criteria provided herein, to include Los Angeles County Point of Dispensing site selection criteria, U.S. Department of Justice FAC site selection criteria, New York City Office of Emergency Management FAC site selection criteria, and various other planning documents from jurisdictions throughout the U.S.

Designated FAC Plan Development Steering Committee members and their designees – the FAC Site Selection Team – will conduct FAC site selection surveys and maintain records of the facility information within a secure database. Ultimately, a list of pre-qualified facilities will be developed. In the event of a disaster, FAC management will identify a FAC location from the pre-qualified facility list.

The following should be considered as the preferable general guidelines to pre-qualify facility for use as a FAC:

Site Accessibility:

- Approval from facility owner, jurisdiction or relevant agency
- Easy access from major roads, freeways or public transit
- Close proximity to individuals and clients affected by the incident
- Proximity to mass transportation resources (when unavailable, establish shuttle service)
- Adequate number of parking spaces
- Parking lot layout that is amenable to law enforcement access restriction
- Availability on short notice

Usable Space and Resources:

- Large indoor space of 5,000+ sq. feet
- Multiple exterior ingress/egress points
- Proximity to restrooms, tap water source, telephone and security station
- Flow consideration for FAC required areas, to include:
  - Restricted Area operations
  - Reception Area
  - Briefing Area
  - Command Area(s)
  - Work Area(s)
  - Communications Area for clients (internet access, telephone, televisions)
  - Separate areas for spiritual care, mental health, public health, social services, and emergency medical services
  - Additional rooms for supply storage

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- Appropriate space for a child care area, including the following:
  - Enclosed space with narrow entrance
  - Real walls (or solid partitions)
  - Unencumbered access to two means of ingress/egress
- Food preparation and/or consumption, including any applicable cultural or religious considerations regarding the types of food permitted on the premises
- If permanent structure – ability to support communications and technological infrastructure, including expected power load and data transmission capability
- If ‘dark’ environment – electrical infrastructure
- Telephones available in facility
- Tables and chairs available on-site
- Facility conforms with local and Federal regulations:
  - Certificate of Occupancy
  - Occupational Safety and Health Administration (OSHA) facility requirements
  - ADA compliant or modifiable to be compliant
  - Los Angeles County Office of Affirmative Action Compliance criteria

Security and Safety:

- Easily secured perimeter
- Endorsement of local law enforcement

The pre-qualification assessment process is as follows:

- Identify FAC Site Selection Team
  - It is recommended that the team consist of a Steering Committee member or designee, a representative from the jurisdiction (e.g., local emergency manager), and the Office of Affirmative Action Compliance or the jurisdiction’s equivalent position
- Survey and identify appropriate facility for FAC operations using criteria listed previously
- Confirm venue (if criteria are satisfactory)
- Enter facility to a secure database
- Select facility from pre-qualified list if FAC activation is initiated
- Confirm FAC location with EOC

Sample FAC layouts are provided on the following pages.

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FIGURE 4: FAC – SAMPLE LAYOUT

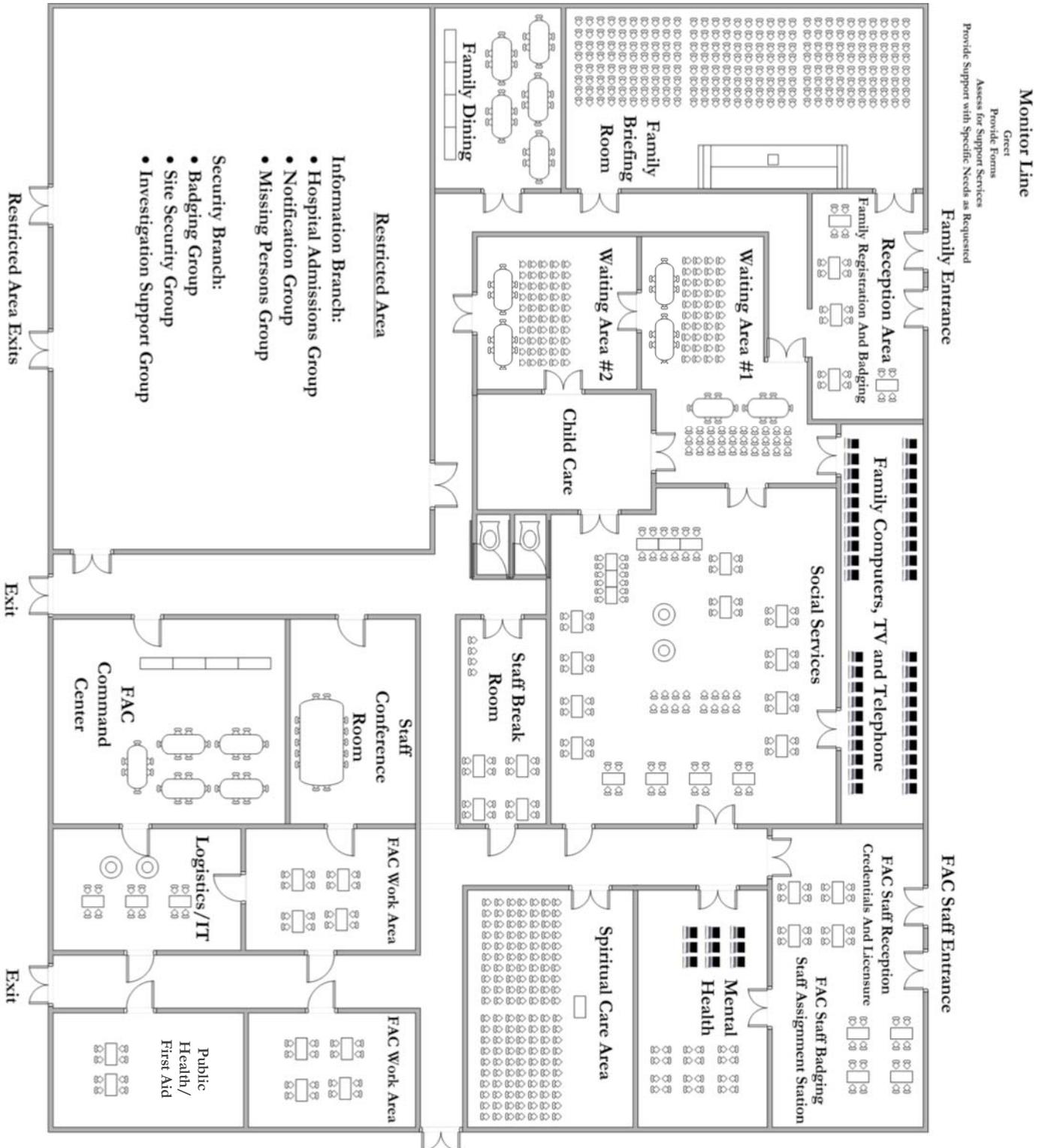
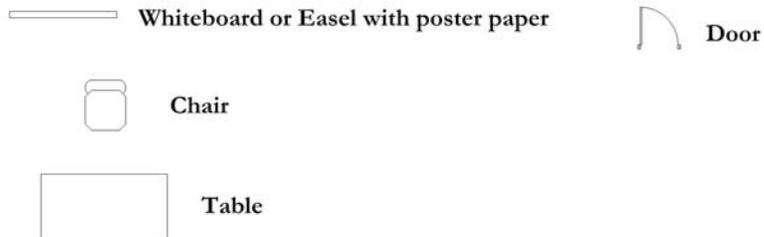
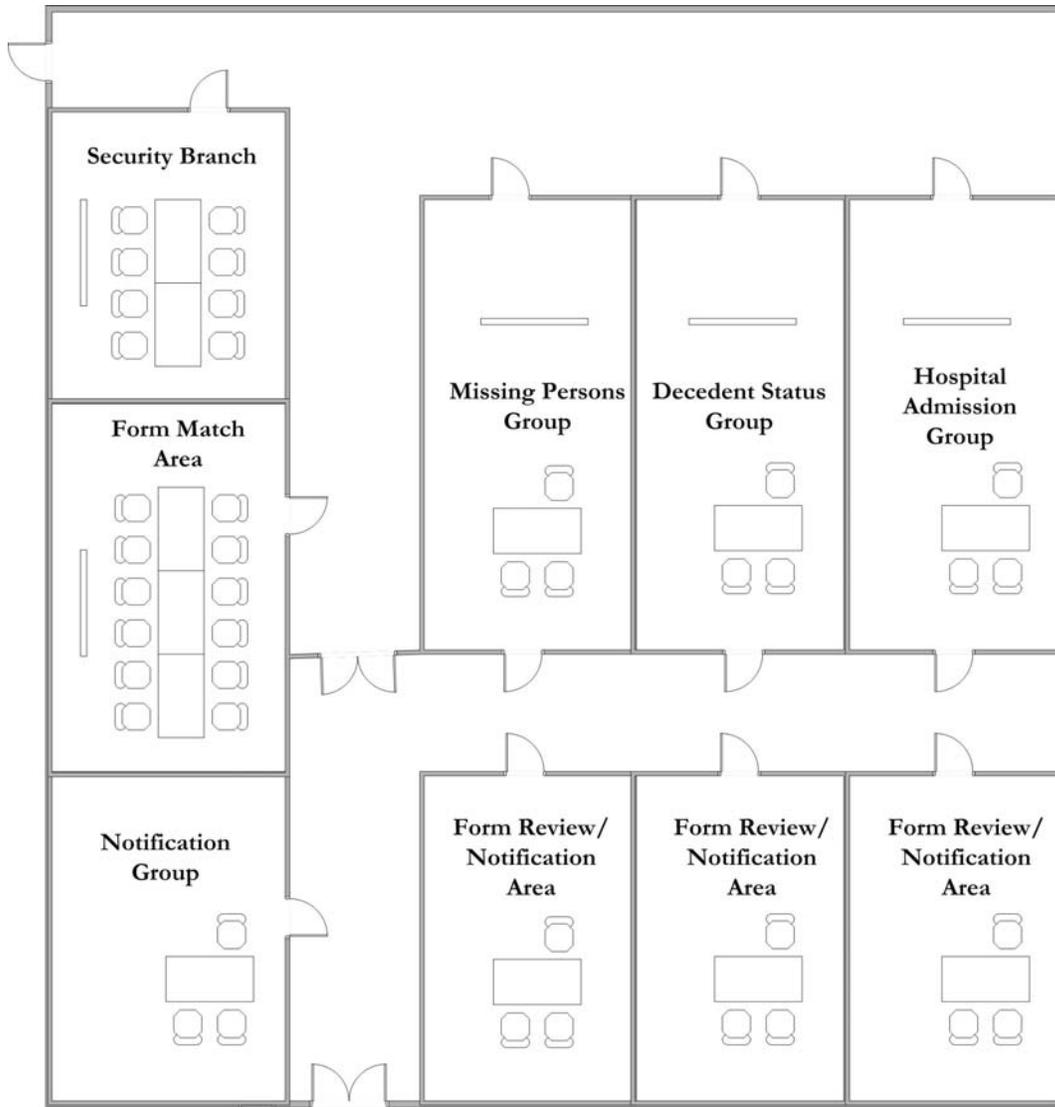


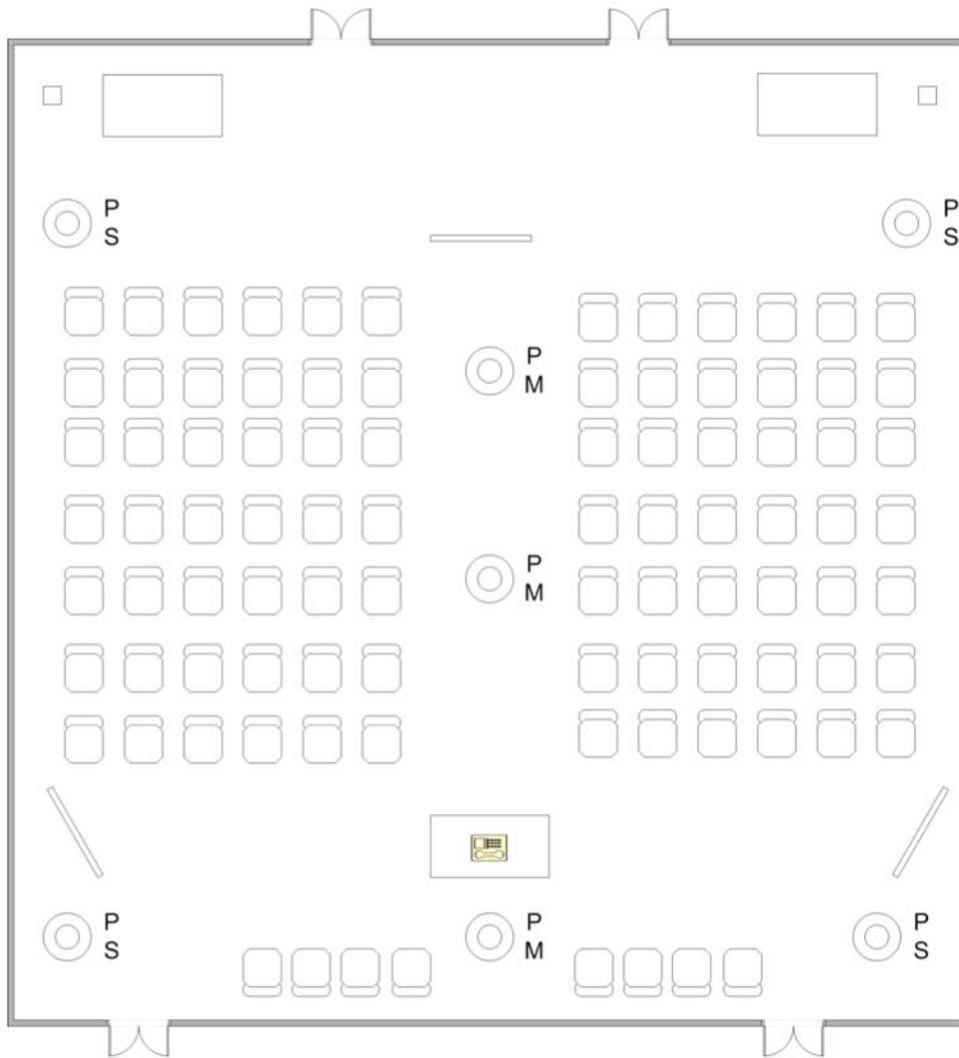
FIGURE 5: RESTRICTED AREA – SAMPLE LAYOUT





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FIGURE 7: CLIENT BRIEFING AREA – MULTIPLE INGRESS/EGRESS



## FAC Facility Assessment Package

The FAC Facility Assessment Package is used to evaluate a facility and its location for use as a FAC. It provides a template for a site-specific document that will assist in setting up a FAC at the location. It captures facility details, floor plans, photographs, and locations of essential service areas.



Facility Name: \_\_\_\_\_ Year Built: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Facility Owner:

Nonprofit  Faith-based  City  County  State  Federal  Private sector  Other

Main Service Area Square Footage: \_\_\_\_\_

Cumulative Additional Square Footage: \_\_\_\_\_

Number of Additional Available Rooms: \_\_\_\_\_

Facility Contact #1: \_\_\_\_\_ Telephone: \_\_\_\_\_

Facility Contact #2: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Assessment Score:** \_\_\_\_/100

### SITE SELECTION TEAM MEMBER

Date Assessed \_\_/\_\_/\_\_

Team Member Name: \_\_\_\_\_ Agency/Organization: \_\_\_\_\_

Email: \_\_\_\_\_ Telephone: \_\_\_\_\_

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SPECIFICATIONS	Y / N	COMMENTS
<ul style="list-style-type: none"> <li>▪ Approval from facility owner, jurisdiction or relevant agency</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Easy access from major roads, freeways or public transit when unavailable, establish shuttle service)</li> </ul>		Indicate what major freeways/roads: Indicate what transportation resources:
<ul style="list-style-type: none"> <li>▪ Controlled heat/air conditioning</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Adequate number of parking spaces</li> </ul>		Total:
<ul style="list-style-type: none"> <li>▪ Parking lot layout that is amenable to law enforcement access restriction</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Availability on short notice</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Large indoor space of 5,000+ sq. feet</li> </ul>		Ingress/Egress points:
<ul style="list-style-type: none"> <li>▪ Media area (room for media vehicles, internet access, conference area, etc.)</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Proximity to restrooms, tap water source, telephone and security station</li> </ul>		Number of restrooms:
<ul style="list-style-type: none"> <li>▪ Restricted area for Security and Information branches</li> </ul>		Square footage:
<ul style="list-style-type: none"> <li>▪ Separate areas for staff check-in, client check-in, waiting rooms, briefing room, command meetings, work rooms, and other areas indicated on sample layout diagrams</li> </ul>		Square footage of each area:
<ul style="list-style-type: none"> <li>▪ Communications area for clients (high-speed open internet access, telephones, televisions)</li> </ul>		Number of computers: Type of internet service: Number of televisions:
<ul style="list-style-type: none"> <li>▪ Separate areas for spiritual care, mental health, public health, social services</li> </ul>		Square footage:
<ul style="list-style-type: none"> <li>▪ Additional rooms for supply storage</li> </ul>		Square footage:
<ul style="list-style-type: none"> <li>▪ Appropriate space for a child care area, including the following:</li> </ul>		Square footage:
<ul style="list-style-type: none"> <li>▪ Enclosed space with narrow entrance</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Supports capability for secure telephone lines (e.g., venue staff cannot “listen in” to FAC related telephone conversations).</li> </ul>		

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ADA Compliant	Y	N
Meets Los Angeles County Office of Affirmative Action Criteria	Y	N
Memorandum of Understanding	Y	N

If yes, attach copy of Memorandum of Understanding

If no, Memorandum of Understanding expected to be signed: \_\_\_\_/\_\_\_\_/\_\_\_\_

At a minimum, the facility should accommodate the following:

- Client Reception/Check-in Area: At the FAC facility entrance, the registration staff will obtain identification information from clients. At this time, registration staff will also assess client needs for specific needs accommodations or support services, to include mental health, spiritual care, public health services, social services, child care and food services (if available).
- Client Badging Area: Authorized clients will receive an identification badge, FAC forms packet and waiting area assignment. Clients will be instructed to complete the FAC forms and return the forms to registration staff. The client will be escorted to the waiting area or support services areas (e.g., counseling area, spiritual support area, etc.) as requested.
- Client Briefing Area: Separate client briefing room will be established for clients to gather and hear briefings.
- Client Waiting Area: While in the waiting area, clients will be given an opportunity to review and complete their forms.
- Client Services Areas: Individual rooms for mental health, spiritual care, public health, social services, etc. should be provided near the waiting area.
- Client Television and Computer, Telephone Banks: Optimally, the FAC will also accommodate the provision of areas where clients can access televisions, computers and telephones to monitor the news and convey information to family members who may not be at the FAC.
- Client Feeding Area: An area will be established for clients to gather and eat.
- Staff Reception/Check-in Area: At a FAC facility entrance (separate from the client registration area), the registration staff will obtain identification information from staff and cross reference their name to a list of FAC staff.
- Staff Badging and Credential Area: Authorized staff will receive an identification badge, and work assignment. Positions that require license and/or credential verification will process to a second station for verification.
- (Staff) Restricted Area: The client form review and matching process will take place in the restricted area. As such, a work room should be provided where the Hospital Admission Group, Missing Persons Group and Decedent Status Group can compare agency records to client forms to determine the identity, status and/or the location of the victim. The restricted area should also provide for individual work rooms for each of the three involved groups, as well as multiple private notification rooms.

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- Command Staff Briefing Area: A conference room should be provided where command staff can conduct briefings and share pertinent information regarding FAC operations.
- Staff Work Area: A common work area should be provided for FAC staff to conduct briefings and take care of administrative tasks.
- Staff Break Room: There should be a separate feeding area/break room for staff.
- Logistics/IT Area: This is an area where logistics and IT personnel can manage communications and store logistical items.

COMMENTS:

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**APPENDIX III: KEY CONTACTS**

TABLE 4: KEY CONTACTS

CONTACT	TELEPHONE	EMAIL
Los Angeles County Department of Mental Health	(800) 854-7771	<a href="http://www.dmh.lacounty.gov">http://www.dmh.lacounty.gov</a>
Los Angeles Fire Department	(213) 485-5971	<a href="http://www.ci.la.ca.us/LAFD">http://www.ci.la.ca.us/LAFD</a>
Los Angeles Police Department	(877) 275-5273	<a href="http://www.lapdonline.org">http://www.lapdonline.org</a>
Los Angeles County Department of Coroner	(323) 343-0520	<a href="http://www.coroner.lacounty.gov">http://www.coroner.lacounty.gov</a>
Los Angeles County Office of Emergency Management	(323) 980-2260	<a href="http://www.lacoa.org">http://www.lacoa.org</a>
Los Angeles County Department of Public Social Services	(877) 481-1044	<a href="http://www.ladpss.org">http://www.ladpss.org</a>
Los Angeles City Emergency Management Department	(213) 978-2222	<a href="http://www.emergency.lacity.org/epdcm.htm">http://www.emergency.lacity.org/epdcm.htm</a>
Los Angeles County Fire Department	(323) 881-2411	<a href="http://www.fire.lacounty.gov">http://www.fire.lacounty.gov</a>
Los Angeles County Sheriff's Department	(323) 267-4800	<a href="http://www.lasd.org">http://www.lasd.org</a>
Los Angeles County EMS Agency (Department of Health Services)	(562) 347-1500	<a href="http://www.ems.dhs.lacounty.gov">http://www.ems.dhs.lacounty.gov</a>

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CONTACT	TELEPHONE	EMAIL
Medical Alert Center	(562) 347-1510	<a href="http://www.ems.dhs.lacounty.gov">http://www.ems.dhs.lacounty.gov</a>
American Red Cross	(888) 864-3575	<a href="http://www.redcross.org">http://www.redcross.org</a>
Emergency Network Los Angeles	(213) 739-6888	<a href="http://www.enla.org">http://www.enla.org</a>
Los Angeles County Office of Affirmative Action Compliance	(213) 974-1080	<a href="http://www.oaac.co.la.ca.us">http://www.oaac.co.la.ca.us</a>
Los Angeles City Department on Disability	(213) 485-6334 (213) 485-6655 (TTY)	<a href="http://www.lacity.org/dod">http://www.lacity.org/dod</a>
Amtrak	(213) 683-6769	<a href="http://www.amtrak.com">http://www.amtrak.com</a>
Federal Bureau of Investigation Office of Victims Assistance	(310) 477-6565	<a href="http://www.fbi.gov/hq/cid/victimassist/resources.htm">http://www.fbi.gov/hq/cid/victimassist/resources.htm</a>
National Transportation Safety Board	(800) 683-9369	<a href="http://www.nts.gov/family/Family.htm">http://www.nts.gov/family/Family.htm</a>

**APPENDIX IV: ADMINISTRATIVE SUPPLIES GUIDE**

TABLE 5: ADMINISTRATIVE SUPPLIES

The activating entity is responsible for the provision of supplies<sup>27</sup> unless otherwise noted.

AREA	RESOURCE	QUANTITY
<p><b>CLIENT RECEPTION/CHECK-IN AREA</b></p> <p>At the FAC facility entrance, the registration staff will provide clients with the FAC forms packet and waiting area assignment. Clients will be instructed to complete the FAC forms and return the forms to registration staff. At this time, registration staff will provide specific needs accommodations or support services, to include mental health, spiritual care, public health services, social services, child care and food services (if available) as requested.</p>	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Chairs for tables	Number of tables x 2
	Clip boards	1 per client (if a line has formed)
	Extension cords (three prong)	1 per 2 computers
	FAC Forms	1 per client. Forms made available in languages other than English, Braille, large print, etc., should be provided as needed
	Staff computer (desktop or laptop)	1 per filled position. Staff are responsible for bringing their own laptops. The activating jurisdiction will provide additional computers as requested
	Signage	Directional and security signage as needed. Ensure that signage is provided for persons with specific needs
	Surge protectors	1 per 2 computers
	Tables	1 per 2 filled positions, then as requested (e.g., may want 1 extra table for their own administrative work)
	Telephones	1 per 3 filled positions. Staff are responsible for bringing their own cellular telephones
	Telephone lists for FAC staff	1 per telephone
<p><b>CLIENT BADGING AREA</b></p> <p>Clients will furnish identification. Authorized clients will receive an identification badge. After receiving their badge, the client will be escorted to the waiting area or support services areas (e.g., counseling area, spiritual support area, etc.) as requested.</p>	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Badging equipment	Name tags, software (if electronic), 1 badging machine per 50 clients  Note: The Los Angeles Police Department has badging equipment that may be used
	Chairs for tables	Number of tables x 2
	Extension cords (three prong)	1 per 2 computers
	Signage	1 sign per client station. Directional signage as needed

<sup>27</sup> Specific needs –related resources are provided here as a guide. The Logistics Section Chief should consult with the Specific Needs Unit to identify the appropriate resources as part of the activation process.

