



## Family Assistance Center Plan

January 1, 2021



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## Section 1: Plan Fundamentals

### 1.1 Purpose

- A) The Family Assistance Center (FAC) is activated in the event of a major campus crisis or disaster for the purpose of providing information about and reconnecting people external to the campus (parents, guardians, family members, roommates, etc.) or other members of the campus community with students, faculty, or staff members.
- B) The Center creates a common site to inquire or report about family, friends or colleagues whose whereabouts or safety are/were unknown immediately after the crisis. It also serves as a coordinated response location for victims or their family members that have been traumatized by the events (does not include victims that were physically harmed).
- C) There are many details to consider when selecting a facility for a family assistance center. Among them are: size of facility, the supporting infrastructure (e.g. water, sanitation), electric/generator support, HVAC, security, parking, and food services.
- D) It may become necessary to turn to local resources to fill the gaps of any facility that is selected.
- E) At Purdue University, planning ahead for emergencies is part of normal business planning and campus life, and all members of the campus community share a responsibility for preparedness.

### 1.2 Scope:

- A) This plan is designed for a major incident that requires a Family Assistance Center to be activated. The plan is for Purdue University—West Lafayette campus.
- B) The Center's activities include:
  - 1) providing information to family members
  - 2) providing psychological first aid
  - 3) assisting with access to public services

### 1.3 Laws and Authorities:

- A) Public Law:
  - 1) Homeland Security Presidential Directive (HSPD) 5, February 28, 2003, Management of Domestic Incidents
  - 2) Federal Civil Defense Act of 1950, as amended Public Law 920-81st Congress (50 USC App. 2251-2297)
  - 3) Disaster Relief Act of 1974: Public law 93-288
  - 4) Emergency Planning and Community Right to Know Act (EPCRA)

- 5) Aviation Disaster Family Assistance Act of 1996, Public Law 104-264, as amended.
- 6) Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 106-390, as amended (USC Title 42, The Public Health and Welfare Chapter 68, Disaster Relief), 2000
- 7) The Disaster Mitigation Act of 2000 (DMA 2000) (P.L. 106-390)
- 8) The Higher Education Opportunity Act (Public Law 110-315) (HEOA) was enacted on August 14, 2008, and reauthorizes the Higher Education Act of 1965, as amended (HEA).

B) Indiana Statutes:

- 1) IC 10-14-2, Chapter 2, Emergency Related Duties of Department of Homeland Security
- 2) IC 10-14-4, Chapter 4, State Disaster Relief Fund
- 3) IC 10-14-5, Chapter 5, Emergency Management Assistance Compact
- 4) IC 10-14-6, Chapter 6, Interstate Emergency Management and Disaster Compact

C) University Executive Memoranda:

- 1) Environmental Health and Safety Compliance  
<http://www.purdue.edu/policies/facilities-safety/iva4.html>
- 2) Use and Assignment of University Facilities  
<http://www.purdue.edu/policies/facilities-safety/ivb1.html>

#### 1.4 Situation Overview – West Lafayette Campus

- A) Purdue University is located in West Lafayette, IN (Tippecanoe County). According to the current census, the population of Tippecanoe County is over 167,900 people...highest concentration live in West Lafayette/Lafayette cities.
- B) Purdue's system-wide enrollment is over 70,000 students; however, this plan is designed for the West Lafayette campus which has an enrollment of over 39,000 students from 50 states and over 100 countries (the largest group from China.)
- C) There are over 16,000 faculty and staff members at the West Lafayette campus.
- D) The West Lafayette campus is a "community" of nearly 55,000 faculty, staff, students and visitors.

#### 1.5 Planning Assumptions:

- A) Purdue University's Family Assistance Center Plan is based on assumptions that provide a basic foundation for establishing our operating procedures and checklists. These assumptions must cover a wide range of potential hazards, from natural disasters to various human-caused events. Therefore, the plan's assumptions will be based on "general" considerations. They are:

- 1) Emergencies may require cooperation/coordination of internal and external departments, organizations, and agencies to include, university, city, county, state, and federal entities.
- 2) Some or all of these local, state, and federal services may not be available.
- 3) Basic services, including electricity, water, natural gas, heat, telecommunications, and other information systems may be interrupted.
- 4) Buildings and other structures may be damaged.
- 5) Normal suppliers may not be able to deliver goods.
- 6) Students, faculty and staff may not be able to leave the University.
- 7) Most emergency incidents will occur with little or no warning.
- 8) Family members will begin to call the university soon after they learn about a mass fatality/casualty incident.
- 9) Family members will begin to arrive at Purdue University within hours after they learn about the event.
- 10) Some families will need to bring small children
- 11) Arriving family members will be shocked, grief stricken and confused.
- 12) Social media (Facebook, Twitter, Instagram, etc.) will begin posting information immediately.
- 13) Family members may have little or no knowledge of the Purdue University campus or the West Lafayette area.
- 14) Family members may have little or no knowledge or understanding of the services available to them.