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AREA	RESOURCE	QUANTITY
	Staff computer (desktop or laptop)	As needed. Staff are responsible for bringing their own laptops. The activating jurisdiction will provide additional computers as requested
	Surge protectors	1 per 2 computers
	Tables	1 per 2 filled positions, then as requested (e.g., may want 1 extra table for their own administrative work)
	Telephones	1 per 3 filled positions. Staff are responsible for bringing their own cellular telephones.
	Telephone lists for FAC staff	1 per telephone
<b>CLIENT BRIEFING AREA</b> A separate client briefing room will be established for clients to gather and hear briefings.	Chairs for client briefing area	Based on incident. (If the facility does not have an auditorium)
	Communication board (for clients with speech disabilities)	1 or more as needed
	Microphones, speakers, speaker wire	2 microphones, 4 speakers, wire as needed
	Projector, screen and remote with supplemental batteries	1 projector, 2 screens, 1 remote, 1 set of supplemental batteries
	Signage	1 sign per client station. Directional signage as needed
	Telephone	1 telephone with speakerphone and conference call capability
<b>CLIENT WAITING AREA</b> While in the waiting area, clients will be given an opportunity to review and complete their forms.	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Chairs for waiting area	Number of clients in the FAC at any given time x .25
	Microphone, speakers, speaker wire	1 microphone, 4 speakers, wire as needed
	Tables	As resources allow
	Signage	Directional signage as needed. Signage with rolling text capability as resources allow
<b>CLIENT SERVICES AREAS</b> Individual rooms for each of the following service elements: mental health, spiritual care, public health, social services, etc. near the waiting area.	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Automated external defibrillator	1
	Chairs for tables	Number of tables x 2
	Child care related supplies	Consult with Social Services Group to determine age appropriate supplies.

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AREA	RESOURCE	QUANTITY
		Examples may include: toys, puzzles, books, video games, video and audio tapes, cribs and other age appropriate sleeping area equipment (cots, mats, mattresses), diapers, clothing, snacks, etc.
	Extension cords (three prong)	1 per 2 computers
	First aid kit	1 or more as needed
	Folding screen/partition wall (for privacy between tables)	As requested
	Lockable safe	2, or more as needed (for medications, and for lost and found or other valuables)
	Refrigerator (small)	1 or more as needed
	Signage	1 sign per client station. Directional signage as needed
	Staff computer (desktop or laptop)	1 per filled Team Leader or higher position, then as requested. Staff are responsible for bringing their own laptops. The activating jurisdiction will provide additional computers as requested
	Surge protectors	1 per 2 computers
	Tables	1 per 2 filled positions, then as requested (e.g., may want 1 extra table for their own administrative work)
	Telephones (conference call capable)	1 per filled Team Leader or higher position, then as requested. Staff are responsible for bringing their own cellular telephones
	Telephone lists for FAC staff	1 per telephone
<b>CLIENT COMPUTER BANK</b>  Optimally, the FAC will also accommodate the provision of areas where clients can access televisions, computers and telephones to monitor the news and convey information to family members who may not be at the FAC.	Chairs	1 per computer
	Computers with internet access	1 per 100 clients in the facility at any given time or as needed, determined at time of the incident
	Extension cords (three prong)	1 per 2 computers
	Signage	1 sign per client station. Directional signage as needed
	Surge protectors	1 per 2 computers
	Tables	1 table per 2 computers or as resources allow
<b>CLIENT TELEPHONE BANK</b>	Chairs	1 per telephone
	Signage	1 sign per client station.

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AREA	RESOURCE	QUANTITY
	Tables	1 table per 4 telephones or as resources allow
	Telephones (including TTY/video telephones for clients with specific needs)	1 per 100 clients in the facility at any given time or as needed, determined at time of the incident
CLIENT TELEVISION ROOM	Chairs or couches	1 per client as space will allow
	Televisions	As needed for a television room for individuals who want news coverage
CLIENT FEEDING AREA An area will be established for clients to gather and eat.	Chairs	2 per table (for rectangular tables) or 8 per round table
	Food	Provide 3 meals per day throughout the duration of the operation
	Signage	Directional signage as needed
	Tables	1 per 2 clients receiving a meal (for rectangular tables) or 1 per 8 clients (for round tables) receiving a meal at any given time
STAFF RECEPTION/CHECK-IN AREA At a FAC facility entrance (separate from the client registration area), the registration staff will obtain identification information from staff and cross reference their name to a list of FAC staff.	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Chairs for tables	Number of tables x 2
	Extension cords (three prong)	1 per 2 computers
	Signage	1 sign per station. Directional signage as needed.
	Staff computer (desktop or laptop)	1 per filled position. Staff are responsible for bringing their own laptops. The activating jurisdiction may provide additional computers as requested
	Surge protectors	1 per 2 computers
	Tables	1 per 2 filled positions, then as requested (e.g., may want 1 extra table for their own administrative work)
	Telephones	1 per 3 filled positions. Staff are responsible for bringing their own cellular telephones
	Telephone lists for FAC staff	1 per telephone
STAFF BADGING AND CREDENTIAL AREA Authorized staff will receive	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Badging equipment	Name tags, software (if electronic), 1 badging

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AREA	RESOURCE	QUANTITY
<p>an identification badge, and work assignment. Positions that require license and/or credential verification will process to a second station for verification.</p>		<p>machine per 50 clients, 1 badging machine per 50 staff<sup>28</sup></p> <p>Note: The Los Angeles Police Department has badging equipment that may be used</p>
	Lock box to store FAC badges that are turned in after check-out	1 per 50 badges
	Chairs for tables	Number of tables x 2
	Extension cords (three prong)	1 per 2 computers
	Signage	1 sign per client station. Directional signage as needed
	Staff computer (desktop or laptop)	1 per staff. Staff are responsible for bringing their own laptops. The activating jurisdiction may provide additional computers as requested
	Surge protectors	1 per 2 computers
	Tables	1 per 2 filled positions, then as requested (e.g., may want 1 extra table for their own administrative work)
	Telephones	1 per filled position. Staff are responsible for bringing their own cellular telephones.
	Telephone lists for FAC staff	1 per telephone
<p>(STAFF) RESTRICTED AREA- FORM REVIEW</p> <p>The client form review and matching process will take place in the restricted area. As such, a work room should be provided where Information Branch personnel can compare agency records to client forms to determine the identity, status and/or the location of the victim.</p>	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Chairs for tables	Number of tables x 2
	Extension cords (three prong)	1 per 2 computers
	Facsimile machine	3
	Paper (for printer/copier)	1 box per copier per week, or as needed 1 box per week, or as needed
	Photocopier and supplemental ink cartridges	1
	Printer and supplemental ink cartridges	1
	Staff computer (desktop or laptop)	1 per staff member. Staff are responsible for bringing their own laptops. The activating jurisdiction will provide additional computers as requested

<sup>28</sup> Additional information may be found on page 26.

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AREA	RESOURCE	QUANTITY
	Signage	1 sign per client station. Directional signage as needed
	Surge protectors	1 per 2 computers
	Tables	1 per filled position, then as requested (e.g., may want 1 extra table for their own administrative work)
	Telephones	1 per 3 filled positions. Staff are responsible for bringing their own cellular telephones.
	Telephone lists for FAC staff	1 per telephone
<p>(STAFF) RESTRICTED AREA- AGENCY ROOM</p> <p>The restricted area should provide for individual work rooms for each of the three involved agencies.</p>	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Chairs for tables	Number of tables x 2
	Extension cords (three prong)	1 per 2 computers
	Tables	1 per 2 filled positions, then as requested (e.g., may want 1 extra table for their own administrative work)
	Telephones	1 per 2 filled positions. Staff are responsible for bringing their own cellular telephones.
	Telephone lists for FAC staff	1 per telephone
	Staff computer (desktop or laptop)	1 per staff member. Staff are responsible for bringing their own laptops. The activating jurisdiction will provide additional computers as requested
	Signage	1 sign per client station. Directional signage as needed
	Surge protectors	1 per 2 computers
<p>(STAFF) RESTRICTED AREA- NOTIFICATION ROOM</p> <p>The restricted area should also provide multiple private notification rooms.</p>	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Chairs for tables	Number of tables x 2
	Extension cords (three prong)	1 per 2 computers
	Signage	1 sign per client station. Directional signage as needed
	Staff computer (desktop or laptop)	1 per staff member. Staff are responsible for bringing their own laptops. The activating jurisdiction will provide additional computers as requested
	Surge protectors	1 per 2 computers
	Tables	1 per 2 filled positions, then as requested

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AREA	RESOURCE	QUANTITY
		(e.g., may want 1 extra table for their own administrative work)
	Telephones	1 per 3 filled positions. Staff are responsible for bringing their own cellular telephones
	Telephone lists for FAC staff	1 per telephone
	Tissues	1 box per notification room
<p><b>COMMAND STAFF BRIEFING AREA</b></p> <p>A conference room should be provided where command staff and section chiefs can conduct briefings and share pertinent information regarding FAC operations.</p>	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Chairs	1 per command staff, section chief, and observer
	Extension cords (three prong)	3
	Facsimile machine	1
	ICS forms	2 sets per operational period
	Microphones, speakers, speaker wire	2 microphones, 4 speakers, wire as needed
	Paper (for printer/copier)	1 box per copier per week, or as needed 1 box per week, or as needed
	Photocopier and supplemental ink cartridges	1
	Printer and supplemental ink cartridges	1
	Projector, screen and remote with supplemental batteries	1 projector, 1 screen, 1 remote, 1 set of supplemental batteries
	Radio (2-way), or other backup communication system with charger and supplemental batteries	1 for each member of the command staff, section chiefs, branch directors and group leaders. Others as requested
	Staff Computer (desktop or laptop)	1 per staff member. It is recommended that the activating entity provide computers for command staff and chiefs to ensure compatibility
	Signage	1
	Surge protectors	3
	Table	Long oval table (or equivalent) to seat all command staff and section chiefs
Telephones	2, at least 1 must be conference call capable	
Telephone lists for FAC staff	1 per telephone	

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AREA	RESOURCE	QUANTITY
<p><b>STAFF WORK AREA</b></p> <p>A common work area should be provided for FAC staff to conduct briefings and take care of administrative tasks.</p>	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Chairs	One per staff member
	Extension cords (three prong)	3
	Facsimile machine	1
	Microphones, speakers, speaker wire	2 microphones, 4 speakers, wire as needed
	Paper (for printer/copier)	1 box per copier per week, or as needed 1 box per week, or as needed
	Paper shredder	1
	Photocopier and supplemental ink cartridges	1
	Printer and supplemental ink cartridges	1
	Projector, screen and remote with supplemental batteries	1 projector, 1 screen, 1 remote, 1 set of supplemental batteries
	Slot-top collection box (for paper to be shredded)	1 per 50 tables
	Signage	1
	Staff computer (desktop or laptop)	1 per staff member. Staff are responsible for bringing their own laptops. The activating jurisdiction may provide additional computers as requested
	Surge protectors	3
	Table	Long oval table (or equivalent)
Telephones	2, at least 1 must be conference call capable	
Telephone lists for FAC staff	1 per telephone	
<p><b>STAFF BREAK ROOM</b></p> <p>There should be a separate feeding area/break room for staff.</p>	Chairs	2 per table (for rectangular tables) or 8 per round table
	Food	Provide 3 meals per day throughout the duration of the operation
	Signage	1 sign per station. Directional signage as needed
	Tables	1 per 4 staff receiving a meal (for rectangular tables) or 1 per 8 staff (for round tables) receiving a meal at any given time

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AREA	RESOURCE	QUANTITY
<p><b>LOGISTICS/IT AREA</b> This area allows logistics and IT personnel to manage communications and store logistical items.</p>	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Chairs	2 per table
	Extension cords (three prong)	3
	Janitorial supplies	As needed
	Staff computer (desktop or laptop)	1 per staff member. Staff are responsible for bringing their own laptops. The activating jurisdiction will provide additional computers as requested
	Signage	1
	Surge protectors	1 per 2 computers
	Tables	1 per 2 staff
	800 MHz radio with charger and supplemental batteries	As needed
<p><b>MEDIA CENTER</b> The media center provides a place for media personnel to stage. It should be located near but not in the FAC (e.g., opposite side of parking lot or across the street).</p>	Large open area for media vans	1
	Wireless internet service	As resources allow
	Large open room for reporters to work	As resources allow
	Tables	1 per 2 people, as resources allow
	Chairs	1 per person, as resources allow

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**APPENDIX V: STAFFING GUIDELINES**

TABLE 6: STAFFING GUIDELINES

This appendix provides the number of staff recommended<sup>29</sup> by function.

	SCALE OF INCIDENT	SMALL	MEDIUM	LARGE	CATASTROPHIC
	POTENTIAL VICTIMS	<50	51 – 300	301 – 1000	>1000
	FAMILY & FRIENDS	<400	401 – 2400	2401 – 8000	>8000
COMMAND	FAC Director	1	1	1	1
	Deputy FAC Director	TBD	TBD	TBD	TBD
	Liaison Officer	1	1	1	1
	Assistant Liaison Officer	TBD	TBD	TBD	TBD
	PIO	1	1	1	1
	Assistant PIO	TBD	TBD	TBD	TBD
	Safety Officer	1	1	1	1
	Assistant Safety Officer	1	1	2	2
OPERATIONS SECTION	Operations Section Chief	1	1	1	1
	Deputy Operations Section Chief	0	1	2	2
	RECEPTION BRANCH				
	Reception Branch Director	1	1	1	1
	Deputy Reception Branch Director	0	0	2	2
	Registration Group				
	Registration Group Supervisor <sup>30</sup>	0	2	2	4
	Registration Group Team Leader	0	3	6	10
	Credential and License Review Specialist	1	1	3	4

<sup>29</sup> This table reflects additional detail than is depicted in organization charts and the Position Mission Statement and Recommended Sources Table.

<sup>30</sup> Registration Group staff will be needed for the client registration area and the staff registration area.

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	SCALE OF INCIDENT	SMALL	MEDIUM	LARGE	CATASTROPHIC	
OPERATIONS SECTION	Records Specialist	0	1	2	4	
	Staff Check-in Specialist	2	1	2	4	
	Greeter	1	2	6	10	
	Intake Specialist	0	2	4	6	
	Form Review Specialist	2	4	6	6	
	Specific Needs Specialist <sup>31</sup>	1	4	6	10	
	Escorts/Runners	0	4	6	10	
	Family Host Group					
	Family Host Group Supervisor	0	1	2	2	
	Family Host Group Staff	1	2	4	6	
	SERVICES BRANCH					
	Services Branch Director	1	1	1	1	
	Deputy Service Branch Director	0	0	1	2	
	Mental Health Services Group					
	Mental Health Group Supervisor	1	3	4	4	
	Mental Health Team Leader	1	4	15	30	
	Mental Health Group Staff (Clinicians)	5	20	70	175	
	Spiritual Care Unit Leader	1	3	10	25	
	Spiritual Care Unit Staff	3	18	65	150	
	Public Health Services Group					
	Public Health Group Supervisor	TBD	TBD	TBD	TBD	
	OPERATIONS	Public Health Team	0	0	2	4

<sup>31</sup> This may include translators, RID certified sign language interpreters, guides, etc.



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	SCALE OF INCIDENT	SMALL	MEDIUM	LARGE	CATASTROPHIC
OPERATIONS SECTION	Collection Team Leader <sup>34</sup>	Required	Required		
	Evidence Collection Specialist	As Required	As Required	As Required	As Required
	DNA Specialist <sup>35</sup>	As Required	As Required	As Required	As Required
	Missing Persons Liaison	1	1	2	4
	Notification Group <sup>36</sup>				
	Notifications Group Supervisor	1	2	3	5
	Notifications Group Staff	4	8	12	20
	SECURITY BRANCH				
	Security Branch Director	1	1	1	1
	Deputy Security Branch Director	0	1	2	2
	Badging Group				
	Badging Group Supervisor <sup>37</sup>	1	2	3	3
	Badging Group Staff	4	6	8	8
	Site Security Group				
	Site Security Group Supervisor	1	1	1	1
	Interior Security Team Leader	1	1	2	2
	Security Officers (Interior)	TBD	TBD	TBD	TBD
	Security Officers (Exterior)	TBD	TBD	TBD	TBD
	Investigation Support Group				
	Investigation Support	0	1	1	1

<sup>34</sup> Evidence collection performed only as needed. Preferably, all information will be provided on FAC forms.

<sup>35</sup> DNA collection performed only as needed.

<sup>36</sup> Notification Group Teams will likely be comprised of one Mental Health representative and one of the following: Los Angeles County Department of Coroner representative (if making death notification); or Los Angeles County EMS representative (if advising of hospital location); or law enforcement representative (if advising that the victim is still missing)

<sup>37</sup> Badging Group Supervisors will be needed for the client registration area and the staff registration area.

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	SCALE OF INCIDENT	SMALL	MEDIUM	LARGE	CATASTROPHIC
	Group Supervisor <sup>38</sup>				
	Investigation Support Group Staff	0	1	2	2
LOGISTICS SECTION	Logistics Chief	1	1	1	1
	Deputy Logistics Chief	0	1	2	2
	COMMUNICATIONS BRANCH				
	Communications Branch Director	1	1	1	1
	Deputy Communications Branch Director	0	1	2	3
	IT Group				
	IT Group Supervisor	1	2	2	3
	IT Group Staff	4	8	8	16
	Site Communications Group				
	Site Communications Group Supervisor	1	2	2	3
	Site Communications Group Staff	4	8	8	16
	RESOURCES BRANCH				
	Resources Branch Director	1	1	1	1
	Deputy Resources Branch Director	0	1	2	3
Specific Needs Unit	1	2	4	4	
Equipment and Supply Group					
Equipment and Supply Group Supervisor	1	1	3	3	
Equipment and Supply Group Staff	2	6	8	8	
Food Unit	0	2	4	4	
Personnel Group					
Personnel Group Supervisor	1	1	2	4	
LOGISTICS SECTION					

<sup>38</sup> Investigative staff required only if the incident is known or suspected to be the result of an intentional act.

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	SCALE OF INCIDENT	SMALL	MEDIUM	LARGE	CATASTROPHIC
	Personnel Group Staff	2	4	4	6
	Facilities Group				
	Facilities Group Supervisor	0	1	2	2
	Facilities Group Staff	1	2	4	4
	ORDERING BRANCH				
	Ordering Branch Director	0	1	1	1
	Deputy Ordering Branch Director	0	1	3	3
PLANNING SECTION	Planning Chief	1	1	1	1
	Documentation Unit	0	2	3	3
	Demobilization Unit	0	2	2	2
	Situation Status Unit	0	1	1	1
FINANCE /ADMIN SECTION	Finance Section Chief	0	1	1	1
	Time Keeper	0	1	2	2

**APPENDIX VI: LICENSURE AND CREDENTIALING RESOURCES**

**TABLE 7: LICENSURE AND CREDENTIALING RESOURCES**

This table lists applicable licensing and certification authorities for FAC clinical personnel. Current license status of personnel can be verified on the applicable website.

PROFESSIONAL CLASSIFICATION(S)	LICENSING BOARD	WEBSITE ADDRESS
Licensed Clinical Social Worker	California Department of Consumer Affairs (CaDCA), California Board of Behavioral Sciences	<a href="http://www.bbs.ca.gov">http://www.bbs.ca.gov</a>
Licensed Marriage and Family Therapist	CaDCA, California Board of Behavioral Sciences	<a href="http://www.bbs.ca.gov">http://www.bbs.ca.gov</a>
Physician Surgeon Medical Assistant Psychiatrist	CaDCA, Medical Board of California	<a href="http://www.medbd.ca.gov">http://www.medbd.ca.gov</a>
Registered Nurses	CaDCA, Board of Registered Nurses	<a href="http://www.rn.ca.gov">http://www.rn.ca.gov</a>
Child Care Senior Care Adult Care	California Department of Social Services	<a href="http://www.dss.cahwnet.gov">http://www.dss.cahwnet.gov</a>
Psychologist Psychologist Assistant Registered Psychologist	CaDCA, Board of Psychology	<a href="http://www.psychboard.ca.gov">http://www.psychboard.ca.gov</a>
Vocational Nurse	CaDCA, Board of Vocational Nursing and Psychiatric Technicians	<a href="http://www.bvnpt.ca.gov">http://www.bvnpt.ca.gov</a>
Medical Specialty Certification (e.g., “Board Certified” Family Physician, Pediatrics, Psychiatrist, etc).	American Board of Medical Specialties	<a href="http://www.abms.org">http://www.abms.org</a>

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APPENDIX VII: SPECIFIC NEEDS POPULATIONS

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Specific needs populations are groups of persons whose needs are not fully addressed by traditional services and settings. These include but are not limited to: those with physical impairments (blind, hard of hearing, etc.), limited or non-English speakers, homeless, children, frail and/or elderly. Specific needs services will be announced and made available to all staff and clients as resources allow. **JIT training should provide information to FAC staff regarding the accommodation of these individuals when assistance is requested.**

A. NON-ENGLISH SPEAKERS

- FAC stations (registration, support areas, restricted area) should have signage, registration and information forms, and educational materials in several common languages.
- Use Language Identifier “Point To” cards to identify which language the non-English speaker is using.
- If a client who speaks a language other than English requests assistance, the necessary resources should be obtained in coordination with the Specific Needs Unit at the FAC.

B. PHYSICAL DISABILITY

- If a client with a physical disability requests assistance, the necessary resources should be obtained in coordination with the Specific Needs Unit at the FAC (e.g., electric wheelchair, ramps for restrooms, etc.).

C. VISION IMPAIRED

- Provide Braille and large print forms to vision impaired clients as requested. If such forms are unavailable, registration staff members should assist clients who have vision impairment to fill out registration forms, or should fill out the forms for the client, when requested.

D. HARD OF HEARING OR SPEECH DISABILITY

- If the client cannot read lips, registration staff members should communicate with the client in writing as requested.
- If a client who is hard of hearing or has a speech disability requests assistance, the necessary resources should be obtained in coordination with the Specific Needs Unit at the FAC.

E. UNACCOMPANIED MINORS

Unaccompanied minors will be held at the FAC child care area and watched by FAC staff members. FAC staff members will notify the on-scene law enforcement personnel at the FAC site regarding the unaccompanied minor, and also contact the Los Angeles County Department of Children and Family Services and/or the applicable local agency regarding the minor. Unaccompanied minors procedure:

- FAC staff members who discover an unaccompanied minor in the FAC must immediately notify their supervisor, then accompany the minor to the social services area.
- The supervisor must notify the lead social services area point of contact regarding the minor, then notify the Safety Officer.

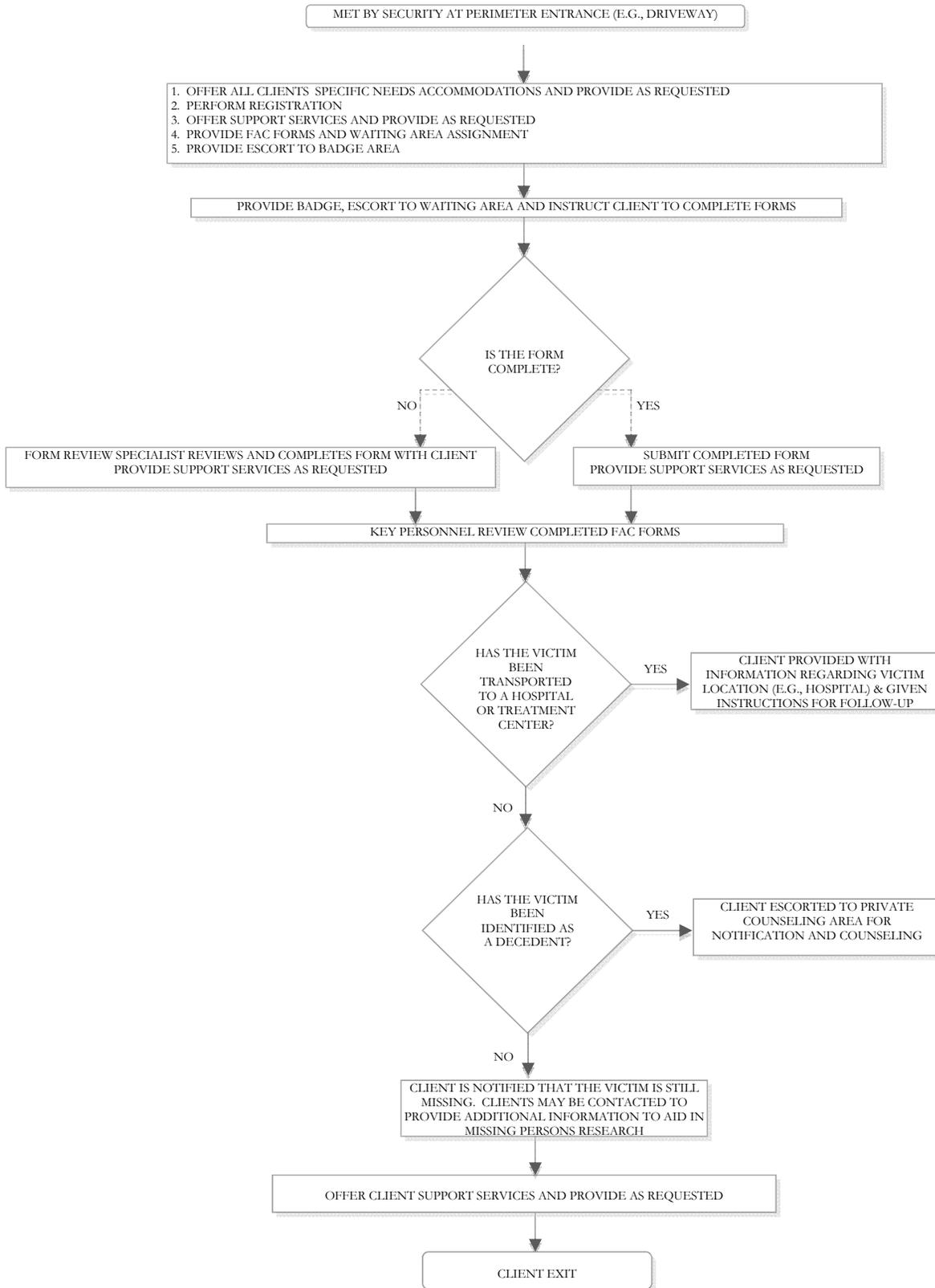
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- Social services will keep the unaccompanied minor in the child care area and watch him/her while performing their normal duties. Social services will notify FAC management regarding the minor.
- The Safety Officer will notify on-scene law enforcement officers regarding the minor.
- The Safety Officer will then contact the Los Angeles County Department of Children and Family Services and/or the applicable local agency, or ask law enforcement to do so.
- Social services will be responsible for watching the minor until Department of Children and Family Services and/or the applicable local agency personnel arrive, or a parent or guardian arrives to take responsibility for the minor.
- The Safety Officer will document the incident.
- All FAC staff involved in the incident will document the incident on their ICS 214 Unit Log.

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FAMILY ASSISTANCE CENTER PLAN

**APPENDIX VIII: FLOW DIAGRAM**



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**APPENDIX IX: CLIENT NOTIFICATION PROCEDURES**

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A. HOSPITALIZED VICTIMS<sup>39</sup>

Hospital Admission Group representatives will utilize ReddiNet to determine whether victims have been transported to hospitals in Los Angeles County. If it is confirmed that the victim has been transported to a hospital, the Hospital Admission Group will notify the Information Branch Director. The Information Branch Director will task the Notification Group to advise the client regarding the hospital name and location.

Notification Group Members – Hospitalized Victims

- Los Angeles County EMS Agency (Department of Health Services) (Lead - if present)
- Mental health (Lead if the Los Angeles County EMS Agency (Department of Health Services) is not present)
- Spiritual care (if requested)

If present at the FAC, the Los Angeles County EMS Agency (Department of Health Services) will lead the notification process for victims who have been transported to a hospital. The Mental Health Services Group will provide an appropriate representative to serve on the Notification Group with the Los Angeles County EMS Agency (Department of Health Services). The designated mental health representative will be present during the notification process to provide support to clients. If a spiritual care provider is requested by the client, they may be asked to serve on the Notification Group for that client. Otherwise, spiritual care providers will be available after the notification process to provide support. When possible, the spiritual care provider should be of the same faith tradition and speak the same language as the client.<sup>40</sup>

The client will be escorted out of the waiting area to a private room in the restricted access area. At this time, the client will be notified that their loved one has been transported to a hospital. The name and date of birth of the victim should be confirmed. The lead representative may advise of the hospital name and location. No other information (e.g., extent of injury, other victims at the hospital, etc.) should be given at this time without prior written approval from the Information Branch Director.

1. DEATH AT HOSPITALS

Hospitals should follow their normal procedures for notifying clients if a victim is pronounced dead at the hospital. If a client is at the FAC and their loved one had died, the hospital should follow normal procedures of notifying the Los Angeles County Department of Coroner, who will be in communication with the Coroner's representative at the FAC and the Notification Group. The FAC will notify the client. The client should NOT be sent to the hospital for notification.

B. DECEASED VICTIMS

Decedent Status Group representatives will coordinate with Los Angeles County Department of Coroner representatives at the incident site to determine whether victims have been identified as decedents. The Los Angeles County Department of Coroner is responsible for legal Next of Kin (NOK) notification. Upon positive identification of the deceased victim, the Decedent Status Group will notify the Information Branch

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<sup>39</sup> See Appendix XIV: HIPAA Exemptions During Incident Response.

<sup>40</sup> If the client does not specify a certain provider, consider the utilization of a law, fire, military, Buddhist Tzu Chi, or hospital spiritual care provider who is trained in the provision of spiritual support to persons of diverse faith traditions.

Director that the victim has been confirmed as a decedent. The Information Branch Director will task the Notification Group to notify the client as prescribed herein.

#### Notification Group Members – Deceased Victims

- Los Angeles County Department of Coroner (Lead)
- Mental health
- Spiritual care (if requested)

The Mental Health Services Group will provide an appropriate representative to serve on the Notification Group with the Los Angeles County Department of Coroner. The designated mental health representative will be present during the death notification process to provide support to clients. If a spiritual care provider is requested by the client, they may be asked to serve on the Notification Group for that client. Otherwise, spiritual care providers will be available after the notification process to provide support. When possible, the spiritual care provider should be of the same faith tradition and speak the same language as the client. The client will be escorted out of the waiting area to a private room in the restricted access area. At this time, the Los Angeles County Department of Coroner will provide NOK notification. Other members of the Notification Group will be in the same room to provide support per the below listed guidelines. If a spiritual care provider is requested by the client, they may be asked to serve on the Notification Group for that client. Otherwise, spiritual care providers will be available after the notification process to provide support. When possible, the spiritual care provider should be of the same faith tradition and speak the same language as the client.<sup>41</sup>

#### C. MISSING VICTIMS

Clients will also be notified if the victim is still missing. FAC personnel will continue to research the missing victim's location. Missing Persons Group representatives will coordinate with law enforcement representatives at the incident site to determine whether the victim may still be a missing person. If all available records have been cross referenced and the victim is still missing, the Missing Persons Group will notify the Information Branch Director. The Information Branch Director will task the Notification Group to notify the client as prescribed herein.

#### Notification Group Members – Missing Victims

- Law Enforcement (Lead)
- Los Angeles County Department of Coroner or the Los Angeles County EMS Agency (Department of Health Services) (if it is suspected that the victim may be a decedent or hospitalized and additional information is needed)
- Mental health
- Spiritual care (if requested)

The Mental Health Services Group will provide an appropriate representative to serve on the Notification Group with law enforcement. The designated mental health representative will be present during the notification process to provide support to clients. If a spiritual care provider is requested by the client, they may be asked to serve on the Notification Group for that client. Otherwise, spiritual care

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<sup>41</sup> If the client does not specify a certain provider, consider the utilization of a law, fire, military, or hospital chaplain who is trained in the provision of spiritual care to persons of diverse faith traditions.

providers will be available after the notification process to provide support. When possible, the spiritual care provider should be of the same faith tradition and speak the same language as the client.<sup>42</sup>

The client will be escorted out of the waiting area to a private room in the restricted access area. At this time, the Notification Group will notify the client. Other members of the Notification Group will be in the same room to provide support per the guidelines herein.

The Missing Persons Group will work with the Hospital Admission Group to determine if victims have arrived at hospitals. Missing persons may be unidentified victims who have arrived at hospitals (e.g., persons who are unconscious or otherwise have an injury that prevents them from providing their name, minor children, etc.). If additional information is needed to help FAC staff to identify the victim as a decedent or hospitalized, members, clients may be asked additional questions at this time. All inquiries should be performed in a respectful manner, with staffing bearing in mind the emotional trauma that some clients may have. As needed, representatives may gather information about the victim and collect relevant, available items to assist in the victim identification process. Items may include: biographical documents (birth or marriage certificates), photographs, medical and dental records, including x-rays, personal effects of the victim which are likely to generate DNA samples, such as toothbrushes, hairbrushes, razors and any other item the victim may have used.

If notification is available based on new information, clients will be advised as prescribed in the protocols herein. If NOK notification is not available and the victim is still missing, clients will be escorted out of the restricted area and provided with instructions for follow-up actions. FAC staff will provide regular updates to clients at the FAC regarding medical examiner operations and the victim identification process. This will include informing clients as to how they will be notified if there is a positive identification.

In the event of an incident where the FAC does not have the staff to privately notify all clients who have family members who are still missing, the FAC Director may elect to advise staff clients during briefings that they will be notified when the victim has been identified or if additional information is needed.

#### D. GENERAL NOTIFICATION GROUP GUIDELINES

The Notification Group will meet briefly before the notification to determine which members (or all members) should sit in the notification. No more than three team members should be present at the initial notification. If it is determined that all team members will not be needed for a particular interview, then team members in supporting roles can wait nearby until their services are requested. Similarly, a large extended family group may accompany the victim's immediate family and express a desire to participate in the NOK notification. This situation also presents notification challenges. If the client group is large, the Notification Group may determine that it is best to meet primarily with the legal NOK. The Notification Group should work with Mental Health Group and Spiritual Care Unit representatives in advance of the interview to determine the best way to facilitate notification and support to the larger client group.

For foreign deceased victims whose NOK are overseas, the Los Angeles County Department of Coroner will consult with the victim's embassy or consulate.

##### 1. NOTIFICATION GROUP SELECTION

- Select staff who are licensed and credentialed as specified in Appendix VI: Licensure and Credentialing.
- Select staff trained in death notification (for deceased victim notification).

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<sup>42</sup> If the client does not specify a certain provider, consider the utilization of a law, fire, military, or hospital chaplain who is trained in the provision of spiritual care to persons of diverse faith traditions.

- Select sensitive, mature, and reliable staff who want to be involved.
- Select staff who were at the site or had factual knowledge of what happened before, during, and after the death or injury.
- Select staff who will have the time to make the notification and stay with the person(s) for a while.
- If the client is monolingual in a foreign language, select staff who speak the same language and want to participate.

#### E. NOTIFICATION BEST PRACTICES<sup>43</sup>

The following best practices have been written specifically for death notification, however, they should be referenced for hospitalization and missing persons notification practices and modified as applicable.

##### 1. GREETING THE CLIENT AND STARTING THE INTERVIEW

- The Notification Group will meet before the interview to discuss notification strategy and support by the appropriate team members.
- The Notification Group will ensure that the meeting location is private and as comfortable as possible (tissue, water, etc).
- The Los Angeles County Department of Coroner representative will greet the client, present their credentials, and ensure that the rest of the participating team members in the room are introduced so that clients are aware of resources available to them.
- The Los Angeles County Department of Coroner representative will make every effort to perform notification in person if the client is at the FAC. Otherwise notification may be made via telephone.
- The Los Angeles County Department of Coroner representative will lead the death notification and interview process.

##### 2. INTERVIEW SUGGESTIONS

- NOK notification and/or interview practices should follow protocols outlined by the Los Angeles County Department of Coroner.
- Ensure that credentials are presented.
- Let the person respond and ask questions.
- Be prepared for a physical reaction, including fainting, shortness of breath, and nausea. Be aware of the potential for a physical attack. Do not restrain the person unless there is danger of injury to themselves or others.
- Offer to make calls, arrange for child care, and call clergy, relatives, and the employer. Provide them with a list of the calls you make, as they will have difficulty remembering what you have told them.
- Identify a contact person within the family or social support network. Leave written information including the names of the staff who made the notification and the location of the victim. Also, include addresses and telephone numbers of resources and provide information on the autopsy and morgue procedures. Always follow-up on any commitments to contact the client.
- Do not leave survivors alone. Arrange for someone to come and wait until they arrive before leaving. When appropriate, members of the Notification Group can wait with the client.

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<sup>43</sup> Suggestions derived from the California Department of Corrections and Rehabilitation Death Notification Procedures.

- The Notification Group should know exactly how to access immediate medical care should clients experience a crisis reaction. The mental health and spiritual care team members should work with the client to facilitate referrals for longer term mental health and/or spiritual care.
- The Notification Group should meet together following the client interview to discuss and refine strategies for future interviews as well provide support to one another. It is important that all members of the Notification Group “debrief” regarding their own personal reactions on a frequent and regular basis. Notification Group members should expect experiencing stress as a natural experience in empathizing with the bereaved.

### 3. SUGGESTIONS ON WHAT NOT TO SAY IN A DEATH NOTIFICATION INTERVIEW

- “I know how you feel.” (You do not.)
- “Time heals all wounds.” (It does not.)
- “You must go on with your life.”
- “He did not know what hit him.”
- “You will get over this.” (They will get better, but they will never "get over it.")
- “You can always find someone worse off than yourself.” (Not at the moment.)
- “You must focus on your precious memories.” (Not now.)
- “It is better to have loved and lost than never to have loved at all.” (They do not believe that now.)
- “You do not need to know that.”
- “What you do not know will not hurt you.”
- “I cannot tell you that.” (If you cannot explain why, tell them when they can expect an answer.)
- “It must have been his time.”
- “Someday you will understand why this happened.”
- “It was actually a blessing.” “God must have needed him more than you did.”
- “God never gives us more than we can handle.”
- “Only the good die young.”
- “You must be strong for your spouse/children/parents/co-workers.”
- “You must get a hold of yourself.”

### 4. FOLLOW UP ACTIONS FOR FAMILY OF THE DECEASED

The Notification Group will meet to determine appropriate follow up for each client. The Notification Group will coordinate the follow up with each client to minimize duplicate efforts.

- The mental health team member will contact the client the next day if requested. If appropriate, the follow up contact will be made with the other team members.
- Mental health (and when appropriate the spiritual care team members) will assess each client for the need for on-going support and provide the appropriate referral.

### SUGGESTIONS AS TO WHAT TO SAY IN FOLLOW UP CONTACT WITH CLIENTS

- “How are you feeling today? Have you been able to eat anything? Have you been able to sleep/rest at all?” (This works much better than "How are you?" This causes most people to automatically respond, “Fine”.)
- “Do you feel like talking today?”

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- “Do you have any questions or concerns regarding our meeting yesterday that I can assist you with?”
- “How are you coping?”
- “Does it hurt more physically or emotionally?”
- “Is there someone who is helping you get through this difficult time?” “Who has helped you through difficult times in the past?” “Can you ask them to help support you now?”
- “Sometimes people feel they can use some additional help when a family member dies. Would you like me to arrange for you to see a mental health and/or spiritual care professional?”
- “How is the rest of the family coping with the news regarding the death of your loved one? How about your children? How are they coping? Would you like additional assistance for them? Are you planning to notify your children’s school regarding what has happened?”
- “Have you notified other extended family, friends, co-workers? Is anyone helping you with this? Do you have any questions regarding who to call or what to say?”
- “Have you been approached by the media? Are you comfortable with that? Do you have any questions regarding talking to the media?”
- “Have you started to make arrangements for services for \_\_\_\_\_deceased name. Are you getting the support and assistance you need?”
- “What are your plans for how to take care of yourself and your family during this difficult time?”
- “If you have questions later or find that you need some other assistance help here is how you can contact (me or us).”
- “Is there anything else you would like to tell me (us)?”

#### SUGGESTIONS ON WHAT NOT TO SAY IN FOLLOW UP INTERVIEWS

- Do not minimize the client’s pain. Do not make statements that indicate a swift recovery or rapid return to “normal” such as; “I am sure you are feeling better by now” or “Are things back to normal yet?” Or “I know how much you must miss him/her”.

#### 5. FOLLOW UP ACTIONS FOR THE NOTIFICATION GROUP

The Mental Health Services Group is responsible for coordinating end of assignment “debrief” sessions with Notification Group members. The Mental Health Services Group is also responsible for the provision of referrals for follow up mental health and/or spiritual care if team members find that they are experiencing more severe reactions than is expected for this stressful duty. The Mental Health Services Group should be mindful that key factors in helping staff recover from having made a notification include hearing from others (including peers and administrators) that their efforts were appreciated and that they did a good job completing an extremely difficult task. The Mental Health Services Group should assess for and normalize the typical/expected reactions of team members to this type of disaster response work. The Mental Health Services Group should also provide team members with education on expected reactions (cognitive, behavioral, emotional, and somatic), duration that reactions may be expected ( e.g., weeks, months, etc.), as well as information on how to access future help should reactions to their FAC experience last longer than is comfortable for them. The Mental Health Services Group should arrange or obtain contact information for follow up mental health and/or spiritual care for all FAC staff including the Notification Group.

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**APPENDIX X: SECURITY ARRANGEMENTS**

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**A. SECURITY OVERVIEW**

This section describes how security will be implemented and managed internally and externally for the FAC. Law enforcement<sup>44</sup> will coordinate FAC security, to include management and staffing of site security operations.

FAC security staff will principally consist of sworn law enforcement officers. FAC venue security guard services may be contracted for general security purposes and/or client vehicle parking direction, if appropriate. FAC security policy encompasses the overall responsibility of managing and staffing internal and external FAC security operations. This includes identification and badging for FAC staff, support service personnel, clients, media (if applicable) and all other personnel authorized for FAC access. Also, maintaining a visible presence at high security or restricted areas such as the interview or child care areas to make certain that only authorized persons with appropriate credentials are granted access. To ensure proper protection, maintaining site security for the duration that the FAC is operational is necessary. The provision of FAC site security will be enforced and tailored based on the nature and circumstances of the incident. FAC site security should evaluate and determine specific personnel requirements for the FAC.

**B. SECURITY OUTSIDE OF FAC**

External requirements will include but, contingent on the variables of the specified FAC venue, may not be limited to the following:

- Alert local law enforcement to FAC activation and missing persons operations (if County/other law enforcement resources are utilized).
- Prescreen individuals as they approach the perimeter entrance of the FAC (e.g., driveway).
- Establish and enforce FAC perimeter security.
- Request parking spaces around FAC.
- Ensure that only official vehicles assigned to personnel at the FAC, as well as autos operated by clients, are granted access to the FAC parking area.
- Expedite vehicular traffic outside restricted areas.
- Request after hours patrol of FAC site.
- Post appropriate “No Weapons Allowed on Site” signage per PC 12020(a)(1) and “All persons entering this facility are subject to search”.

**C. SECURITY INSIDE FAC**

Similar to external requirements, internal security requirements will include but may not be limited to the following:

- Prevent unauthorized access to all FAC building ingress/egress points.
- All authorized persons seeking admittance into the FAC are subject to a cursory weapons search by law enforcement personnel.
- Oversee, coordinate and enforce badging for clients and staff.

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<sup>44</sup> The city responsible for activating the FAC will coordinate the provision of law enforcement personnel. If supplemental law enforcement resources are needed, the city will initiate a request to the CEOC as prescribed by NIMS/SEMS. If the County activated the FAC, the County will coordinate the provision of law enforcement personnel.

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- A portable metal or weapons detector provided by the responding law enforcement agency may be used in addition to or in lieu of the law enforcement personnel cursory weapons search.
- All sworn law enforcement officers are exempt from the no weapons policy of the FAC.
- Law enforcement shall provide perimeter security to prevent access of unauthorized persons in the restricted area.
- Provide security presence to all client briefings.
- If media is present, ensure that press members are kept in appointed areas and are allowed to interview authorities or clients (if willing) only when appropriate.
- Immediately address any potential threats to FAC operations and the safety of those located therein to include:
  - Civil Disturbance
  - Emotionally Disturbed Person
  - Explosive Device, Bomb Threat
  - Hostage Incident
  - Sniper Incident
  - Special Event
  - Suspicious Package

D. POLICY FOR DISMISSING UNAUTHORIZED PERSONS

Any individual found not in possession of valid and authorized access credentials to general or restricted FAC areas is subject to being removed from the facility or being detained by a sworn law enforcement officer. Due to the sensitive nature of FAC operations, any interrogation of potential trespassers should be done in a quiet and courteous manner. If an arresting officer feels that an individual poses a threat to him/herself, the officer, or others present at the FAC, the officer should refer to departmental policy and standard operating procedure. It will be at the discretion of the officer whether the individual is removed from the FAC, escorted off-site or taken into custody. Any contract security guard service utilized for general security purposes should be instructed to not question anyone suspected of unauthorized access but to alert a sworn officer on the security team to intervene.

For obvious reasons, during the aftermath of a MFI there is a high potential for anxiety and emotional outbursts at the FAC. All considerations should be extended to grieving clients who are authorized access to the FAC. Security should initially refer onsite mental health professionals to any individual that is inconsolable to the extent of not following direction, and only as a last resort detain the individual and remove them to an isolated area within the FAC. This area should be pre-identified by security management during FAC set-up and communicated to all sworn law enforcement officers.

**APPENDIX XI: TRANSPORTATION RELATED DISASTERS**

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A. NATIONAL TRANSPORTATION SAFETY BOARD

Except as a reference, disasters that involve the invocation of the Aviation Disaster Family Assistance Act are not included in this plan, as the affected carrier and NTSB are responsible for coordinating the FAC. If support is requested from the affected carrier and/or the NTSB, the entity being requested will follow procedures set forth in the affected carrier's FAC plan. If the Aviation Disaster Family Assistance Act is invoked but the affected carrier requests that a FAC be activated by (and under the management of) the affected jurisdiction, the Los Angeles County Operational Area FAC Plan will be used as the primary policy set.

B. AIRPORTS

Los Angeles World Airports has a FAC guidance document that will be used as the primary tool for FAC activation for incidents that occur on airport property or with flights bound for Los Angeles unless otherwise requested.

Other local airports will use air carrier FAC plans for incidents that call for the invocation of the Aviation Disaster Family Assistance Act. If the Aviation Disaster Family Assistance Act is invoked but the affected carrier requests that a FAC be activated by (and under the management of) the affected jurisdiction, the Los Angeles County Operational Area FAC Plan will be used as the primary policy set.

C. PORTS

Incidents that occur at the ports of Los Angeles and Long Beach fall under the purview of the Los Angeles County Operational Area FAC Plan. The affected jurisdiction will activate the Los Angeles County Operational Area FAC Plan as indicated herein unless otherwise requested from the affected port.

D. PASSENGER RAIL

Amtrak is tasked with the development of a FAC Plan per the amended Aviation Disaster Family Assistance Act. Amtrak is responsible for FAC activation for incidents that fall under the Aviation Disaster Family Assistance Act unless otherwise requested. If the Aviation [and Rail] Disaster Family Assistance Act is invoked but the affected passenger rail carrier requests that a FAC be activated by (and under the management of) the affected jurisdiction, the Los Angeles County Operational Area FAC Plan will be used as the primary policy set.

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**APPENDIX XII: TRANSFER OF INVESTIGATORY RESPONSIBILITY**

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The transfer of investigative responsibility process involves a transfer of responsibility for the investigative and security portion of the FAC from local law enforcement to the appropriate Federal investigative resources. This process shall follow ICS protocol as outlined below. The investigative transfer will become necessary upon the determination that jurisdiction belongs to the Federal resource rather than the local jurisdiction. There are five important steps in effectively transferring investigative/security responsibilities.

Step 1: The incoming FAC Security Branch Director should, if at all possible, personally perform an assessment of the situation with the existing FAC Security Branch Director.

Step 2: The FAC Security Branch Director must be adequately briefed. This briefing must be by the current FAC Security Branch Director, and take place face-to-face. The briefing must cover the following:

- Incident history (what has happened)
- Priorities and objectives
- Current plan
- Resource assignments
- Incident organization
- Resources ordered/needed
- Facilities established
- Status of communications
- Any constraints or limitations
- Incident potential (identification of additional witnesses/victims/evidence, etc.)
- Delegation of authority

Step 3: After the incident briefing, the incoming FAC Security Branch Director should determine the appropriate time for transfer of investigative responsibility.

Step 4: At the appropriate time, notification of a change in investigative responsibility should be made to:

- Agency headquarters (through dispatch).
- All FAC personnel (through ICS).

Step 5: The incoming FAC Security Branch Director may give the previous FAC Security Branch Director another assignment on the incident. There are several advantages of this:

- The initial FAC Security Branch Director retains first-hand knowledge at the incident site.
- This strategy allows the initial FAC Security Branch Director to observe the progress of the incident and to gain experience.

**APPENDIX XIII: MEMORIAL SERVICES**

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The Social Services Group will ensure that a coordinator is appointed to make arrangements for a memorial, to include the provision of spiritual care providers who represent the same faith and language of the affected families, transportation to the site, etc.

Planning efforts should include mental health, law enforcement, coroner and spiritual care representatives. Political officials should be notified and included in planning efforts. The memorial service details should be provided to the PIO to ensure that information regarding the memorial service is provided to the public (if open to the public).

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**APPENDIX XIV: HIPAA EXEMPTIONS DURING INCIDENT RESPONSE**

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One of the key functions associated with FAC operations involves providing clients with information regarding the status of their loved one, to include whether or not the victim has been transported to a hospital. To ensure that FAC staff understand the application of HIPAA regarding the provision of victim transport information, and to clarify that HIPAA should not be seen as a barrier to the provision of medical services during disaster response, the following information is provided regarding HIPAA exemptions, especially as they pertain to FAC operations.

The following supporting language is provided by the California Department of Public Health:

- 45 CFR 164.510(b)(4) indicates that a covered entity may use or disclose protected health information to a public or private entity authorized by law or by its charter to assist in disaster relief efforts, for the purpose of coordinating with such entities the uses or disclosures permitted by 45 CFR 164.510(b)(1)(ii). [These are the uses or disclosures permitted to notify or assist in the notification of a family member or personal representative.]

The following supporting language is provided by the U.S. Department of Health and Human Services:

- Providers and health plans covered by the HIPAA Privacy Rule can share patient information in all of the following ways:
  - **TREATMENT:** Health care providers can share patient information as necessary to provide treatment. Treatment includes: sharing information with other providers (including hospitals and clinics), referring patients for treatment (including linking patients with available providers in areas where the patients have relocated), and coordinating patient care with others (such as emergency relief workers or others that can help in finding patients appropriate health services). Providers can also share patient information to the extent necessary to seek payment for these health care services.
  - **NOTIFICATION:** Health care providers can share patient information as necessary to identify, locate, and notify family members, guardians, or anyone else responsible for the individual's care of the individual's location, general condition, or death. The health care provider should get verbal permission from individuals, when possible; but if the individual is incapacitated or not available, providers may share information for these purposes if, in their professional judgment, doing so is in the patient's best interest. Thus, when necessary, the hospital may notify the police, the press, or the public at large to the extent necessary to help locate, identify, or otherwise notify family members and others as to the location and general condition of their loved ones.
  - **FACILITY DIRECTORY:** Health care facilities maintaining a directory of patients can tell people who call or ask about individuals whether the individual is at the facility, their location in the facility, and general condition.

The HIPAA Privacy Rule does not apply to disclosures if they are not made by entities covered by the Privacy Rule – health care providers, health plans, and health care clearing houses. In addition, when a health care provider is sharing information with disaster relief organizations that are authorized by law or by their charters to assist in disaster relief efforts, it is unnecessary to obtain a patient's permission to share the information if doing so would interfere with the organization's ability to respond to the emergency.

HIPAA does not apply to decedents, however, no information can be released until the individual has been identified and the NOK are notified.

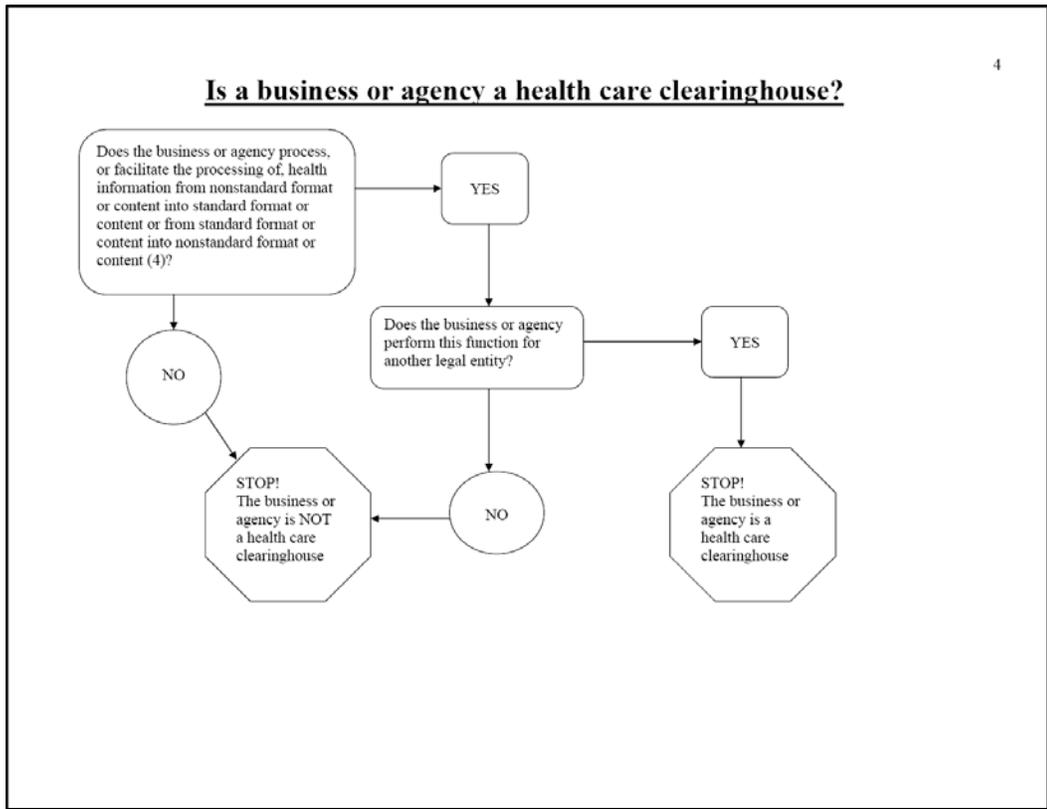
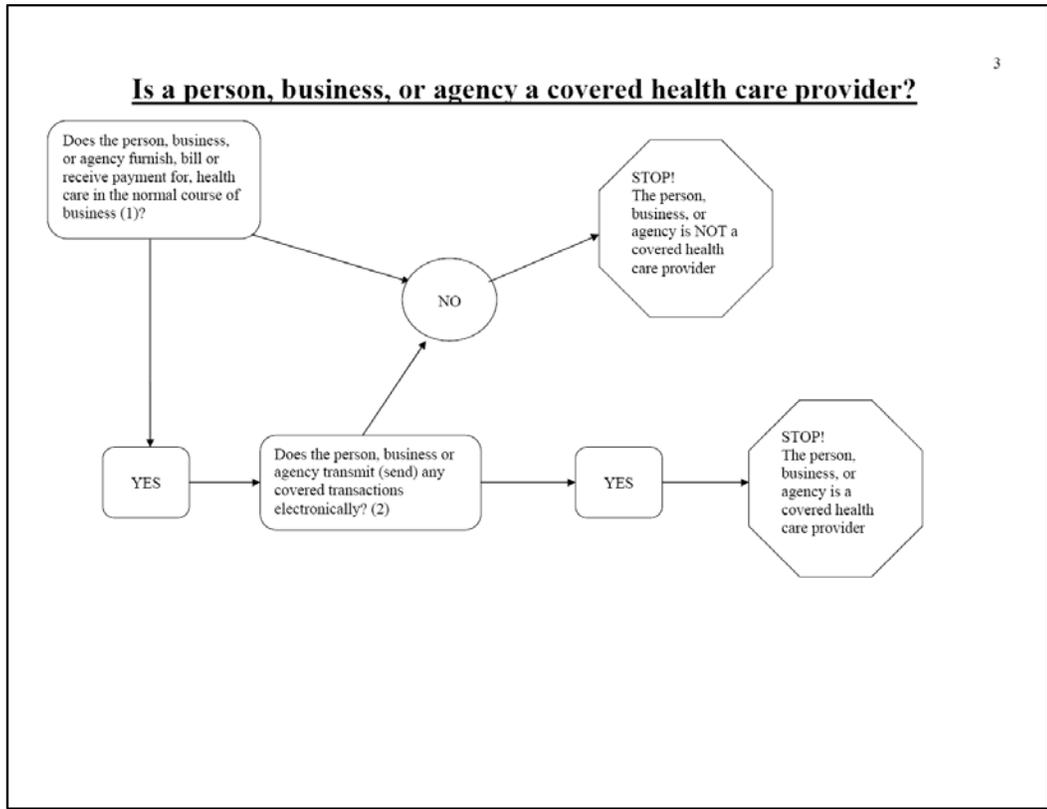
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The full HIPAA regulations, background, and technical assistance are available at <http://www.hhs.gov/ocr/hipaa>.

TABLE 8: HIPAA COVERED ENTITIES

A Health Care Provider	A Health Plan	A Health Care Clearinghouse
<p>This includes providers such as:</p> <ul style="list-style-type: none"> <li>▪ Social Workers</li> <li>▪ Doctors</li> <li>▪ Clinics</li> <li>▪ Psychologists</li> <li>▪ Dentists</li> <li>▪ Chiropractors</li> <li>▪ Nursing Homes</li> <li>▪ Pharmacies</li> </ul> <p>...but only if they transmit any information in an electronic form in connection with a transaction for which the Federal government has adopted a standard.</p>	<p>This includes:</p> <ul style="list-style-type: none"> <li>▪ Health insurance companies</li> <li>▪ Health maintenance organizations</li> <li>▪ Company health plans</li> <li>▪ Government programs that pay for health care, such as Medicare, Medicaid, and the military and veterans health care programs</li> </ul>	<p>This includes entities that process nonstandard health information they receive from another entity into a standard (i.e., standard electronic format or data content), or vice versa.</p>

FIGURE 9: HIPAA COVERED ENTITY MODELS



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**APPENDIX XV: AUGMENT STAFF AND MAINTAIN STAFF ACCOUNTABILITY**

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A. AUGMENT STAFF

The activating entity is responsible for coordinating with all participating agencies to ensure that staff are deployed for subsequent operational periods. The activating entity is also responsible for coordinating with the FAC Director to determine if additional resources are required, or if certain functional areas can be downsized or eliminated. In addition, the activating entity is responsible for continued coordination with the participating agencies for the duration of FAC activation.

1. RECEIVING AND REQUESTING ADDITIONAL NONCLINICAL STAFF

During FAC operations it may become necessary to augment staffing. The following procedures will be followed:

- If it is determined by a functional area lead that additional staff are required during the current Operational Period a request will be communicated to Logistics.
- The request should specify the skills, certifications and licensing required for the position(s), and the number of staff required for each position.
- Functional area leads are responsible for projecting staffing needs for the subsequent Operational Period and communicating this information to the Logistics and Planning Chiefs.
- If a functional area is staffed from a single agency, and the additional staff are expected to be provided by the same agency, the functional area lead may advise their agency through normal channels that a request for additional staff is imminent. However, official requests must be made through standard SEMS procedures.
- The Logistics Chief will advise the FAC Director of the request, and if approved by the FAC Director, request the additional resources from the Logistics Section of the activating entity EOC using ICS 308 form (paper or electronic).
- The EOC will obtain the requested personnel from the appropriate agency or department (if from the same jurisdiction) or from an outside agency/jurisdiction in accordance with normal SEMS procedures.
- The Logistics Chief, in consultation with the functional area lead, will determine if any additional equipment or supplies are required to support the additional staff and if so, procure the required equipment and supplies following appropriate procedures.
- Upon arrival at the FAC, the additional staff will sign in with the Staff Check-in/Check-out Clerk.
- Clinical staff who are not employees of a FAC participating agency must report to the Credential and Licensing Review Specialist for clearance.
- After signing in and obtaining credential and licensing clearance (if required), staff will report to security to obtain an appropriate badge.
- Once staff are badged, they will report immediately to their assigned functional area lead to receive job assignment and JIT, if required.

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2. RECEIVING AND REQUESTING ADDITIONAL CLINICAL STAFF

For most incidents, requests for clinical staff will be filled by the agencies already participating in the FAC. However, if it is determined that the participating agencies are unable to provide the resources, the following actions apply to clinical staff:

- All requests for clinical resources must be processed using SEMS procedures outlined in the California Medical/Health Mutual Aid Plan.
- Personnel requests should be processed by the Medical/Health Operational Area Coordinator, at the MAC or at the County EOC, if activated.
- The Los Angeles County Department of Public Health and the Los Angeles County EMS Agency (Department of Health Services) have access to medical, health, mental health, and other volunteers through the Los Angeles County Disaster Healthcare Volunteer program (formerly known as ESAR-VHP). The volunteer management of the Los Angeles County Disaster Healthcare Volunteer program is through a contract with Volunteer Center Los Angeles.
- The Los Angeles County Department of Public Health may also activate Medical Reserve Corps to augment staffing.

B. ENSURE STAFF ACCOUNTABILITY

Overall responsibility for maintaining FAC staff accountability is the Personnel Group Supervisor in the Logistics section. The Personnel Group Supervisor will establish and maintain a list of all persons deployed to the FAC, as well as FAC support personnel deployed to remote locations (such as the MAC). Record keeping must be adequate to:

- Provide a daily record of staff that work in the FAC including check-in time, check-out time, and total hours worked.
- Provide a current accounting of all staff in the FAC at any given time.
- Document staff hours in accordance with Federal and ICS procedures to ensure Federal, and/or California Mutual Aid reimbursement.
- Records may be kept in hard copy on ICS Forms, or entered into an electronic incident management software system, such as WebEOC, if available.

1. UTILIZE CHECK-IN AND CHECK OUT PROCEDURES

The Personnel Group Supervisor will establish and staff a staff check-in station in the FAC reception area, near the staff entrance/exit, and positioned so that staff entering or exiting the FAC are clearly apparent. ICS Form 211 Check-In List will be used to record check-in and check-out of staff. In addition to ICS Form 211, the Personnel Group Supervisor will maintain the following:

- A current ICS Form 203, Organizational Assignment List
- A current ICS Form 207, Organizational Chart
- A current FAC floor plan depicting the location of all work areas, and the units assigned to each work area.
- Unit leaders are responsible for maintaining a current list of staff assigned to their unit using ICS Form 214, Unit Log.

## 2. UTILIZE SHIFT CHANGE PROCEDURES

Incoming Staff: At the beginning of each Operational Period, incoming staff will perform the following actions:

- Staff will sign in at the personnel check-in station in the reception area immediately upon entering the FAC. Government agency and NGO staff will be required to produce a government issued picture identification and an identification or badge issued by their employing agency. Volunteers and other nongovernment staff will be required to produce a government-issued picture identification.
- The Personnel Group will provide each staff member with their unit assignment.
- The Personnel Group will provide each staff member with a copy of ICS Form 207, Organizational Chart for the Operational Period (electronic or hard copy).
- Personnel will provide each staff member with a floor plan depicting the physical location of each unit.
- Unit leaders will be provided a copy of Form 203, Organizational Assignment List (electronic or hard copy).
- Unit leaders will be provided a Form 214 Unit Log (electronic or hard copy).
- Unit leaders will fill in the “Personnel Roster Assigned” portion of the Form 214 Unit Log and conduct a roll call to verify consistency between personnel assigned per the Form 203 Organizational Assignment List and personnel present. Discrepancies, if any, should be resolved immediately in coordination with the Personnel Group Supervisor.
- Government agency staff will be directed to report to security to obtain a badge, and then to their respective work stations.
- NGO staff, volunteers and other nongovernment staff tasked to perform clinical work, child care, or spiritual care will be directed to the credentials and licensure station prior to reporting to security to obtain a badge.

Outgoing Staff: At the end of each Operational Period, outgoing staff will perform the following actions:

- All staff will turn in their FAC-issued badges to security.
- Unit leaders will turn ICS Form 214 for the ending shift to their section chiefs.
- Section chiefs will turn in all forms 214 to the Personnel Group Supervisor.
- The Personnel Group Supervisor will check the Forms 214 against the ICS Form 211 and the ICS Form 203, Organizational Assignment List and resolve any discrepancies.
- If records are kept in hard copy, the Personnel Group Supervisor will enter the information from the Forms 214 and Form 211 into a database or spreadsheet.
- All staff will sign out at the personnel check-in station in the reception area upon exiting the building.

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**APPENDIX XVI: EMERGENCY PROCEDURES**

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In case of a hazard to life safety (fire, etc.), an orderly evacuation of FAC staff and clients from harm's way is crucial. Sheltering in place is another protective action that can be used, generally during a hazardous materials incident, when it may not be safe to go outside. In these cases, taking shelter inside the site is better than evacuating outdoors.

**A. BEFORE AN INCIDENT**

- The Safety Officer and FAC Director should consult with senior law enforcement personnel to create site security and safety plans.
- Safety Officer and FAC Director should consult with senior law enforcement and fire personnel on-site to create an evacuation plan. Check to see if the facility already has an evacuation plan. Evacuation plans should include:
  - Off-site assembly point for staff and clients evacuating the site. Separate assembly points for clients and for staff are recommended. O
  - Common signal (bullhorn announcement, air horn blast, etc.) between law enforcement and FAC staff that precedes evacuation or shelter in place information alerts. C
  - Appropriate "safe refuge areas" within the site for FAC staff and clients to relocate to during a shelter in place/lockdown situation. A
  - Emergency exits and egress routes. E
  - Other protective actions FAC staff can take to protect themselves and clients during a security breach. O
- The Safety Officer should brief FAC staff on evacuation and shelter in place procedures during the safety portion of general briefing.

**B. SHELTER IN PLACE PROCEDURE**

- The FAC Director, Safety Officer, and Operations Section Chief will need to consult with the ranking on-site law enforcement officer and on-site fire personnel to decide on evacuation or shelter in place in response to the threat or hazard.
- If shelter in place is appropriate, all FAC staff will need to be alerted. In addition, bullhorns can be used to announce evacuation if available.
- Group supervisors are expected to ensure that their subordinates have received the message.
- Clients in line outside of site will need to be brought inside the site and instructed to stay inside.
- Assist physically impaired clients to shelter in place if requested.
- Clients and staff should shelter in interior rooms of site, away from doors and windows.
- Group supervisors will need to account for their staff. The Personnel Group will need to account for the entire FAC staff.
- If a FAC staff member is missing, on-site law enforcement personnel will need to be notified.
- FAC staff and clients will need to shelter until they receive an all-clear message from the appropriate authority.

C. VACUATION PROCEDURE E

- The FAC Director, Safety Officer, and Operations Section Chief will need to consult with ranking on-site law enforcement officer and on-site fire personnel to decide on evacuation in response to the threat or hazard.
- If evacuation is decided on, all FAC staff will need to be alerted.
- Group supervisors are expected to ensure that their subordinates have received the message.
- Evacuate the FAC using evacuation plan under the direction of on-site law enforcement and fire personnel. Staff will meet at an agreed-upon assembly point.
- FAC staff will be responsible for evacuating themselves, and assisting law enforcement with evacuation of clients if requested.
- Assist physically impaired clients to evacuate FAC site if requested.
- Group supervisors will account for their staff. The Personnel Group is responsible for accounting for all FAC staff after an evacuation.
- If a FAC staff member is missing, on-site law enforcement personnel will need to be notified.
- If the site is deemed unusable by on-site fire or law enforcement personnel due to damage or continuing hazard, the FAC Director should notify the EOC of the situation, and FAC staff will have to redirect clients to the closest alternate site.

D. FIRE OR FIRE ALARM PROCEDURE F

- If smoke or fire is seen, sound fire alarm immediately. Notify on-site fire or law enforcement personnel immediately.
- Follow FAC Site Evacuation Procedure.
- On-site fire personnel will investigate the source of fire and/or fire alarm activation.
- If site is deemed unusable by on-site fire or law enforcement personnel due to damage or continuing hazard, the FAC Director should notify the EOC of the situation, and FAC staff will have to redirect clients to the closest alternate site.

E. MEDICAL EMERGENCIES M

- When in doubt about anyone's health or safety, dial 911. If a client requests not to have 911 called, the FAC staff member still has the authority to decide whether 911 needs to be contacted.
- The Safety Officer should be notified of any incidents immediately.
- An incident report form must be completed for any type of incident or injury that occurs at the FAC, including personal injuries ranging from minimal first aid to hospitalization. A report must be completed and submitted within 24 hours of the occurrence of the incident.
- In case of minor injury or illness (e.g., small cuts, lacerations abrasions, etc.), provide first aid care to the level of your ability.
- The Public Health Services Group may be available to provide basic first aid.
- Routine transportation to medical offices, clinics and hospitals should not be done by FAC staff.
- In case of serious injury or illness, call 911. Notify the Safety Officer.

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APPENDIX XVII: GLOSSARY OF TERMS

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**After-Action Report (AAR)** – The AAR is the principal post-exercise document developed in partnership with evaluators, sponsoring agencies, and key participants from Federal, state, and local agencies. It provides a historical record of findings and forms the basis for refinements to plans, policies, procedures, training, equipment, and overall preparedness of an entity. AARs describe preliminary observations, major issues, and recommendations for improvements.

**Biohazard** – A biohazard is a biological agent or condition (e.g., an infectious organism or insecure laboratory procedures) that constitutes a hazard to humans, animals and/or the environment.

**Community Emergency Response Team (CERT)** - A program managed by the Federal Emergency Management Agency (FEMA) and designed to create teams of trained disaster volunteers in local communities. Most of these teams are managed at the local level by the local fire or police department.

**Consequence Management** – Consequence management is predominantly an emergency management function; it includes measures to protect public health and safety, restore essential government services, and provide emergency relief to governments, businesses, and individuals affected by the consequences of terrorism. Consequence management is also used in natural disasters, manmade disasters, civil unrest, etc.

**Continuity of Operations (COOP)** – COOP is an internal effort within an individual governmental jurisdiction or private sector enterprise to ensure that the capability exists to continue to provide essential functions and services across a wide range of potential emergencies, including localized acts of nature, accidents, and technological and/or attack-related emergencies.

**Council of Governments (COG)** – A COG is a regional planning body composed of a group of local government representatives. COGs develop regional plans and responses to a variety of issues including public safety and domestic preparedness.

**Credential** – An element of the individual's qualifications, including education, training, work experience, or hospital affiliation.

**Critical Incident Stress Debriefing (CISD)** – A CISD refers to the "Mitchell model" (Mitchell and Everly, 1996), a 7-phase, structured group discussion, usually provided 1 to 10 days post-crisis. It is designed to mitigate acute symptoms, assess the need for follow-up, and if possible, provide a sense of post-crisis psychological closure for responders.

**Critical Incident Stress Management (CISM)** – CISM is an integrated system of interventions designed to prevent and/or mitigate the adverse psychological reactions that often accompany emergency services, public safety, and disaster response functions.

**Department Operations Center (DOC)** – The location from which department management personnel can supervise and coordinate field emergency response.

**Emergency Operations Center (EOC)** – An emergency operations center is the site from which civil government officials (municipal, county, state, and Federal) exercise direction and control in an emergency.

**Emergency Response Team (ERT)** – The ERT is composed of Federal program and support personnel that FEMA activates and deploys into an area affected by a major disaster or emergency. The team

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is an interagency unit, consisting of the lead representative from each Federal department assigned along with members of the Federal coordinating officer's staff.

**Emergency Support Function (ESF)** – An ESF is a specific area of response activity established to facilitate coordinated Federal delivery of assistance required to save lives, protect property and health, and maintain public safety. These functions represent the types of Federal assistance that the state likely will need most because of the overwhelming impact of a catastrophic event on local and state resources.

**Family Assistance Center** – A Family Assistance Center (FAC) is an established collection point of family members of victims resulting from a MFI/MCI. The FAC seeks to provide a private place for families to grieve; protect families from the media and curiosity seekers; facilitate information exchange between key government agencies and families so that families are kept informed and information can be obtained that will assist in identifying the victims. The FAC provides a venue to address family needs (responding quickly and accurately to questions, concerns, and needs—emotional, spiritual, medical and logistical); and to provide notifications to families of victims.

**Incident Action Plan (IAP)** – A planning tool used in major incident management to assist response agencies in mitigating a large-scale emergency. Can be referred to as an Event Action Plan for planned events.

**Joint Information Center (JIC)** – Location from where local, State, and Federal PIOs gather to produce and release information regarding an incident to the media and the public. The purpose of the JIC is to send a consistent and clear message to the public in order to reduce fear and anxiety.

**Mass Casualty Incident** – The Los Angeles County EMS Agency (Department of Health Services) defines an MCI as the combination of numbers of ill/injured patients and the type of injuries going beyond the capability of an entity's normal first response.

**Mass Fatality Incident** – A Mass Fatality Incident (MFI) is a surge of deaths above what is normally managed by normal medicolegal systems.

**Medical Reserve Corps (MRC)** – Is an organization at the local level composed of health and medical professionals who volunteer to assist the local health department when called upon during major emergencies.

**Spontaneous Volunteer** – A person who arrives at an incident site to provide services without being solicited for help or requested by an agency responding to the incident.

**Unified Command** – A shared command structure between all agencies heavily involved in an incident response.

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**APPENDIX XVIII: ABBREVIATIONS**

ACRONYM	DEFINITION
ACAMS	Automated Critical Asset Management System
CaDCA	California Department of Consumer Affairs
CEOC	County Emergency Operations Center
DMAC	Disaster Management Area Coordinator
DMAT	Disaster Medical Assistance Teams
DMORT	Disaster Mortuary Operational Response Teams
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EPI	Emergency Public Information
ESAR	Emergency System for the Advance Registration
FAC	Family Assistance Center
HIPAA	Health Insurance Portability and Accountability Act
ICS	Incident Command System
IT	Information Technology
JIC	Joint Information Center
JIT	Just in Time
LAN	Local Area Network
MAC	Medical Alert Center
MCI	Mass Casualty Incident
MFI	Mass Fatality Incident
MRC	Medical Reserve Corps
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NOK	Next of Kin
NTSB	National Transportation Safety Board
OARRS	Operational Area Response and Recovery System
PIO	Public Information Officer
SEMS	Standardized Emergency Management System
VCLA	Volunteer Center Los Angeles
VHP	Volunteer Health Professionals

**APPENDIX XIX: FAC FORMS**

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This section contains the forms that registration staff will provide to clients at registration (forms 1A, 2A, 3A, 4A, 5A, 6A and 9A) and forms for mental health related services (group crisis counseling forms).

# Form 1A

For FAC Use Only <b>Barcode #</b> (attach)	<b>Los Angeles County Operational Area</b>  <b>Family Assistance Forms</b> <b>Form Tracker</b>		For FAC Personnel Only <b>TAG#:</b>
			<b>CC#:</b>
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	

1A	Family Assistance Forms Tracker	<input type="checkbox"/> Yes <input type="checkbox"/> No	Comment
2A	Missing Person Personal Information	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3A	Medical History	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4A	Physical Characteristics	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5A	Clothing	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6A	Jewelry	<input type="checkbox"/> Yes <input type="checkbox"/> No	
7A	Interviewer	<input type="checkbox"/> Yes <input type="checkbox"/> No	

**Additional Comments:**

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<b>Completed By:</b>	<b>Date:</b>
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# Form 2A

For FAC Use Only <b>Barcode #</b> (attach)	<b>Los Angeles County Operational Area                  Family Assistance Forms                  Missing Person                  Personal Information</b>	For FAC Personnel Only <b>TAG#:</b>  <b>CC#:</b>
Last Name	First Name	Middle Name

**Basic Physical Characteristics**

<u>Race</u>	<u>Gender/Sex:</u>	Ht: _____	Date of Birth: _____
		Wt: _____	Or Approximate Age: _____

Social Security #:	Driver License#	Birth City:	State/Country:	Birth Hospital:
Missing Person's Address:		Apt#:	City:	State:
County:		Country:		Religious Preference:
Phone (Home):	Phone (Work):		Phone (Cell):	
Also Known As: Last, Suffix                      First                      Middle			Also Known As: Last, Suffix                      First	
Marital Status: <input type="checkbox"/> Married <input type="checkbox"/> Domestic Partner <input type="checkbox"/> Never Married <input type="checkbox"/> Widowed <input type="checkbox"/> Divorced <input type="checkbox"/> Separated <input type="checkbox"/> Unknown				
Spouse: _____ Last, Suffix                      First                      Middle			Home Phone: _____	
Address: _____ Street                      City                      State/Zip			Other Phone: _____	
Father or Mother: _____ Last, Suffix                      First                      Middle			Home Phone: _____	
Address: _____ Street                      City                      State/Zip			Other Phone: _____	
Child: _____ Last, Suffix                      First                      Middle			Home Phone: _____	
Address: _____ Street                      City                      State/Zip			Other Phone: _____	
Other Relative: _____ Last, Suffix                      First                      Middle			Home Phone: _____	
Address: _____ Street                      City                      State/Zip			Other Phone: _____	
Additional Information _____ _____				

Completed By: _____	Date: _____
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# Form 3A

<b>For FAC Use Only</b> <b>Barcode #</b> (attach)	<b>Los Angeles County Operational Area</b> <b>Family Assistance Forms</b> <b>Medical Information</b>	<b>For FAC Personnel Only</b> <b>TAG#:</b>  <b>CC#:</b>
Last Name	First Name	Middle Name

<b>Dental</b>	Dentist: _____ <input type="checkbox"/> Unknown <input type="checkbox"/> Never Went <small style="display: inline-block; width: 150px; text-align: center;">Last First</small>	Select all that apply: <input type="checkbox"/> Braces <input type="checkbox"/> Dental Work <input type="checkbox"/> Dentures <input type="checkbox"/> Partial <input type="checkbox"/> Tooth Jewelry
	Address: _____ <small style="display: inline-block; width: 150px; text-align: center;">Street City State Zip</small> (_____) - _____ Addtl Info/2 <sup>nd</sup> Dentist: _____ <small style="display: inline-block; width: 150px; text-align: center;">Primary Dentist Phone</small>	

<b>Physician Info</b>	Physician: _____ <small style="display: inline-block; width: 150px; text-align: center;">Last First</small>	Practice Name: _____
	Address: _____ <small style="display: inline-block; width: 150px; text-align: center;">Street City State Zip</small> Address 2: _____ <small style="display: inline-block; width: 150px; text-align: center;">Street City State Zip</small> (_____) - _____ (_____) - _____ <small style="display: inline-block; width: 150px; text-align: center;">Phone #1 Phone #2</small> Email: _____	Physician Type: _____ Seen For: _____ Records Requested: <input type="checkbox"/> Yes <input type="checkbox"/> No Records Obtained: <input type="checkbox"/> Yes <input type="checkbox"/> No

Medical Radiographs? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Physicians(s): _____ Address: _____
Medical Radiographs Location: _____ _____	Potential Type of Radiographs – Dates Taken if known: _____ _____

Old Fractures: <input type="checkbox"/> Yes <input type="checkbox"/> No	Description: _____
Objects in Body: <input type="checkbox"/> Pacemaker <input type="checkbox"/> Bullets <input type="checkbox"/> Implants <input type="checkbox"/> Needles <input type="checkbox"/> Shrapnel <input type="checkbox"/> Other: _____	
Surgery: <input type="checkbox"/> Gall Bladder <input type="checkbox"/> Tracheotomy <input type="checkbox"/> Caesarean <input type="checkbox"/> Reconstructive <input type="checkbox"/> Other: _____ <input type="checkbox"/> Appendectomy <input type="checkbox"/> Laparotomy <input type="checkbox"/> Mastectomy <input type="checkbox"/> Open Heart	

Diabetic? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	If Female, pregnancy in the past 12 mos. <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
---	--

Unique Characteristics? <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Description of Scars, Operations, Birthmarks, Burns, Missing Organs, Amputations, Other Special Characteristics:</b> _____ _____
---	---

Prosthetics? <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Prosthetic Location / Descriptions:</b> _____ _____
--	--

<b>Completed By:</b> _____	<b>Date:</b> _____
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**Form 5 – A/P**

For FAC Use Only <b>Barcode #</b> (attach)	<b>Los Angeles County Operational Area                  Family Assistance Forms                  Clothing</b>	For FAC Personnel Only <b>TAG#:</b>  <b>CC#:</b>
Last Name	First Name	Middle Name

	#	Clothing Items	Color	Description	Size
Clothing	1	Dress			
	2	Blouse			
	3	Hose			
	4	Slip			
	5	Bra			
	6	Skirt			
	7	Shirt			
	8	Tie			
	9	Undershirt			
	10	Hat			
	11	Jacket/Coat			
	12	Gloves			
	13	Sweatshirt			
	14	Sweater			
	15	Blazer/Jacket			
	16	Vest			
	17	Slacks/Pants			
	18	Shorts			
	19	Shoes			

**Other Clothing: (List significant descriptions):**  
 \_\_\_\_\_  
 \_\_\_\_\_

**Dry Cleaning Marks/Description:**  
 \_\_\_\_\_  
 \_\_\_\_\_

**Laundry Marks Description:**  
 \_\_\_\_\_  
 \_\_\_\_\_

<b>Completed By:</b> _____	<b>Date:</b> _____
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**Form 6A/P**

For FAC Use Only <b>Barcode #</b> (attach)	<b>Los Angeles County Operational Area Family Assistance Forms Jewelry</b>		For FAC Personnel Only <b>TAG#:</b>
			<b>CC#:</b>
Last Name		First Name	Middle Name

Watch	Type	Color	Description			Inscription Photo Available:
Jewelry	#	Type/Style	Material Color/ Stone Color	Where Worn/ Frequently Worn?	Description	Inscription Photo Available:
	1					
Jewelry	2					
Jewelry	3					
Jewelry	4					
Jewelry	5					
Cell Phone						
Purse						
Backpack or Briefcase						

<b>Completed By:</b>	<b>Date:</b>
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# Form 9A

For FAC Use Only <b>Barcode #</b> (attach)	<b>Los Angeles County Operational Area Family Assistance Forms Interviewer</b>	For FAC Personnel Only <b>TAG#:</b>
		<b>CC#:</b>
Last Name	First Name	Middle Name

Interview Location \_\_\_\_\_ Interview Date \_\_\_\_\_ Interview Time \_\_\_\_\_  
(MM/DD/YYYY)

**Interviewer Info:**

Interviewer Name \_\_\_\_\_  
First Last

Interviewing Organization \_\_\_\_\_

**Interviewer Home Information:**

Interviewer Address \_\_\_\_\_  
Street City State Zip

Interviewer Home Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Interviewer Cell Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Interviewer Work Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Interviewer On-Site Information:**

Interviewer On-site Address \_\_\_\_\_  
Street City State Zip

Interviewer On-site Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Interviewer On-site Cell (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Review Info:**

Reviewer Name \_\_\_\_\_

Reviewer Signature \_\_\_\_\_

Reviewing Agency \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Completed By:** \_\_\_\_\_

**Date:** \_\_\_\_\_



## CRISIS COUNSELING DAILY LOG \*

\* Confidential - for crisis counselor use only

DATE:

NAME:				TEAM #:			
LOCATION/NEIGHBORHOOD:							
TOWN:				COUNTY:			
NAME	SEX	AGE	ETHNICITY	PROBLEM TYPE	ASSISTANCE PROVIDED	AMOUNT TYPE	TYPE OF CONTACT
AGE	ETHNICITY	PROBLEM TYPE		ASSISTANCE PROVIDED	TYPE OF CONTACT		
1. Under 18 2. Adult 3. 65 or older	1. White 2. Hispanic 3. Black 4. American Indian 5. Asian 6. Other	1. Depression 2. Agitation/Anxiety 3. Confusion/Disorientation 4. Exacerbation of pre-existing psychological problem 5. Disaster/Displacement Fears 6. Child Acting Out 7. Adult Acting Out 8. Alcohol/Drug Abuse 9. Need for Information/Assistance 10. Other		1. Individual Crisis Counseling 2. Group Crisis Counseling 3. Screening 4. Education & Information 5. Referral for Longer-term, more formal Mental Health Services 6. Referral to Other Disaster Services Agency 7. Individual Contact with a community leader/public official 8. Other	1. Victim/Survivor 2. Disaster Worker 3. Community Member (e.g., teacher, clergy, citizen)		

### GROUP SERVICES

NAME OF GROUP	TYPE OF GROUP SERVED	TYPE OF CONCERN	SERVICES PROVIDED
<b>GROUPS SERVED:</b> (may use more than one)  1. Church/congregation group 2. Neighborhood groups 3. School groups/students 4. School group/teachers/administrators 5. Human services workers (Ministers/social workers/etc.) 6. Disaster workers (police/fire/emergency medical/etc.) 7. Other (specify)	<b>TYPE OF CONCERN:</b> (may use more than one)  1. Preparedness/Coping Skills & Strategies Learned from Current Disaster 2. Community Supports 3. Need for additional community resources 4. Other (specify)	<b>SERVICES PROVIDED:</b> Show the number of groups receiving each service. More than one type of service may be indicated per group.  1. Education 2. Consultation 3. Planning 4. Other (specify)	

[INSERT PROJECT TITLE]

**GROUP CRISIS COUNSELING SERVICES**

Employee ID: \_\_\_\_\_ Date: \_\_\_\_\_ Team: \_\_\_\_\_

Location/Neighborhood: \_\_\_\_\_

TYPE OF GROUP	NUMBER OF PARTICIPANTS

**FOCUS OF GROUP SESSION:**

**PLAN FOR FUTURE SESSIONS:**

**NOTES:**

# [INSERT PROJECT TITLE]

## INDIVIDUAL CRISIS COUNSELING SERVICES

Employee ID: \_\_\_\_\_ Date: \_\_\_\_\_ Team: \_\_\_\_\_

Location/Neighborhood: \_\_\_\_\_

NAME AND ADDRESS, IF NEEDED:

### DEMOGRAPHIC INFORMATION

**AGE (CHECK ONE)**

- PRESCHOOL (0-5)
- CHILDHOOD (6-11)
- PREADOLESCENT/
- ADOLESCENT (12-17)
- ADULT
- OLDER ADULT

**ETHNICITY**

- WHITE
- HISPANIC ORIGIN
- BLACK
- AMERICAN INDIAN/ALASKA NATIVE
- ASIAN & PACIFIC ISLANDER
- MIDDLE EASTERN
- OTHER: \_\_\_\_\_
- DON'T KNOW

**SEX**

- MALE
- FEMALE

**PREFERRED LANGUAGE**

- ENGLISH
- SPANISH
- AMERICAN SIGN LANGUAGE
- OTHER: \_\_\_\_\_

### EVENT REACTIONS

**BEHAVIORAL**

- Extreme changes in activity level
- Excessive drug, alcohol, or prescription use
- Isolation/withdrawal
- Hyper-vigilance
- Reluctant to leave home
- Violent behavior
- Other: \_\_\_\_\_

**EMOTIONAL**

- Sadness, tearful
- Irritability, anger
- Feeling anxious, fearful
- Despair, hopeless
- Feelings of guilt or shame
- Feeling emotionally numb, disconnected
- Other: \_\_\_\_\_

**PHYSICAL**

- Headaches
- Stomach problems
- Difficulty falling or staying asleep
- Difficulty eating
- Worsening of chronic health conditions
- Fatigue/exhaustion
- Chronic agitation
- Other: \_\_\_\_\_

**COGNITIVE**

- Inability to accept/cope with death of loved one(s)
- Distressing dreams or nightmares
- Intrusive thoughts or images
- Difficulty concentrating
- Difficulty remembering things
- Difficulty making decisions
- Preoccupation with death/destruction
- Suicidal thoughts or feelings
- Other: \_\_\_\_\_

**REFERRAL**

- Within project (specify) \_\_\_\_\_
- Other disaster agencies
- Professional mental health services
- Substance abuse treatment
- Other community services
- Other: \_\_\_\_\_

Was the referral accepted by the individual?

- Yes
- No

**OTHER KEY CHARACTERISTICS/EXPERIENCES**

- Past or preexisting trauma or psychological problems or substance abuse problems
- Injured as a result of event
- At risk of losing life during event
- Loved one(s) missing or dead
- Coworker/friend(s) missing or dead
- Witnessed death or injury of others
- Displaced from home
- Displaced from or lost job
- Assisted with rescue/recovery
- Has physical disability that limits mobility/independence

**NOTES:**

- Permission given to be contacted again
- Declined to be contacted again
  
- 1<sup>st</sup> Contact
- 2<sup>nd</sup> Contact
- 3<sup>rd</sup> Contact
- 4<sup>th</sup> or more contact

## INSTRUCTIONS FOR THE INDIVIDUAL CRISIS COUNSELING FORM

A contact is reported as an individual crisis counseling service if the outreach worker assists the disaster survivor to understand their current situation and reactions to the disaster and to review their options, and provides emotional support or referral services. During an individual crisis counseling service, the disaster survivor will generally share information regarding their disaster experience. The crisis counselor or outreach worker will gain insight into how the person is coping and may refer them to other services.

**Employee ID:** Enter the Employee ID of the outreach worker. The Employee ID is a unique identifier usually consisting of the first four letters of the individual's last name and four unique numbers such as the last four digits of the employee's social security number, telephone number, etc.

**Date:** Enter the date the Individual Crisis Counseling service was provided.

**Team:** Enter the name of the team that the outreach worker works with. Not all projects use a team structure, so leave space blank or enter N/A if this does not apply.

**Location/Neighborhood:** Enter the general location where the educational services were provided. This could be a public library, a church basement, or the Arlington Heights neighborhood.

**Age:** Check the appropriate box. The age used to differentiate a survivor as an "older adult" is determined by State policies and procedures.

**Ethnicity:** Multiple boxes or "other" box may be used if none of the categories apply. If ethnicity is unknown, mark the "don't know" box.

**Language:** Specify the disaster survivor's preferred language. Specify in the "notes" box if the disaster survivor would prefer that services be offered in a language other than English.

**Event Reactions:** Check the boxes that best describe the disaster victim's reactions as described by the disaster victim and observed by the crisis counseling worker. The four major categories of event reactions are behavioral, emotional, physical, and cognitive. Many disaster survivors may exhibit reactions in more than one category; mark all boxes that apply.

**Other Key Characteristics or Experiences:** These items may indicate how directly or indirectly an individual was impacted by the event; however, the outreach worker should be very sensitive to other reactions already stated or observed so as not to intensify reactions or "re-traumatize" an individual by having them recall too many details of their experience.

**Referrals:** State the type of referral made using the list on the bottom of the worksheet. If the referral fits into the "other" category, provide a brief explanation. If you will be referring the survivor to someone else in your project, provide additional information on the type of additional services that are needed. Your supervisor will provide specific instructions on how to complete this section. Additionally, please note whether the suggested referral was accepted by the disaster survivor.

**Notes:** This section is for your personal notes about the contact to help you remember information if there will be future contacts. You should also note if this is a first, second, third, or fourth contact, or more. This would be a good time to ask the individual if they would be open to another contact from you or another member of the project. If the answer is yes, you will need to collect the individual's name and set a location, date, and time to meet with them. If the answer is no, leave your contact information with them in case they change their mind.

## INSTRUCTIONS FOR THE GROUP CRISIS COUNSELING FORM

**Name:** Enter the Employee ID of the outreach worker(s)/facilitator(s). The Employee ID is a unique identifier usually consisting of the first four letters of the individual's last name and four unique numbers such as the last four digits of the employee's social security number, telephone number, etc. If two people are assisting the group, only one person fills out and submits a form.

**Date:** Enter the date the group met.

**Team:** Enter the name of the team that the outreach worker(s)/facilitator(s) work with. Not all projects use a team structure, so leave line blank or enter N/A if this does not apply.

**Location/Neighborhood:** Enter the general location where the group met. This could be a public library, a church basement, or the Arlington Heights neighborhood.

**Type of Group:** Enter the general makeup of the group. Is this a group of rescue workers? Senior Citizens? Women?

**Number of Participants:** Self-explanatory.

**Focus of Group Session:** Briefly describe the focus of the group session and the approach used by the crisis counselors (i.e., support, active listening, rap session).

**Plan for Future Sessions:** Note whether the group will be meeting again and, if so, when. Will this be a regularly scheduled group? If so, how often.

APPENDIX XX: KEY POSITION CHECKLISTS

**FAC DIRECTOR**

*Mission: The mission of the FAC Director is to provide overall direction to the activation, operation, and demobilization of the FAC. This includes development and implementation of strategic goals and objectives; approval and release of resources; and any functions not assigned or delegated.*

ACTIVATION

- Review the Los Angeles County Operational Area FAC Plan.
- Review position checklist and any special instructions from the EOC (or other appropriate authority) including:
  - Determine the level and type of service needed based on the incident
  - Determine FAC ICS organization charts
  - Determine staffing needs and initiate requests for staff
  - Identify and activate incident specific ICS structure
  - Determine the FAC location
  - Identify expectations, needs and challenges
- Obtain Activity Log Form 214 and begin to document activity.
- Coordinate with ICS command and general staff to provide activation information to responding staff:
  - Reporting time
  - Travel instructions
  - Any special communications instructions
- Ensure management organization (ICS structure) is established and communicated to all staff. Ensure that FAC command staff and section chiefs have (at minimum) reviewed the Activation, Operation and Demobilization sections of the Los Angeles County Operational Area FAC Plan, are familiar with the resources provided in the appendices of the Los Angeles County Operational Area FAC Plan, and have participated in FAC training and exercise events.
- Review FAC site plan, if available. Oversee and direct set-up of FAC site. Direct the Operations Section Chief to initiate the set-up of staff registration.
- Establish contact and communications protocols with EOC.
- Establish contact and communications protocols with the Incident Commander at the incident site(s).
- Establish contact and communications protocols with the representative of the FAC site owner.

LOS ANGELES COUNTY OPERATIONAL AREA  
FAMILY ASSISTANCE CENTER PLAN

- Coordinate with the PIO to ensure that key stakeholders are notified of the FAC activation, to include political officials, the media, and the public. Ensure that communications mechanisms are exercised that address persons with specific needs.
- Conduct initial command staff meeting/briefing. Ensure the preparation of the initial Incident Action Plan.
- Oversee JIT, as required.
- Upon recommendation from section chiefs and Safety Officer that FAC is ready for operations, officially activate the FAC and notify the EOC and the Incident Commander that the FAC is activated.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.

OPERATION

- Exercise responsibility for overall operation of the FAC.
- Coordinate activity for all command staff and section chiefs.
  - Identify, review and communicate goals and objectives for FAC operation with command staff and section chiefs
  - Provide direction to command staff and section chiefs as needed
  - Ensure that accurate information is being released in a timely manner through the PIO
  - Coordinate with key stakeholders and officials through the Liaison Officer
  - Coordinate with Safety Officer to ensure continued safety of facilities and staff
  - Establish a meeting schedule. Conduct ongoing meetings with command staff and section chiefs
- Maintain communications with the Incident Commander.
- Provide periodic status reports to the EOC.
- Approve requests for additional resources or for the release of resources from the Logistics Section Chief.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming FAC Director at shift change.

LOS ANGELES COUNTY OPERATIONAL AREA  
FAMILY ASSISTANCE CENTER PLAN

DEMOBILIZATION

- Review demobilization section of Los Angeles County Operational Area FAC Plan. In coordination with the FAC Planning Section Chief and the EOC, determine that the FAC can be demobilized.
- Conduct demobilization meeting with command staff and section chiefs.
- Advise the EOC and Incident Commander of the date/time of demobilization.
- Coordinate with the representative of the FAC site facility owner as necessary.
- Return equipment and unused supplies issued by the FAC to Logistics.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Ensure that your activity log (ICS Form 214) is given to the Documentation Unit.
- Sign out at personnel check-out station.

**LIAISON OFFICER**

*Mission: The mission of the Liaison Officer is to function as the point of contact for representatives of other governmental agencies, NGOs, and/or the private sector to provide input on their agency's policies, resources availability, and other incident related matters.*

PRE-ACTIVATION

- Once the date, time and location of FAC activation have been confirmed, formal notifications should be made to key stakeholders as prescribed by SEMS. Coordinate with the FAC Director and the PIO to ensure that the jurisdiction's EOC, incident site, political officials, the public, State and Federal partners, and hospitals (as necessary) are notified.<sup>45</sup> Ensure that information is accessible by specific needs populations. Information provided should include:
  - A brief synopsis of the incident
  - A brief synopsis of the services provided at the FAC
  - The date, time and location that the FAC will be activated
  - The type of information that clients will be asked to provide at the FAC (e.g., furnish government issued identification, description of the victim, including date of birth, etc.)

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area (if established). (ICS Form 211) Receive assignment from the FAC Director including the reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to assigned work station. Review Los Angeles County Operational Area FAC Plan and FAC Incident Action Plan for the Operational Period.
- Establish contact with the Liaison Officer in the EOC.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Participate in JIT training.
- Request additional resources as needed.
- Contact all supervisory personnel (command staff, section chiefs, group/unit supervisors) at the FAC:

<sup>45</sup> Additional information may be found under Outreach, on page 40.

LOS ANGELES COUNTY OPERATIONAL AREA  
FAMILY ASSISTANCE CENTER PLAN

<ul style="list-style-type: none"><li>▪ Identify yourself as the contact point for outside agencies</li><li>▪ Give out your cell telephone and land-line numbers</li></ul>
OPERATION
<ul style="list-style-type: none"><li><input type="checkbox"/> Receive briefing from the FAC Director regarding the expectations, goals and objectives.</li><li><input type="checkbox"/> Develop and execute a strategy for maintaining liaison with key stakeholders that is congruent with the guidance prescribed in the Operations section of the Los Angeles County Operational Area FAC Plan. Serve as point of contact for all outside agencies for all issues with the exception of security, safety and public information. Instruct all FAC supervisory personnel.</li><li><input type="checkbox"/> Maintain a list of assisting and cooperating agencies/organizations, including all agencies/organizations represented in the FAC. Keep partner agencies/organizations briefed on FAC status.</li><li><input type="checkbox"/> Relay requests, questions, and concerns from FAC staff to agency representatives and from agency representatives to FAC staff.</li><li><input type="checkbox"/> Participate in command staff briefings, family briefings, and general staff meetings as requested. Notify the FAC Director of significant events/occurrences related to your position.</li><li><input type="checkbox"/> Monitor FAC operations to identify current or potential inter-agency organizational problems.</li><li><input type="checkbox"/> Maintain Unit/Activity Log (ICS Form 214).</li><li><input type="checkbox"/> Brief incoming FAC Liaison Officer at shift change.</li></ul>
DEMOBILIZATION
<ul style="list-style-type: none"><li><input type="checkbox"/> Communicate demobilization information with relevant agencies/organizations.</li><li><input type="checkbox"/> Ensure that information regarding follow-on services is clearly communicated to key stakeholders.</li><li><input type="checkbox"/> Ensure that equipment and unused supplies are returned to the Logistics Section.</li><li><input type="checkbox"/> Arrange for return of any agency-owned equipment (computers, etc.).</li><li><input type="checkbox"/> Participate in the staff demobilization briefing.</li><li><input type="checkbox"/> Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Documentation Unit.</li><li><input type="checkbox"/> Sign out at the personnel check-out station.</li></ul>

**PUBLIC INFORMATION OFFICER**

*Mission: The PIO is responsible for developing and releasing information about the FAC to the news media, incident personnel, and other appropriate agencies and organizations.*

PRE-ACTIVATION

- Once the date, time and location of FAC activation have been confirmed, formal notifications should be made to key stakeholders as prescribed by SEMS. A broad range of resources should be used to disseminate FAC service information to clients, diplomatic corps and the general public (e.g., newsletters, broadcast facsimile and websites on the internet). Develop releases to disseminate to broadcast news media.
- Coordinate with the Liaison Officer to conduct comprehensive outreach regarding the FAC activation announcement. Provide information to telephone banks, community organizations, media, government agencies, foreign diplomatic corps representatives etc.<sup>46</sup> Ensure that information is accessible by specific needs populations. Information provided should include:
  - A brief synopsis of the incident
  - A brief synopsis of the services provided at the FAC
  - The date, time and location that the FAC will be activated
  - The type of information that clients will be asked to provide at the FAC (e.g., furnish government issued identification, description of the victim, including date of birth, etc.)
- Develop a one page document that contains instruction and guidance for family members on what to expect and how to interface with the media.
- Develop a set of rules of engagement for media personnel at the FAC. For example, one rule would include that media personnel are not permitted inside the FAC.
- Develop standardized messages and briefing templates for utilization in media briefings and in informing political officials. Ensure that these “canned” messages are developed in coordination with Los Angeles County Office of Emergency Management, Los Angeles County Department of Mental Health, and city stakeholders. Include the messages in the Los Angeles County Operational Area FAC Plan.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area (if established). (ICS Form 211) Receive assignment from FAC Director including the reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Review Los Angeles County Operational Area FAC Plan and FAC Incident Action Plan for the Operational Period.

<sup>46</sup> Additional information may be found under Outreach, on page 40.

LOS ANGELES COUNTY OPERATIONAL AREA  
FAMILY ASSISTANCE CENTER PLAN

- Establish contact with the PIO in the EOC.
- Develop and execute a strategy for management of public information, including communications with the political officials, the media and public. Ensure that political officials are provided with information regarding the FAC mission and objectives. Ensure that the public information strategy accommodates persons with specific needs.
- Ensure the establishment of a media center near the FAC (e.g., on the opposite side of the parking lot). Establish and maintain a regular briefing schedule with the media. Share rules of engagement (referenced under Pre-activation) at the beginning of each briefing. Maintain a list of media at media center.
- Ensure the establishment of an information telephone line for families not at the FAC (e.g., 211 LA County, 311, etc.).
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures. Request additional resources as needed.
- Participate in JIT training.

OPERATION

- Receive briefing from the FAC Director regarding the expectations, goals and objectives.
- Coordinate the release of all information to the public, the media, and to other outside agencies in a manner that is congruent with the guidance prescribed in the Activation and Operations sections of the Los Angeles County Operational Area FAC Plan. In coordination with the FAC Director, schedule and organize media briefings. Issue press releases and/or advisories as appropriate. Ensure that command staff and section chiefs have copies of media releases.
- Ensure that a one page document that contains instruction and guidance for family members at the FAC on what to expect and how to interface with the media is disseminated to arriving clients. Ensure that families have an opportunity to ask questions regarding media management.
- Oversee operations for the information line for families not at the FAC (e.g., 211 LA County, 311, etc.). Maintain communications with the incident site and EOC PIOs.
- Coordinate a minimum of two client briefings per day. Work with the FAC Director, Information Branch Director, Service Branch Director and other stakeholders as appropriate to determine the content and approach to client briefing conduct. Ensure that remote questions and issues of clients are addressed.
- Ensure that information regarding memorial services is communicated to key stakeholders.
- Instruct all FAC supervisory personnel (section chiefs, command staff, group/team leaders) to refer media requests to the PIO, and to not answer questions from the media.

LOS ANGELES COUNTY OPERATIONAL AREA  
FAMILY ASSISTANCE CENTER PLAN

- Establish yourself as contact person for any members of the media arriving at the FAC. Direct members of the media to the designated area. Respond to media requests for information. Refer media inquiries to the appropriate source of information.
- Monitor media reports to ensure reporting is accurate, and to respond to rumors and misinformation. Collect information from the media which may be useful to the FAC Director, Planning Section Chief, or other FAC units.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming FAC PIO at shift change.

DEMOBILIZATION

- Communicate demobilization information with the political officials, the media and public.
- Ensure that information regarding follow-on services is clearly communicated to key stakeholders.
- Coordinate the demobilization of the media center and information telephone line. Ensure that an alternate point of contact is provided for inquiries made after the FAC is demobilized.
- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Documentation Unit.
- Sign out at the personnel check-out station.

**SAFETY OFFICER**

*Mission: The mission of the Safety Officer is to ensure the safety of the facility, staff and clients in the FAC.*

PRE-ACTIVATION

- If the site is being activated in response to an earthquake, ensure that the FAC facility is inspected by a qualified structural engineer prior to FAC activation.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area (if established). (ICS Form 211) Receive assignment from FAC Director including the reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Receive briefing from the FAC Director regarding the expectations, goals and objectives.
- Conduct site inspection:
  - Inspect all cabling, wiring, and installed electrical devices.
  - Inspect all work stations and common areas for danger from falling objects in the event of an earthquake.
  - Inspect for the presence of dangerous/hazardous chemicals or other materials.
  - Insure that fire detection/suppression/warning systems are operable.
  - Inspect for trip-and-fall hazards.
- Prepare FAC evacuation plan. Identify evacuation routes and ensure that evacuation routes are clearly marked. Identify an assembly site in a safe location.
- Identify a first aid area for injuries. Identify fire/EMS entrance/exit routes in coordination with law enforcement.
- In conjunction with Logistics and the Public Health Services Group, prepare a Medical Plan for the FAC (ICS Form 206).
- Ensure that any unsafe conditions identified are remediated.
- Advise FAC Director when FAC is safe for occupancy/operation.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.

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FAMILY ASSISTANCE CENTER PLAN

<ul style="list-style-type: none"><li><input type="checkbox"/> Coordinate with Operations Section Chief to review JIT to ensure that appropriate information is provided safety.</li><li><input type="checkbox"/> Participate in JIT training.</li><li><input type="checkbox"/> Request additional resources as needed.</li></ul>
OPERATION
<ul style="list-style-type: none"><li><input type="checkbox"/> Review the Incident Action Plan for safety implications.</li><li><input type="checkbox"/> Continuously monitor conditions in the FAC to ensure a safe environment.</li><li><input type="checkbox"/> Conduct periodic “walk-through” inspections of public areas and work stations to ensure a continued safe environment.</li><li><input type="checkbox"/> Immediately advise the FAC Director of any unsafe or potentially unsafe conditions that arise. Coordinate the remediation of any unsafe or potentially unsafe conditions.</li><li><input type="checkbox"/> Conduct safety briefings for staff as requested by the FAC Director or section chiefs.</li><li><input type="checkbox"/> Monitor FAC activities to ensure that all activities are conducted in a safe manner and that appropriate practices and procedures are adhered to.</li><li><input type="checkbox"/> Ensure that staff wear the appropriate protective equipment.</li><li><input type="checkbox"/> Serve as point of contact for law enforcement and fire/EMS regarding safety and security issues.</li><li><input type="checkbox"/> Maintain Unit/Activity Log (ICS Form 214).</li><li><input type="checkbox"/> Brief incoming FAC Safety Officer at shift change and jointly conduct facility walk through safety inspection.</li></ul>
DEMOBILIZATION
<ul style="list-style-type: none"><li><input type="checkbox"/> Review the Demobilization Plan for safety implications.</li><li><input type="checkbox"/> Monitor the demobilization process to ensure safe practices, including:<ul style="list-style-type: none"><li>▪ Disconnection and removal of electrical devices.</li><li>▪ Disconnection and removal of any temporary wiring or cabling installed to support the operation of the FAC.</li><li>▪ Removal of any heavy equipment or supplies.</li><li>▪ Removal/disposal of any medical waste or other hazardous material from the site.</li></ul></li><li><input type="checkbox"/> Ensure that equipment and unused supplies are returned to the Logistics Section.</li><li><input type="checkbox"/> Arrange for return of any agency-owned equipment (computers, etc.).</li></ul>

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- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Documentation Unit.
- Sign out at the personnel check-out station.

**OPERATIONS SECTION CHIEF**

*Mission: The mission of the Operations Section Chief is to manage FAC on-scene operations to meet the incident objectives established by the FAC Director.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Reception Branch Director, Services Branch Director, Information Branch Director and Security Branch Director. NOTE: The Reception Branch is responsible for registration of all FAC staff and clients and must be among the first to arrive.
  - Coordinate with the each branch director to support the development of a strategy to carry out the mission of their branch
- If arrival is before the registration area has been established, direct the Reception Branch Director to ensure the set-up and operation of the reception area. Ensure that tables, chairs and necessary supplies are made available for the Registration Group. Coordinate with the Badging Group to ensure that proper instructions are provided at registration regarding badging.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment. Support the development of/review FAC Incident Action Plan for the Operational Period.
- (Once established) Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures. Request additional resources as needed.
- Coordinate the conduct of JIT training. JIT should include verification that position checklists were received. Other resources shared at this time may include flow charts, layout diagrams, a copy of the Incident Action Plan, telephone lists, information regarding the accommodation of persons with specific needs, objectives of the operational period, safety compliance, the utilization of ICS, etc. After group JIT training, staff should be referred to their direct supervisor for a 15 minute period to answer remaining questions.
- Ensure that Operations branches, groups and units carry out necessary tasks to ensure that accommodations for persons with functional and access needs are implemented.

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OPERATION

- Ensure that sufficient resources are available to support on-going operations of your section as prescribed in the Operations section of the Los Angeles County Operational Area FAC Plan.
- Provide direction and supervision to subordinate staff. Develop and communicate a meeting schedule for Operations Section staff. Conduct meetings as outlined in the schedule.
- Participate in command staff meetings/briefings.
- Working with command staff and section chiefs participate in the development and revision of the Incident Action Plan.
- Make changes as necessary to Operations Section organizational structure, staffing assignments, and procedures.
- Provide regular updates of the number of victims transported to hospitals, the number of decedents and the number of missing persons associated with the incident to the Planning Section Chief.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Operations Section Chief at shift change.

DEMOBILIZATION

- Communicate demobilization information with Operations Section staff. Ensure that information regarding follow-on services is clearly communicated.
- Support the demobilization of each branch under the Operations Section.
- Ensure that equipment and unused supplies are returned to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Documentation Unit.
- Sign out at the personnel check-out station.

**RECEPTION BRANCH DIRECTOR**

*Mission: The Reception Branch is responsible for coordinating client and staff registration operations. The Reception Branch provides intake services for arriving clients and maintains a database of all clients and staff who arrive at the FAC. The Reception Branch includes two groups, the Registration Group and the Family Host Group. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups.*

ACTIVATION

- NOTE: The Reception Branch is responsible for registration of all FAC staff and clients and must be among the first to arrive.
- (If available) Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Operations Section Chief. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- If arrival is before the registration area has been established, ensure the set-up and operation of the reception area. Ensure that tables, chairs and necessary supplies are made available for the Registration Group. Coordinate with the Badging Group to ensure that proper instructions are provided at registration regarding badging.
- Request additional resources as needed through your supervisor.
- Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Registration Group Supervisor and Family Host Group Supervisor.
  - Coordinate with the Registration Group Supervisor to develop the registration and flow strategy based on the layout of the facility and the objectives of the FAC.
  - Coordinate with the Family Host Group Supervisor to develop a strategy to maintain a comfortable environment for clients.

OPERATION

- Communicate with, organize and prepare assignments for Reception Branch personnel. Develop and maintain a strategy to replenish and provide breaks for Reception Branch

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personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.

- Develop strategy to ensure that Reception Branch personnel activities are coordinated.
- Ensure that a strategy is in place that accommodates specific needs staff and clients who enter the FAC.
- Ensure that FAC forms received by the Registration Group are complete. Return incomplete forms to the Registration Group Leader and instruct him/her to provide staff to assist the clients in completing the form. Submit completed form to the Information Branch Director.
- Inform Operations Section Chief of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Reception Branch Director if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**REGISTRATION GROUP SUPERVISOR**

*Mission: The Registration Group is responsible for processes and deliverables related to registration of clients and FAC staff.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Reception Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Ensure that staff and client registrations have all necessary supplies. See Appendix IV: Administrative Supplies Guide for all needed supplies. Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Coordinate with the Badging Group Supervisor to develop the registration/badging and flow strategy based on the layout of the facility and the objectives of the FAC.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines. Ensure that staff is provided for the following key functions:
  - Client identification verification and check-in
  - Client form reviewers
  - FAC staff identification verification and check-in/out
  - FAC staff credential and licensure verification and compliance
  - American Sign Language interpreter (RID certified)
- Brief subordinate staff and make task/job assignments.
- Request additional resources as needed through your supervisor.
- Coordinate with the Family Host Group Supervisor to develop a strategy to maintain a comfortable environment for clients.

OPERATION

- Communicate with, organize and prepare assignments for subordinate personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Divide registration operations into two registration areas for the processing of three groups of FAC personnel: (1) government staff (to be credentialed by respective agencies), (2) nongovernment staff (licensure and certification to be verified at the staff registration area for clinical staff); and (3) clients at the client reception area.
- Develop strategy to ensure that Registration Group personnel activities are coordinated.
- Inspect and organize registration area. Ensure proper placement of chairs, tables, signage, etc. Ensure the provision of signage that displays the universal symbol for sign language interpreter icon. Ensure that signage indicates that persons seeking support in other languages are also accommodated. Check supplies. Ensure adequate quantity of sign-in sheets, arriving/departing personnel databases, FAC forms (to include large print, Braille, other languages, etc., as needed), pens, etc.
- Maintain Unit/Activity Log (ICS Form 214).
- Inform Reception Branch Director of activities.
- Brief incoming Registration Group Supervisor if a subsequent Operational Period is scheduled.

Special Instructions for client registration area:

- Review Appendix VII: Specific Needs Populations of the Los Angeles County Operational Area FAC Plan. Request resources as needed to ensure that any specific needs for clients are met. This may include:
  - Acquisition of special equipment for persons with physical disabilities, visual impairment, are hard of hearing, etc.
  - Acquisition of personnel with special skills not included in the current staffing complement.
  - Acquisition or set-aside of dedicated space, e.g., child care center or play area.
  - Ensure that a blanket announcement is made at regular intervals to all persons in line that specific needs related support services will be made available upon request
- Coordinate with mental health to ensure that mental health staff are in the registration area to provide support.
- Greet arriving clients and usher to registration station. If there is a queue, ensure that waiting clients are made as comfortable as possible.
- Conduct a “windshield” assessment to determine any obvious specific needs (mobility impaired, service animals, minor children, visual or hearing impaired, limited English etc.) Notify supervisor of assistance requests in meeting identified specific needs of clients.

- Register arriving clients. Confirm the purpose of their visit, and verify government issued identification. Maintain database of all non-staff entering the FAC to include name, contact information, etc., associated by victim.
- Provide FAC forms to clients. Instruct clients to complete the forms as thoroughly as possible. Provide a place for clients to complete submitted forms (e.g., waiting area assignment).
- Provide FAC layouts and brief clients on the support services that are available.
- Assign staff to review FAC forms at regular intervals after they have been submitted. If FAC forms are incomplete, assign staff to review forms with clients to ensure completeness and accuracy, and to resolve any discrepancies.
- When completed FAC forms are submitted by clients, take FAC forms to the Reception Branch Director for review and quality assurance.
- Maintain current roster of clients present in the FAC; make available to each FAC section.
- Coordinate with security to ensure that all clients are issued appropriate badges. Provide instructions or issue an escort to direct clients to badging area. Ensure that badging is obtained before clients proceed to any other area of the FAC.
- Document the name and exit time of clients who depart the FAC.

Special Instructions for staff registration area:

- Greet arriving FAC staff and usher to registration station.
- Conduct a “windshield” assessment to determine any obvious specific needs (mobility impaired, service animals, minor children, visual or hearing impaired, limited English etc.) Notify supervisor of assistance requests in meeting identified specific needs of FAC staff.
- Ensure that government staff report to the staff check-in station in the reception area and sign in. In order to complete registration, the following must be presented:
  - A current driver’s license.
  - A current agency identification.
- Coordinate with security to provide an escort to vendors, repair personnel, etc. who enter the FAC without a badge.
- Ensure that nongovernment staff report to the staff check-in station in the reception area and sign in. Following sign-in, send nongovernment staff that perform clinical functions (nurses, mental health counselors, chaplains, etc.) to report to the Credential and License Review Specialist to verify the appropriate credential and/or license for the job to which they are assigned. Once obtaining clearance from the Credential and License Review Specialist, ensure that NGO personnel report to security to be issued a badge. Those not performing clinical functions will proceed directly from the staff check-in station to security to be issued a badge.
- Direct media personnel to media site.

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- Maintain current roster of staff present in the FAC; make available to each FAC section.
- Coordinate with security to ensure that all staff are issued appropriate badges.
- Document the name and exit time of staff who depart the FAC.

NOTE: For incidents that call for coordination with Amtrak, FBI Investigators, or other investigatory agencies/organizations (e.g., missing children investigators), direct arriving personnel to the Investigation Support Group.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**FAMILY HOST GROUP SUPERVISOR**

*Mission: The Family Host Group is responsible for ensuring resources for the clients, to include food, tissues, tables, chairs, etc. The Family Host Group is responsible for laying out/making those resources available to the clients.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Reception Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computer, or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Communicate with, organize and prepare assignments for subordinate personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Coordinate activities of Family Host Group personnel.
- Inform Reception Branch Director of activities.
- Inspect and organize client areas (e.g., waiting room, television room, food service areas, etc). Ensure proper placement of chairs, tables, food, tissues, etc.
- Ensure adequate supplies of resources for clients (e.g., food, tissues, chairs, etc.). Determine the type of additional resources that are needed. Communicate resource requests to supervisor.
- Ensure that family members are aware of the resources available at the FAC. Announce briefing times, meal times, available support services, etc. at regular intervals. Use rolling signage to display pertinent information as resources allow.

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- Receive and store resources for clients as needed.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Family Host Group Supervisor if a subsequent Operational Period is scheduled.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**SERVICES BRANCH DIRECTOR**

*Mission: The Services Branch is responsible for the provision of mental health, public health and social services. This includes the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Services Branch is comprised of three groups: Mental Health Services Group, Public Health Services Group, and Social Services Group.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Operations Section Chief. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Mental Health Services Group Supervisor.
  - Appoint a Public Health Services Group Supervisor.
  - Appoint an Social Services Group Supervisor.
  - Coordinate with each group supervisor to develop a strategy for delivery of services based on the layout of the facility and the objectives of the FAC.

OPERATION

- Communicate with, organize and prepare assignments for Services Branch personnel. Develop and maintain a strategy to replenish and provide breaks for Services Branch personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Ensure that mental health, public health and social services are readily accessible to clients. Follow-up to ensure that requests for support are met.

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- Inform Operations Section Chief of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Services Branch Director if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**MENTAL HEALTH SERVICES GROUP SUPERVISOR**

*Mission: The Mental Health Services Group ensures that services are provided for the emotional, mental, and spiritual needs of clients and FAC staff. The Mental Health Services Group oversees and manages spiritual care personnel.*

ACTIVATION

- NOTE: The Los Angeles County Department of Mental Health will be the coordinating body for all mental health services at the FAC. The Los Angeles County Department of Mental Health has sufficient staff resources from internal and contract service providers to staff the FAC for any size incident.
- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Services Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Contact the Federal Bureau of Investigation Office of Victims Assistance or other support services groups to provide resource support as appropriate.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Coordinate client and staff counseling services, to include management and staffing of emotional, mental and spiritual services as directed by Los Angeles County Department of Mental Health. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Coordinate with the Registration Group to discuss strategies for providing mental health support to clients before, during and after registration. Assist registration staff and other FAC staff as necessary in identifying any mental health needs requirements of clients.

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<ul style="list-style-type: none"><li>▪ Observe clients when arriving and while waiting in the reception area to determine by visual observation if individual clients have mental health support needs.</li><li>▪ Provide assistance as requested.</li></ul> <ul style="list-style-type: none"><li><input type="checkbox"/> Coordinate with the Notification Group to discuss strategies for providing mental health support to clients as requested.</li><li><input type="checkbox"/> Conduct mental health, spiritual, and psychological first aid.</li><li><input type="checkbox"/> Oversee the Spiritual Care Unit.</li><li><input type="checkbox"/> Conduct JIT sensitivity training for FAC staff who come into contact with clients.</li><li><input type="checkbox"/> Support coordination efforts for site visits and memorial services (if appropriate).</li><li><input type="checkbox"/> Participate in client briefings.</li><li><input type="checkbox"/> Maintain Unit/Activity Log (ICS Form 214).</li><li><input type="checkbox"/> Ensure that FAC staff are provided with an opportunity to be debriefed at the end of their shift and as requested.</li><li><input type="checkbox"/> Brief incoming Mental Health Group Supervisor if a subsequent Operational Period is scheduled.</li></ul>
DEMOBILIZATION
<ul style="list-style-type: none"><li><input type="checkbox"/> Return equipment and unused supplies issued by the FAC to the Logistics Section.</li><li><input type="checkbox"/> Arrange for return of any agency-owned equipment (computers, etc.).</li><li><input type="checkbox"/> Participate in the staff demobilization briefing.</li><li><input type="checkbox"/> Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.</li><li><input type="checkbox"/> Sign out at the personnel check-out station.</li></ul>

**SPIRITUAL CARE UNIT LEADER**

*Mission: The Spiritual Care Unit ensures the provision of spiritual care service and support to FAC clients. The Spiritual Care Unit ensures that spiritual care provided meets the needs/religious preferences of all clients of the FAC.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Mental Health Services Group. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for spiritual care area.
- Request additional resources as needed through your supervisor.

OPERATION

- Develop and execute a strategy for the provision of spiritual care at the FAC.
- Coordinate with the Registration Group to discuss strategies for providing spiritual care support to clients before and after registration.
- Coordinate with the Notification Group to discuss strategies for providing spiritual care support to clients as requested.
- Support coordination efforts for site visits and memorial services<sup>47</sup> (if appropriate).
- Participate in client briefings.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Spiritual Care Unit Leader if a subsequent Operational Period is scheduled.

<sup>47</sup> See Appendix XIII: Memorial Services.

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DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**PUBLIC HEALTH SERVICES GROUP SUPERVISOR**

*Mission: The Public Health Services Group oversees the provision of public health services for persons at the FAC.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Services Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments.

OPERATION

- The Public Health Services Group oversees the provision of public health services for persons at the FAC as follows:
  - Ensure that the FAC facility is a health environment for staff and clients, free from unhealthy conditions or procedures
  - Inspect food preparation and serving facilities, as necessary
  - Provide basic health services and information to staff and clients (e.g., communicable disease control/rapid health assessment, assessment of medical/chronic conditions to ensure treatment, etc.)
  - Basic first aid (may be provided by other agency/organization)
- If food is to be prepared in the facility arrange for an inspection by Los Angeles County Department of Public Health, Pasadena Public Health Department or Long Beach Department of Health and Human Services.
- Maintain nurses on standby in, or near the registration area in the event that clients or staff require non-emergency medical attention. Provide basic medical care as needed.

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- Telephone 911 for medical transport as needed.
- Arrange for replacement of emergency medication for disaster health needs.
- Assign nurses to attend client briefings.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Public Health Group Supervisor if a subsequent Operational Period is scheduled.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**SOCIAL SERVICES GROUP SUPERVISOR**

*Mission: The Social Services Group ensures that social service needs of clients are met. The Social Services Group facilitates response activities of private sector participants in the FAC and coordinate with ENLA and other support agencies/organizations. The Social Services Group coordinates the provision of longer term social until a Local Assistance Center is activated.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Services Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas. Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Contact the Los Angeles County Office of Affirmative Action Compliance (or the Los Angeles City Department on Disability for the City of Los Angeles) to advise of the FAC activation and request staff.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Provide social services information and make referrals to appropriate external resources. If services are to be provided off site:
  - Assist in scheduling appointments between clients and service providers.
  - Arrange for transportation for clients or provide driving/transit directions.
  - Coordinate with the Finance Section if costs are to be incurred; document costs with instructions from Finance.
- Establish and oversee on-site child care/play area and arrange for staffing.

- Ensure the coordination of transportation for families to the incident site once it is deemed appropriate by responders.
- Review the Los Angeles County Animal Emergency Response Annex and plan for clients who may bring their pets/service animals to the FAC. Coordinate the provision of animal care shelters at the exterior of the FAC, as needed.
- Ensure that a coordinator is appointed to address the provision of memorial services<sup>48</sup>. Consider the following<sup>49</sup>:
  - Collaboration with mental health, law enforcement, coroner and spiritual care representatives to support memorial service planning efforts
  - Collaboration with political officials regarding memorial service conduct
  - Coordination with the PIO to ensure that information regarding the memorial service is provided to the public (if open to the public)
  - Support efforts to coordinate transportation to the memorial services
  - Support efforts to provide spiritual care providers at the memorial who represent the same faith and language of the affected families
- If required, contact appropriate agency/organization and arrange for animal care. Animal care may also be provided by a qualified NGO.
- If a Local Assistance Center has been established, establish and maintain liaison between the FAC and the Local Assistance Center. Recommend that the Local Assistance Center be located near the FAC.
- Arrange for translation/interpretation services as required.
- Participate in client briefings.
- Maintain Unit/Activity Log (ICS Form 214).
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Brief incoming Social Services Group Supervisor if a subsequent Operational Period is scheduled.

DEMOBILIZATION

- Demobilize the child care center or play area, if established.
- Demobilize animal care services, if established.
- Notify all social service providers who have been providing services for clients that the FAC is being demobilized.

<sup>48</sup> See Appendix XIII: Memorial Services.

<sup>49</sup> This function may be supported by at the FAC, however it is recommended that the majority of the planning for memorial services take place at agency/organization offices rather than the FAC.

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- Arrange for on-going service provision for clients who require continuing support.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**INFORMATION BRANCH DIRECTOR**

*Mission: The Information Branch is responsible for the provision of information to clients about the status and location of their loved ones. The Information Branch Director will review FAC forms and other data from the Hospital Admissions, Decedent Status and / or Missing Persons groups for quality control purposes and will direct the Notification Group to make client notifications as appropriate. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Information Branch is comprised of four groups: Hospital Admission Group, Decedent Status Group, Missing Persons Group, and Notification Group.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Operations Section Chief. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas. Request additional resources as needed through your supervisor.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines. Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Hospital Admission Group Supervisor.
  - Appoint a Decedent Status Group Supervisor.
  - Appoint an Missing Persons Group Supervisor.
  - Appoint a Notification Group Supervisor.
  - Coordinate with each group supervisor to develop a strategy for delivery of services based on the layout of the facility and the objectives of the FAC.

OPERATION

- Communicate with, organize and prepare assignments for Information Branch personnel. Develop and maintain a strategy to replenish and provide breaks for Reception Branch personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.

- Coordinate activities of Information Branch personnel.
- Review FAC forms and other data from the Hospital Admissions, Decedent Status and /or Missing Persons groups for quality control purposes and direct the Notification Group to make client notifications as appropriate.
- Direct the Notification Group as to who will be involved in notification for victims that (a) have been transported to hospitals, (b) are deceased or (c) are still missing. Ensure that the Notification Group follows Death Notification Procedures outlined in Appendix IX: Client Notification Procedures
- Direct the Notification Group to coordinate with emergency management, mental health, and law enforcement, arranges for site visits and memorial services<sup>50</sup> (if appropriate).
- Inform Operations Section Chief of activities, to include regular updates of the number of victims transported to hospitals, the number of decedents and the number of missing persons associated with the incident.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Information Branch Director if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

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<sup>50</sup> See Appendix XIII: Memorial Services.

### HOSPITAL ADMISSION GROUP SUPERVISOR

*Mission: The Hospital Admission Group coordinates information regarding injured victims. The Hospital Admission Group maintains and disseminates the identification, status and location of injured victims who were transported to hospitals in Los Angeles County. The Hospital Admission Group facilitates communications between FAC management and hospital-based family information centers (if opened).*

#### ACTIVATION

NOTE: Hospital Admissions staff may be assigned to a remote location, such as the MAC. In that event, procedures related to FAC check-in do not apply.

- If operating from the MAC or other remote location, advise the Information Branch Director and provide contact your information.
- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Information Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JTT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas. Request additional resources as needed through your supervisor.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines. Brief subordinate staff and make task/job assignments.

#### OPERATION

- Monitor transport of injured to hospitals via ReddiNet. Report this information to the Information Branch Director at regular intervals.
- Review FAC forms and provide information on the number, location, and identification of injured persons transported to hospitals, and report to the Information Branch Director.
- Assist with the development of missing person messages to be sent to all hospitals via the ReddiNet. This should include information regarding the location and operating times of the FAC. Hospitals should be advised (via ReddiNet) to direct families to the FAC for more information and support if their loved one is not at the hospital.

- Release a message via ReddiNet advising hospitals to notify the FAC if their hospital family information center is activated.
- Work with the MAC to request regular/current updates from hospitals for the duration of the incident.
- Coordinate with the Decedent Status Group and the Missing Persons Group as required to assist in locating injured persons.
- Serve as liaison to family information centers at hospitals, if activated. Communicate with hospitals regarding patients who were transported from the disaster (e.g., patients from one hospital may be able to identify a family/friend that was transported to another hospital).
- Notify hospitals if the family is en route to the hospital from the FAC. Include the number of family members en route and any services that they may need.
- Maintain Unit/Activity Log (ICS Form 214).
- Conduct staff debriefing at the end of the Operational Period.
- Brief incoming Hospital Admission Group Supervisor if a subsequent Operational Period is scheduled.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

If deployed to FAC:

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Work with the MAC to notify hospitals where victims have been transported and that the FAC is being demobilized via the ReddiNet.
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor. Sign out at the personnel check-out station.

If operating from FAC or other location:

- Obtain demobilization instructions from Information Branch Director.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.

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- Work with the MAC to notify hospitals where victims have been transported that the FAC is being demobilized via the ReddiNet.
- After 72 hours, obtain completed ReddiNet victim list as part of completed records.

**DECEDENT STATUS GROUP SUPERVISOR**

*Mission: The Decedent Status Group reviews FAC forms to identify decedents, and maintains/ tracks the number of fatalities associated with the incident.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Information Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Monitor and track the number of decedents at the incident site. Report this information to the Information Branch Director at regular intervals.
- Review FAC forms and provide information on the number, location and identification of decedents, and report to the Information Branch Director.
- Coordinate with the Hospital Admission Group and the Missing Persons Group as required to support the identification of victims.
- Provide information to clients regarding next steps of the victims remains. This should include the provision of information regarding mortuary services.<sup>51</sup>
- Maintain Unit/Activity Log (ICS Form 214).

<sup>51</sup> Families will not view the decedents body at the FAC. The mortuary will be the first place that the family can view the remains.

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- Conduct staff debriefing at the end of the Operational Period.
- Brief incoming Decedent Status Group Supervisor if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**MISSING PERSONS GROUP SUPERVISOR**

*Mission: The Missing Persons Group oversees missing persons operations and maintains/tracks the number of missing persons. The Missing Persons Group coordinates with Hospital Admission Group and Decedent Status Group to obtain, share, and disseminate information regarding missing persons. The Missing Persons Group reviews FAC forms with clients for additional information as necessary.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Information Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Monitor and track the number of missing persons at the incident site. Report this information to the Information Branch Director at regular intervals.
- Review FAC forms and provide information on the number, location and identification of missing persons, and report to the Information Branch Director.
- Coordinate with the Hospital Admission Group and the Decedent Status Group as required to identify status and location of missing persons.
- Coordinate with the Hospital Admission Group to send out missing person messages to all hospitals regarding missing persons.
- Notify other law enforcement to FAC operations and missing person operations, as appropriate.

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- Maintain Unit/Activity Log (ICS Form 214).
- Conduct staff debriefing at the end of the Operational Period.
- Brief incoming Missing Persons Group Supervisor if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**NOTIFICATION GROUP SUPERVISOR**

*Mission: The Notification Group performs notifications to clients regarding the status or location of their loved one.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Information Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Receive direction from the Information Branch Director as to who will be involved in notification for victims that (a) have been transported to hospitals (b) are deceased, or are (c) still missing.
- Make notifications to clients as appropriate.
- Review and enforce policies as directed in Appendix IX: Client Notification procedures.
- Ensure that ALL notifications are conducted in a private setting.
- After each notification, ask the client if they would like additional support services provided at the FAC. Ensure that clients are accommodated as requested.
- Contact appropriate Consulate if victims include non-US citizens.
- Maintain Unit/Activity Log (ICS Form 214).
- Conduct staff debriefing at the end of the Operational Period.

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- Brief incoming Notification Group Supervisor if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

### SECURITY BRANCH DIRECTOR

*Mission: The Security Branch coordinates FAC security, to include management and staffing of site security operations, badging and investigation support, and overall security management. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Security Branch is comprised of three groups: Badging Group, Site Security Group, and Investigation Support Group.*

#### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from Operations Section Chief. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Badging Group Supervisor. Note: The Badging Group is responsible for the provision of badges to all FAC staff and must be among the first to arrive.
  - Appoint a Site Security Group Supervisor.
  - Appoint an Investigation Support Group Supervisor.
  - Coordinate with the Badging and Site Security Group Supervisors to develop a Security Plan for both the interior and exterior of the FAC site.
  - Coordinate with the Investigative Support Group Supervisor to develop an Investigative Plan for victims and (if applicable) witnesses.
  - If necessary, establish a Mobile Investigative Team to respond to victim locations other than the FAC (i.e. hospitals).

OPERATION

- Communicate with, organize and prepare assignments for Security Branch personnel. Develop and maintain a strategy to replenish and provide breaks for Reception Branch personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Oversee all FAC Security Branch operations and ensure mission completion by guiding group supervisors. Duties include:
  - Command and control of all law and/or Federal resources assigned to FAC security and investigative functions.
  - Maintain liaison and provide status updates to FAC Director and incident/unified commanders of the primary incident.
  - If necessary, coordinate and assist in the transfer of investigative responsibility to appropriate Federal investigative resources. The incoming Security Branch Director should conduct a situation assessment with the existing Security Branch Director; and the outgoing Security Branch Director should brief incoming of the following:
    - Incident History (What has happened)
    - Priorities and Objectives
    - Current Plan
    - Resource Assignments
    - Incident Organization
    - Resources Ordered/Needed
    - Facilities Established
    - Status Of Communications
    - Any Constraints or Limitations
    - Incident Potential (Identification of Additional witnesses/victims/evidence, etc.)
    - Delegation of Authority
- Inform Operations Section Chief of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Information Branch Director if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the information technology and/or

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logistics unit(s).

- Demobilize site security, perimeter security and badging stations. Demobilize Investigative Support Group work areas and arrange for on-going investigations as needed.
- Notify all sworn and non-sworn staff within the Security Branch that the FAC is being demobilized.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Conduct staff exit briefing.
- Turn in Unit/Activity Logs (ICS Form 214) to the FAC Operations Chief.
- Sign out all personnel staff check-in station at the reception area.

**BADGING GROUP SUPERVISOR**

*Mission: The Badging Group coordinates the administration and enforcement of identification and badging of FAC staff and visitors, to include the provision of staffing and equipment. The Badging Group oversees FAC staff and client check-in/out.*

ACTIVATION

- NOTE: Badging Group is responsible for the dissemination of FAC authorization identification to all FAC clients and staff and must be among the first to arrive. Distribute and don appropriate badge for Badging Group Staff.
- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Security Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas. Request additional resources as needed through your supervisor.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Ensure that all persons within the FAC - staff and clients - receive, possess and display appropriate identification badges at all times. The only exceptions are individuals within the registration areas, vendor, maintenance or delivery personnel, who must be escorted at all times by a member of the Site Security Group.
- Ensure that the following requirements are met:
  - Badges should be color-coded to differentiate between staff and clients.
  - All badges must include the first and last name of the wearer.
  - Badges of clients that do not have government-issued photo identification (minor children, undocumented persons, etc.) should be specifically color-coded. Minor children's badges should also contain the names of their parents, and parents badges should contain the names of their children.

- Staff badges must identify the organizational unit to which the staff member is assigned.
- All badges must include a unique numeric or alpha-numeric designation.
- All badges must be worn on outer clothing and be clearly visible.
- If possible badges should include a photo.
- Badges will be issued upon entry and must be surrendered upon exiting the FAC.
- Most staff will be required to display two forms of identification (government-issued photo identification and FAC badge). Therefore if possible, dual badge holders should be utilized.

Ensure that badging operations are divided into two registration areas for the processing of three groups of FAC personnel; government staff (to be credentialed by respective agencies) and nongovernment staff (licensure and certification to be verified at the staff registration area for clinicians); and clients at the client reception area.

- Ensure that government staff report to the staff check-in station in the reception area and sign in. Following sign-in, ensure that government staff report to security to obtain a badge. In order to obtain a staff badge the following must be presented:
  - A current driver's license.
  - A current agency identification.
- Ensure that nongovernment staff report to the staff check-in station in the reception area and sign in. Following sign-in, ensure that nongovernment staff who perform clinical functions (nurses, mental health counselors, chaplains, etc.) report to the Credentials and License Review Specialist to verify the appropriate credential and/or license for the job to which they are assigned. Once obtaining clearance from the Credentials and License Review Specialist, NGO personnel report to security to be issued a badge. Those not performing clinical functions will proceed directly from the staff check-in station to security to be issued a badge.
- Clients will report to the reception area. There they will be required to produce government-issued photo identification. Following the intake process, clients will proceed to the security badging station where they will be issued a badge.
  - In the event that a client does not have a government-issued photo identification (minor children, undocumented persons, etc.) intake staff will take reasonable steps to ensure the identity of the individual, and issue a badge that is color coded, or otherwise identified as not possessing government-issued photo identification. This may include "family policing", whereby another registered member of the family verifies the persons relation to the victim.
  - The badges of minor children will also include the name(s) of accompanying parent or guardian. Badges for parents and guardians that are accompanied by minor children will include the name(s) of the minor children.
- Upon issuance, all FAC staff will be required to display both government issued photo identification and FAC badge (except as noted here).

Ensure that badges include a unique numeric or alpha-numeric identifier. Ideally, separate alpha or alpha-numeric systems should be utilized for staff and clients. A log or database should be maintained which includes:

- The name of the person to whom the badge is issued, exactly as it appears on the badge.
- The date and time the badge is issued.
- Initials or other information to identify the person issuing the badge.
- Whether the badge is for government staff, nongovernment staff, or clients.
- If issued to a staff member, the functional area to which they are assigned.
- Notation if the badge holder is a minor.
- The drivers license number, or other unique identifier for the photo identification presented by the badge holder.

- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.

DEMOBILIZATION

- Demobilize FAC client registration area and staff badging stations.
- Notify all sworn and non-sworn staff within the Security Branch that the FAC is being demobilized.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**SITE SECURITY GROUP SUPERVISOR**

*Mission: The Site Security Group coordinates FAC security, to include management and staffing of site security operations.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Security Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Collaborate with Security Branch Director and Badging Group Supervisor to develop Security Plan for both the interior and exterior of the FAC site.
  - Appoint FAC Interior Security Personnel to include:
    - Fixed Security Posts
    - Roving Patrols
    - Dismissing Unauthorized Persons as Necessary
  - Appoint FAC Exterior Security Personnel to include:
    - Perimeter Security
    - Traffic Control
    - Initial Screening Security
    - Roving Patrols

OPERATION

- Incident Actions – Security Outside of the FAC:
  - Alert local law enforcement to FAC activation and missing persons operations (if County/other law enforcement resources are utilized).
  - Prescreen individuals as they approach the perimeter entrance of the FAC (e.g., driveway).

Media personnel will be directed to the media center.

- Establish and enforce FAC perimeter security.
- Request parking spaces around FAC.
- Ensure that only official vehicles assigned to personnel at the FAC, as well as autos operated by clients are granted access to the restricted area.
- Expedite vehicular traffic outside restricted areas.
- Request after hours patrol of FAC site.
- Post appropriate “No Weapons Allowed on Site” signage per PC 12020(a)(1) and “All persons entering this facility are subject to search”.
- Immediately address any potential threats to FAC operations and the safety of those located therein to include:
  - Civil Disturbance
  - Emotionally Disturbed Person
  - Explosive Device, Bomb Threat
  - Hostage Incident
  - Sniper Incident
  - Special Event
  - Suspicious Package

Incident Actions – Security Inside of the FAC:

- Prevent unauthorized access to all FAC building ingress/egress points.
- All authorized persons seeking admittance into the FAC are subject to a cursory weapons search by law enforcement personnel.
- A portable metal or weapons detector may be used in addition to or in lieu of the law enforcement personnel cursory weapons search.
- Oversee, coordinate and enforce badging for clients and staff.
- All sworn law enforcement officers are exempt from the no weapons policy of the FAC.
- Ensure that only authorized persons are allowed admittance to the restricted area – law enforcement, Information Branch personnel, and escorted clients. Law enforcement shall provide perimeter security to prevent access of unauthorized persons.
- Ensure that individuals picking-up children from care facility are the legal guardians or authorized client representative.
- Provide security presence to all client briefings.
- If media is present, ensure that press members are kept in appointed areas and are allowed to interview authorities or clients (if willing) only when appropriate.
- Escort non-badged personnel who are authorized to temporarily be on-site at the FAC (i.e. vendor, maintenance or delivery personnel).

- Immediately address any potential threats to FAC operations and the safety of those located therein to include:
  - Civil Disturbance
  - Emotionally Disturbed Person
  - Explosive Device, Bomb Threat
  - Hostage Incident
  - Sniper Incident
  - Special Event
  - Suspicious Package

- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.

DEMOBILIZATION

- Demobilize security personnel.
- Notify all sworn and non-sworn staff within the Security Branch that the FAC is being demobilized.
- Arrange for transportation of any individuals taken into custody (as required.)
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**INVESTIGATION SUPPORT GROUP SUPERVISOR**

*Mission: The Investigation Support Group serves as a liaison to law enforcement personnel regarding criminal investigation (as needed).*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Security Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Work with Security Branch Director to develop an Investigative Plan to liaison to offsite criminal investigations.

OPERATION

- Serve as a liaison to investigation efforts (e.g., responding law enforcement agencies, FBI, Amtrak, missing children investigation agencies/organizations, etc.) that are occurring at the incident site or at the law enforcement facility.
- Provide information obtained from missing persons reports to offsite investigations.
- During a criminal incident, be prepared to support the overall criminal investigation based on the statements of clients during interviews to include:
  - Identifying Potential Witnesses
  - Identifying Potential Suspects
- If necessary, assist the Security Branch Director in the transfer of investigational responsibility to appropriate Federal Investigative resources.

NOTE: Criminal investigation and interviews will not take place at the FAC. The Investigative Support Group serves as a liaison to these efforts, as they are taking place at the incident site or law enforcement facility.

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DEMOBILIZATION

- Notify all sworn and non-sworn staff within the Investigative Support Group that the FAC is being demobilized.
- Demobilize Investigative Support Group work areas and arrange for on-going investigations as needed.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**LOGISTICS SECTION CHIEF**

*The mission of the FAC Logistics Section Chief is to meet all service and logistical needs for the FAC, including ordering resources through appropriate procurement authorities; and manage information technology resources.*

PRE-ACTIVATION

- Working with FAC command staff, determine the number of staff anticipated to be assigned to the FAC for the first Operational Period. Ensure the set-up of the FAC based on the guidance prescribed in the Los Angeles County Operational Area FAC Plan.
- Coordinate with the Specific Needs Unit Leader to ensure that the FAC facility is in compliance with ADA regulations.
- Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Communications Branch Director, Resources Branch Director, Ordering Branch Director and the Specific Needs Unit Leader.
  - Coordinate with each branch director and the Specific Needs Unit Leader to support the development of a strategy to carry out the mission of their branch/unit.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Establish contact with a representative of the host facility to coordinate FAC activation/operation, obtain keys, arrange for utilities as required, bathroom & cleaning supplies, etc.
- Working with the FAC command staff and/Logistics Section personnel, develop the physical layout of the FAC and prepare a facility diagram showing location of all FAC units and work stations.
- Estimate the resource types and quantities required for initial FAC activation.
- From own resources or through vendors arrange for the procurement, delivery and installation of resources required for initial FAC activation, and for the initial Operational Period.
- If required, arrange for augmentation of the host facility infrastructure.
- Oversee FAC set-up. Test all equipment and systems in ensure operability.
- Ensure that Logistics branches, groups and units carry out necessary tasks to ensure that accommodations for persons with functional and access needs are implemented.
- Advise FAC Director when FAC is ready for activation.

ACTIVATION

- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.

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- Report to your assigned work station. Obtain briefing and job/task assignment. Support the development of/review FAC Incident Action Plan for the Operational Period.
- Ensure that the Resources Branch is prepared to provide computers or other electronic equipment; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff. Obtain equipment and supplies as necessary.
- Contact the EOC Logistics Section Chief.
- Submit resource requests to FAC Director for approval. Facilitate the completion of approved resource requests.

OPERATION

- Ensure that sufficient resources are available to support on-going operations.
- Provide direction and supervision to subordinate staff. Develop and communicate a meeting schedule for Logistics Section staff. Conduct meetings as outlined in the schedule.
- Participate in command staff meetings/briefings.
- Working with command staff and section chiefs participate in the development and revision of the Incident Action Plan.
- Make changes as necessary to Logistics Section organizational structure, staffing assignments, and procedures.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Logistics Section Chief at shift change.

DEMOBILIZATION

- Participate in demobilization meeting with command staff and section chiefs. Assist in preparation of Demobilization Plan (ICS Form 221).
- Coordinate with ranking representative of the FAC site facility owner as necessary.
- Arrange for disassembly, packing and transportation of all equipment and supplies to appropriate locations. Coordinate with utility providers as necessary.
- Oversee break-down of FAC.
- Communicate demobilization information with Logistics Section staff.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to the Documentation Unit.

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Sign out at the personnel check-out station.

**COMMUNICATIONS BRANCH DIRECTOR**

*Mission: The Communications Branch provides networking and telephony set-up, management, and support for the FAC. The Communications Branch Director is responsible for all connectivity issues including intranet, internet, wired and wireless networking, and telephony. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Communications Branch is comprised of two groups: the IT Group and the Site Communications Group.*

PRE-ACTIVATION

- Working with FAC command staff, determine the number of staff anticipated to be assigned to the FAC for the first Operational Period.
- Working with the FAC command staff and/or Resources Branch personnel, develop the physical layout of the FAC and prepare a facility diagram showing location of all FAC units and work stations.
- Determine the architecture and capabilities of the facility information and communications technology infrastructure, to include information security.
- Estimate the number of communications related supplies required to activate the FAC.
- From own resources or through vendors arrange for the installation of power and cabling to support the FAC. Each work station should have internet, land-line telephone, and power connectivity.
- If required, arrange for augmentation of the host facility infrastructure.
- Have all installed power and cabling infrastructure inspection by the appropriate building and safety authority.
- Test all equipment and systems in ensure operability. Have final configuration inspected by FAC Safety Officer.
- Develop a list of work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. Provide to Resources Branch.
- Notify the Logistics Section Chief that electronic and communications systems are ready for FAC operation.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Logistics Section Chief. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.

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- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint an IT Group Supervisor.
  - Appoint a Site Communications Group Supervisor.
  - Coordinate with group supervisors to develop communication strategies based on the layout of the facility and the objectives of the FAC.

OPERATION

- Communicate with, organize and prepare assignments for Communication Branch personnel. Develop and maintain a strategy to replenish and provide breaks for Communication Branch personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Prepare and implement the Communications Plan.
- Receive requests for support and delegate to IT and Site Communications groups as appropriate. Follow-up to ensure that requests for communications support are completed.
- Coordinate with Resources Branch to obtain supplies as needed.
- Inform Logistics Section Chief of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Communications Branch Director if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).

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- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**INFORMATION TECHNOLOGY GROUP SUPERVISOR**

*Mission: The IT Group provides networking set-up, management, and support for the FAC. The IT Branch is responsible for all connectivity issues including intranet, internet, wired and wireless networking.*

PRE-ACTIVATION

- Working with FAC command staff, determine the number of staff anticipated to be assigned to the FAC for the first Operational Period.
- Working with the FAC command staff and/or Resources Branch personnel, develop the physical layout of the FAC and prepare a facility diagram showing location of all FAC units and work stations.
- Determine the architecture and capabilities of the facility information and communications technology infrastructure, to include information security.
- Estimate the number of computers and other technology required to activate the FAC.
- From own resources or through vendors arrange for the installation of power and cabling to support the FAC. Each work station should have internet, land-line telephone, and power connectivity.
- Test all equipment and systems in ensure operability.
- Have final configuration inspected by FAC Safety Officer.
- Obtain/assign passwords for computer and internet access.
- Notify the Logistics Section Chief that the electronic and communications systems are ready for FAC operation.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Communications Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.

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- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Communicate with, organize and prepare assignments for IT Group personnel.
- Coordinate activities of IT Group personnel.
- Ensure that requests for communications support are completed.
- Provide on-going support, as requested, for all information technology systems, including communications, computers, software and IT security issues.
- Coordinate with the Site Communications Group to ensure that work stations and communications areas for clients are functional.
- Troubleshoot and resolve any software, communications, and computer issues that arise during FAC operations.
- Receive requests for support from Communications Branch Director. Respond to requests for software, communications and computer support and/or additional resources.
- Ensure that an equipment accountability system is established.
- Inform Communications Branch Director of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming IT Group Supervisor if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section. Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing. Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**SITE COMMUNICATIONS GROUP SUPERVISOR**

*Mission: The Site Communications Group provides support with telephony, message runners, hand-held radios, paper/hard communications, etc.*

PRE-ACTIVATION

- Working with FAC command staff, determine the number of staff anticipated to be assigned to the FAC for the first Operational Period.
- Working with the FAC command staff and/or Resources Branch personnel, develop the physical layout of the FAC and prepare a facility diagram showing location of all FAC units and work stations.
- Estimate the number of telephones, facsimile machines, printers, copiers, radios, and other communications equipment that will be required to activate the FAC.
- Determine the architecture and capabilities of the facility information and communications technology infrastructure.
- If required, arrange for augmentation of the host facility infrastructure.
- From own resources, or through vendors, arrange for the acquisition, transport and installation of computer and communications equipment.
- Test all equipment and systems in ensure operability.
- Have final configuration inspected by FAC Safety Officer.
- Prepare list of telephone numbers by unit and position title.
- Notify the Logistics Section Chief that electronic and communications systems are ready for FAC operation.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Communications Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.

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- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Communicate with, organize and prepare assignments for Site Communications Group personnel.
- Coordinate activities of Site Communications Group personnel.
- Ensure that requests for communications support are completed.
- Provide on-going support, as requested, with telephones, facsimile machines, printers, copiers, radios, and other communications equipment.
- Coordinate with the IT Group to ensure that work stations and communications areas for clients are functional.
- Troubleshoot and resolve any issues with telephones, facsimile machines, printers, copiers, radios, and other communications equipment that arise during FAC operations.
- Receive requests for support from Communications Branch Director. Respond to requests for support.
- Inform Communications Branch Director of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Site Communications Group Supervisor if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section. Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing. Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**RESOURCES BRANCH DIRECTOR**

*Mission: The Resources Branch coordinates the provision of logistics for work areas. Responsibilities also include the ordering of necessary resources (e.g., tables, chairs, food, supplies) for subordinate groups. The Resource Branch is comprised of the Specific Needs Unit and three groups: the Equipment and Supply Group, Personnel Group, and the Facility Group.*

PRE-ACTIVATION

- Working with FAC command staff, determine the number and type of staff, equipment and supplies anticipated to be assigned to the FAC for the first Operational Period.
- Ensure that computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures are ready for distribution to FAC staff. Work with Communication Branch Director to obtain communications related information (passwords, internet connectivity directions, etc.)
- Evaluate requests for staffing, equipment and supplies and submit order to Ordering Branch.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Logistics Section Chief. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Distribute computers or other electronic equipment; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff. If bringing agency-owned equipment, provide briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines. Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Specific Needs Unit Leader.
  - Appoint an Equipment and Supply Group Supervisor.
  - Appoint a Personnel Group Supervisor.
  - Appoint a Facilities Group Supervisor.
  - Coordinate with group supervisors to develop resource management strategies based on the layout of the facility and the objectives of the FAC.

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OPERATION

- Communicate with, organize and prepare assignments for Resources Branch personnel. Develop and maintain a strategy to replenish and provide breaks for Reception Branch personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Coordinate activities of Resources Branch personnel.
- Receive requests for resources and provide to Ordering Branch as appropriate. Follow-up to ensure that requests for communications support are completed.
- Prepare to receive incoming resources.
- Establish check-in function for equipment and supplies and work to achieve total accountability and tracking of all equipment and supplies.
- Gather, post and maintain resource status. Maintain a master roster of all resources (to include personnel) at the FAC.
- Inform Logistics Section Chief of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Resources Branch Director if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

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<b>SPECIFIC NEEDS UNIT LEADER</b>
<i>Mission: The Specific Needs Unit assesses needs for and supports the coordination of resources (personnel, supplies and equipment) to accommodate persons with specific needs (e.g., interpreter, wheelchair, ramps, Braille services, guides, etc.)</i>
PRE-ACTIVATION
<input type="checkbox"/> Coordinate with the FAC Director and Logistics Section Chief to ensure that the FAC facility is in compliance with ADA regulations.
ACTIVATION
<input type="checkbox"/> Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
<input type="checkbox"/> Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
<input type="checkbox"/> Report to your assigned work station. Obtain briefing and job/task assignment from Resources Branch Director. Review FAC Incident Action Plan for the Operational Period.
<input type="checkbox"/> Review Appendix VII: Specific Needs Populations of the Los Angeles County Operational Area FAC Plan.
<input type="checkbox"/> Coordinate with Operations Section Chief to review JIT to ensure that appropriate information is provided regarding the accommodation of persons with specific needs.
<input type="checkbox"/> Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
<input type="checkbox"/> Ensure that staffing is adequate per Appendix V: Staffing Guidelines. Coordinate with the Resources Branch Director to ensure that at a minimum, one qualified American Sign Language interpreter (RID certified) is incorporated into the registration staff. Recommend additional resources as necessary.
<input type="checkbox"/> Participate in JIT training.
<input type="checkbox"/> Develop and ensure the execution of a strategy that ensures the provision of resources (staff, supplies and equipment) for persons with specific needs. Request additional resources as needed through your supervisor.
OPERATION
<input type="checkbox"/> Receive direction from the Resources Branch Director to identify and fulfill requests related to specific needs populations. This may include such things as:

<ul style="list-style-type: none"> <li>▪ Acquisition of special equipment for persons with physical disabilities, visual impairment, are hard of hearing, etc.</li> <li>▪ Acquisition of personnel with specific needs related skills (interpreters, guides, etc.).</li> <li>▪ Coordination with the PIO to ensure outreach to specific needs populations.</li> <li>▪ Coordination with PIO to ensure the accommodation of persons with specific needs during family briefings.</li> </ul> <ul style="list-style-type: none"> <li><input type="checkbox"/> Communicate with, organize and prepare assignments for subordinate personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.</li> <li><input type="checkbox"/> Maintain Unit/Activity Log (ICS Form 214).</li> <li><input type="checkbox"/> Inform Resources Branch Director of activities.</li> <li><input type="checkbox"/> Brief incoming Registration Group Supervisor if a subsequent Operational Period is scheduled.</li> </ul>
<p>DEMOBILIZATION</p>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Return equipment and unused supplies issued by the FAC to the Logistics Section.</li> <li><input type="checkbox"/> Arrange for return of any agency-owned equipment (computers, etc.).</li> <li><input type="checkbox"/> Participate in the staff demobilization briefing.</li> <li><input type="checkbox"/> Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.</li> <li><input type="checkbox"/> Sign out at the personnel check-out station.</li> </ul>

**ORDERING BRANCH DIRECTOR**

*Mission: The Ordering Branch reviews all incoming requests for resources and provides single point ordering.*

PRE-ACTIVATION

- Working with FAC command staff and the Logistics Section Chief, determine the number and type of staff, equipment and supplies anticipated to be assigned to the FAC for the first Operational Period.
- Evaluate requests for staffing, equipment and supplies and process orders.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Logistics Section Chief. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to prepare for the distribution of computers or other electronic equipment for FAC staff.
- Obtain work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Communicate with, organize and prepare assignments for Ordering Branch personnel. Develop and maintain a strategy to replenish and provide breaks for Ordering Branch personnel. Make changes as necessary to branch organization, personnel assignments, and method of operation.
- Coordinate activities of Ordering Branch personnel.
- Analyze requests for resources and develop orders for approval by the Logistics Section Chief. Follow-up to ensure that requests for support are completed.

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- Prepare to receive incoming resources.
- Inform Logistics Section Chief of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Ordering Branch Director if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**EQUIPMENT AND SUPPLY GROUP SUPERVISOR**

*Mission: The Equipment and Supply Group determines the type and amount of equipment and supplies that are needed, are in route, and arranges for receiving ordered supplies.*

PRE-ACTIVATION

- Working with FAC command staff, determine the number and type of equipment and supplies that are needed for the FAC for the first Operational Period.
- Working with the FAC command staff and/or Communications Branch personnel, develop the physical layout of the FAC and prepare a facility diagram showing location of all FAC units and work stations.
- Estimate the number of telephones, facsimile machines, printers, copiers, radios, and other communications equipment that will be required to activate the FAC.
- Determine the architecture and capabilities of the facility information and communications technology infrastructure.
- From own resources or through vendors arrange for the installation of power and cabling to support the FAC. Each work station should have internet, land-line telephone, and power connectivity.
- If required, arrange for augmentation of the host facility infrastructure.
- From own resources, or through vendors, arrange for the acquisition, transport and installation of computer and communications equipment.
- Test all equipment and systems to ensure operability.
- Have final configuration inspected by FAC Safety Officer.
- Notify command staff and Communications Branch Director that electronic and communications systems are ready for FAC operation.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Reception Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Prepare for the distribution of computers or other electronic equipment for FAC staff.
- Obtain work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment,

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report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.

- Ensure that set-up and logistics are complete for subordinate areas.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Food Unit Leader
  - Provide tasks to subordinate group members

OPERATION

- Communicate with, organize and prepare assignments for Equipment and Supply Group personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Ensure that requests for equipment and supply support are completed.
- Receive requests for support from Resources Branch Director. Receive, distribute and store supplies and equipment as directed by the Resources Branch Director.
- Maintain inventory of supplies and equipment. Determine the type and amount of supplies en route. Arrange for receiving of ordered supplies.
- Inform Resources Branch Director of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Equipment and Supply Group Supervisor if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

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**FOOD UNIT LEADER**

*Mission: The Food Unit determines the number of persons to be fed, and the best method of feed, to include the provision of well-balanced meals for clients and FAC staff, maintenance of potable water supplies, etc.*

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to Resources Branch to obtain computers or other electronic equipment to be supplied by the FAC; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.

OPERATION

- Develop and maintain a strategy to provide meals for FAC staff and clients. Receive requests for support from the Equipment and Supply Group. Receive, distribute and store supplies and equipment as directed by the Equipment and Supply Group.
- Maintain inventory of food and water. Determine the type and amount of supplies en route. Arrange for receiving of ordered supplies.
- Inform Equipment and Supply Group of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Food Unit if a subsequent Operational Period is scheduled.
- Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return unused supplies issued by the FAC to the Logistics Section. Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**PERSONNEL GROUP SUPERVISOR**

*Mission: The Personnel Branch is responsible for the provision of relief and replacement FAC staff.*

PRE-ACTIVATION

- Ensure that staffing is adequate per Appendix V: Staffing Guidelines. Working with FAC command staff, determine the number and type of personnel needed for the FAC for the first Operational Period.
- Submit personnel requests to Ordering Branch.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Report to your assigned work station. Obtain briefing and job/task assignment from Resources Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
- Report to prepare for the distribution of computers or other electronic equipment for FAC staff.
- Obtain work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
- Ensure that set-up and logistics are complete for subordinate areas. Request additional resources as needed through your supervisor.
- Brief subordinate staff and make task/job assignments.

OPERATION

- Communicate with, organize and prepare assignments for Personnel Group staff. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
- Receive requests for support from Resources Branch Director. Respond to requests for support.
- Uphold staff augmentation, check-in and tracking as prescribed in Appendix XV: Augment Staff and Maintain Staff Accountability.
- Maintain the following:
  - A current ICS Form 203, Organizational Assignment List

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- A current ICS Form 207, Organizational Chart
- A current FAC floor plan depicting the location of all work areas, and the units assigned to each work area.

- Inform Resources Branch Director of activities.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Personnel Group Supervisor if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

<b>FACILITIES GROUP SUPERVISOR</b>	
<i>Mission: The Facility Group determines the type and amount of services that are needed to maintain the facility.</i>	
PRE-ACTIVATION	
<input type="checkbox"/>	Working with FAC command staff, determine the facility services that are needed for the FAC for the first Operational Period. Submit orders for needed services to Ordering Branch.
ACTIVATION	
<input type="checkbox"/>	Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
<input type="checkbox"/>	Report to your assigned work station. Obtain briefing and job/task assignment from Resources Branch Director. Review FAC Incident Action Plan for the Operational Period and participate in JIT training.
<input type="checkbox"/>	Prepare for the distribution of computers or other electronic equipment for FAC staff.
<input type="checkbox"/>	Obtain work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain briefing on connection procedures, passwords and other technology – related procedures.
<input type="checkbox"/>	Ensure that set-up and logistics are complete for subordinate areas.
<input type="checkbox"/>	Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
<input type="checkbox"/>	Request additional resources as needed through your supervisor.
<input type="checkbox"/>	Brief subordinate staff and make task/job assignments.
OPERATION	
<input type="checkbox"/>	Communicate with, organize and prepare assignments for Facilities Group personnel. Develop and maintain a strategy to replenish and provide breaks for subordinate personnel.
<input type="checkbox"/>	Coordinate activities of Facilities Group personnel.
<input type="checkbox"/>	Maintain a list of services needed for the facility. Ensure that facility services needed at the FAC (e.g., trash pick-up, housekeeping, etc.) are maintained.
<input type="checkbox"/>	Receive requests for support from Resources Branch Director. Respond to requests for support.
<input type="checkbox"/>	Inform Resources Branch Director of activities.

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- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Facilities Group Supervisor if a subsequent Operational Period is scheduled.
- Conduct briefings to ensure understanding of the current Incident Action Plan. Participate in meetings and briefings as needed.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing.
- Collect activity logs of your subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**PLANNING SECTION CHIEF**

*Mission: The mission of the Planning Section Chief is to collect, evaluate, and disseminate information about the FAC operations and the status of resources, including information needed to (1) understand the current situation; (2) predict probably course of events; and (3) prepare alternative strategies for the FAC.*

ACTIVATION

- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment. Support the development of/review FAC Incident Action Plan for the Operational Period.
- Report to Resources Branch to obtain computers or other electronic equipment; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff.
- Request additional resources as needed.
- Working with command staff and section chiefs prepare Incident Action Plan.
- Review position checklists for subordinate positions. Brief subordinate staff and make task/job assignments by initiating the following:
  - Appoint a Demobilization Unit, Documentation Unit and Situation Status Unit.
  - Coordinate with the each unit leader to support the development of a strategy to carry out the mission of their unit.
- Ensure that Planning branches, groups and units carry out necessary tasks to ensure that accommodations for persons with functional and access needs are implemented.

OPERATION

- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Ensure that sufficient resources are available to support on-going planning operations.
- Participate in command staff meetings/briefings.
- Conduct plans and operations briefings to ensure that they are well organized, brief and to the point. Revise strategies and Incident Action Plan regularly.
- Prepare Incident Status Summary (ICS Form 209) as requested by the FAC Director.
- Make changes as necessary to Planning Section organizational structure, staffing assignments, and procedures.
- Maintain Unit/Activity Log (ICS Form 214).

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- Brief incoming Planning Section Chief at shift change.

DEMOBILIZATION

- Oversee the preparation of Demobilization Plan (ICS Form 221).
- Ensure the collection of activity logs (ICS Form 214) from all units.
- Conduct demobilization meeting with command staff and section chiefs.
- Sign out at the personnel check-out station.

**DOCUMENTATION UNIT LEADER**

*Mission: The Documentation Unit collects and organizes incident files information, forms, Incident Action Plans, information releases and reports.*

ACTIVATION

- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from the Planning Section Chief. Support the development of/review FAC Incident Action Plan for the Operational Period.
- Report to Resources Branch to obtain computers or other electronic equipment; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed.
- Review position checklist. Develop and execute a strategy for the ongoing coordination of documentation related responsibilities at the FAC.

OPERATION

- Ensure adequate duplication capability for large-scale operations and adequate staff to assist in the duplication and documentation process.
- Establish and organize incident files.
- Determine number needed and duplicate Incident Action Plan.
- Retain and file duplicate copies of official forms and reports.
- Accept and file reports and forms submitted by incident personnel.
- Check the accuracy and completeness of records submitted. Correct errors or omissions by contacting appropriate ICS units.
- Ensure that legal restrictions on public and exempt records are observed.
- Provide briefing to relief on current activities and unusual events.
- Document all activity on Unit Log (ICS Form 214).
- Give completed incident files to Planning Section Chief.
- Maintain Unit/Activity Log (ICS Form 214).

DEMOBILIZATION

- Ensure the collection of activity logs (ICS Form 214) from all units.
- Participate in demobilization meeting with command staff and section chiefs.
- Sign out at the personnel check-out station.

**DEMOBILIZATION UNIT LEADER**

*Mission: The Demobilization Unit reviews FAC resource records to determine the probability size of the demobilization effort and identifies surplus resources and the probable release time.*

ACTIVATION

- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment from the Planning Section Chief. Support the development of/review FAC Incident Action Plan for the Operational Period.
- Report to Resources Branch to obtain computers or other electronic equipment; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Request additional resources as needed.
- Review Section III: Demobilization of plan and your position checklist. Develop and execute a strategy for the ongoing coordination of demobilization related responsibilities at the FAC.

OPERATION

- Review incident resource records to determine the likely size and extent of demobilization effort.
- Based on the above analysis, add additional personnel, work space, and supplies as needed.
- Coordinate demobilization with agency representatives.
- Monitor the on-going operations section resource needs.
- Identify surplus resources and probable release time.
- Develop incident check-out function for all units (ICS Form 221).
- Evaluate logistics and transportation capabilities to support demobilization.
- Develop an Incident Demobilization Plan detailing specific responsibilities and release priorities and procedures.
- Prepare appropriate directories (e.g., maps, instructions, etc.) for inclusion in the demobilization plan.
- Provide briefing to relief on current activities and unusual events.
- Document all activity on Unit Log (ICS Form 214).

- Maintain Unit/Activity Log (ICS Form 214).

DEMOBILIZATION

- Participate in demobilization meeting with command staff and section chiefs.
- Distribute demobilization plan (on and off-site).
- Provide status reports to appropriate requestors.
- Ensure that all sections/units understand their specific demobilization responsibilities.
- Supervise execution of the Incident Demobilization Plan.
- Brief the Planning Section Chief on demobilization progress.
- Sign out at the personnel check-out station.

### SITUATION STATUS UNIT

*Mission: The Situation Status Unit is responsible for the collection and organization of incident status and situation information. The Situation Unit is also responsible for the evaluation, analysis, and display of that information for use by the FAC staff.*

#### ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. (ICS Form 211). Receive assignment, reporting location/station, reporting time, and any special instructions. Obtain Activity Log Form 214 and begin to document activity.
- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment. Support the development of/review FAC Incident Action Plan for the Operational Period.
- Report to Resources Branch to obtain computers or other electronic equipment; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff.
- Request additional resources as needed.
- Ensure that staffing is adequate per Appendix V: Staffing Guidelines.
- Working with command staff and section chiefs prepare Incident Action Plan.
- Brief subordinate staff and make task/job assignments.

#### OPERATION

- Obtain briefing from Planning Section Chief.
- Review ICS Form 201 for incident status.
- Determine incident objectives and strategy.
- Identify reporting requirements and schedules-both internal and external to the FAC.
- Ensure that sufficient resources and staff are available to support on-going operations.
- Develop a process to compile, update and display incident status information for FAC staff.
- Interview personnel coming off duty to determine effectiveness of strategy and tactics, work accomplished and left to be accomplished.
- Prepare Incident Status Summary (ICS Form 209) as requested by the FAC Director.
- Participate in Planning meetings, as required.

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- Prepare predictions at periodic intervals, or upon request of the Planning Section Chief.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Situation Status Unit staff at shift change.

DEMOBILIZATION

- Return equipment and unused supplies issued by the FAC to the Logistics Section. Arrange for return of any agency-owned equipment (computers, etc.).
- Participate in the staff demobilization briefing. Collect activity logs of subordinate and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.
- Sign out at the personnel check-out station.

**FINANCE ADMINISTRATION SECTION CHIEF**

*Mission: The Finance/ Administration Section Chief is responsible for all administrative and financial considerations surrounding the FAC.*

ACTIVATION

- Obtain and don appropriate (a) badge provided by FAC security and (b) agency identification.
- Report to your assigned work station. Obtain briefing and job/task assignment. Support the development of/review FAC Incident Action Plan for the Operational Period.
- Report to Resources Branch to obtain computers or other electronic equipment; work station telephone numbers; and briefing on web access, communications systems, passwords, and other technology-related procedures to FAC staff.
- Request additional resources as needed.
- Working with command staff and section chiefs prepare Incident Action Plan.

OPERATION

- Brief activating entity administrative personnel on all FAC-related business management issues needing attention and follow up. Meet with assisting and cooperating agency representatives, as required.
- Attend planning sessions on financial and cost analysis matters.
- Coordinate the establishment of financial (cash accounts, invoices, billings, contracts, etc.) and administrative (filing, stationary supplies, etc.) systems.
- Coordinate accounting for food, equipment, wages, accommodations, and travel for response team and auxiliary personnel as needed.
- Prepare financial and administrative status reports.
- Participate in demobilization planning.
- Maintain Unit/Activity Log (ICS Form 214).
- Brief incoming Finance Section Chief at shift change.

DEMOBILIZATION

- Collect, organize and file finance related documentation.
- Sign out at the personnel check-out station.



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