## **Section 2: Concept of Operations**

### **2.1 Introduction**

- A) The Purdue Family Assistance Center Plan is designed to incorporate all areas of comprehensive emergency management—mitigation/prevention, preparedness, response, and recovery.
- B) The Campus Emergency Preparedness and Planning Office, will spearhead the development, coordination, and revision of the plan.

### **2.2 Objectives**

- A) The plan's critical objectives are:
  - 1) Preservation of life.
  - 2) Short term provision of basic needs for shelter, water, and food.
- B) Additional objectives:
  - 1) Provide strong leadership and effective management.
  - 2) Ensure a quick response to a major incident that requires a family assistance center activation.
  - 3) Implement the NIMS Incident Command System.
    - (i) Require all applicable personnel be trained on NIMS requirements.
  - 4) Partner with local, state, and federal agencies and appropriate private sector organizations, under pre-existing memoranda of understanding.
  - 5) Develop and implement an effective communications process for internal and external stakeholders.
  - 6) Periodically, exercise the plan to ensure its effectiveness and change as needed.

### **2.3 Activation**

- A) When an emergency occurs, the Senior Director Environmental Health & Public Safety, or designated representative, will determine if the EOC is to be activated and, if activated, which positions will be staffed for the emergency response. Refer to the EOC Handbook (IEMP attachment 5) for specific procedures.
- B) The EOC Director will discuss the need to activate the Family Assistance Center (FAC) with appropriate Executive Leadership. If the FAC is to be activated consider using the following information to assist in the activation.
- C) The Family Assistance Center proposed locations are:
  - 1) France A. Córdova Rec Sports Center  
355 N Martin Jischke Dr, West Lafayette, IN 47907
  - 2) Dennis J. and Mary Lou Schwartz Tennis Center

1324 McCormick Road, West Lafayette, IN 47906

- 3) Lambert Fieldhouse  
800 West Stadium Avenue, West Lafayette, IN 47906
  
- D) Each location space should be able to accommodate the following, as applicable:
  - 1) Separate rooms for private interviews/briefing or counseling or campus services, including child care
  - 2) Counseling & Physiological personnel and clients (CAPS services)
  - 3) University Residences
  - 4) Student Life
  - 5) Single point of entry for access control
  - 6) Translators
  - 7) A space large enough for briefings
  - 8) Area for food/water/refreshments (conference style)
  - 9) Internet accessibility and electrical outlets
  - 10) Adequate cellular coverage
  - 11) Convenient/ample bathroom facilities
  - 12) Adequate parking nearby, or transportation options via campus bus
  
- E) Signage - The Family Assistance Center should be clearly posted. Signage should be placed outside the designated area(s) so that new incoming family members can find their way to it. An announcements board should also be set up inside the Family Assistance Center so that vital information (such as the briefing times) can be posted.
  
- F) Registration – Registration should be set up at the entrance to the Family Assistance Center. It is important to note that this should be the only entry/exit point for the Family Assistance Center. All other entry/exit points should be secured and prohibited from use except in the event of an emergency, in order to maintain an accurate listing of users/clients/family members. A table and chairs or clipboards should be available so that people can fill out paperwork. At a minimum there must be a registration worker and security person staffing the registration desk at all times. This is not only to prevent unauthorized access but also to protect sensitive documents that may be at the registration desk. A sample registration form can be found as an attachment to this document.
  
- G) Waiting Area – This area is supervised to ensure the order and flow of clients to specific services.
  
- H) Briefing Area – The briefing area is a room or location where officials will provide information updates to the family members in the Family Assistance Center. The briefing area should have sufficient seating for the number of families, arranged theater style facing the speakers. The use of audio/visual equipment or a podium should also be considered.



- I) Private Rooms – Private Rooms or screened areas should be available for interviews, mental health counseling, or private briefings.
- J) Resource Rooms/ Offices – These spaces can be offices or classrooms and should have limited and controlled access by Family Assistance staff, and/or volunteers assigned to the provided service. Examples of Resource Room usage include:
  - 1) Volunteer Check-in & out, receipt of vests
  - 2) Student services
  - 3) Medical Room – staffed by PUSH or PUFED Emergency Medical Services
- K) Refreshments Area – Simple refreshments such as water, juice and coffee should be made available for families and Family Assistance Center staff. Snacks and meals should also be considered as needed.
- L) Missing Persons Information Area – should also contain a large wall or bulletin-board where information about persons being sought can be listed.
- M) Operationalize Sequence:
  - 1) **Stage 1**
    - (i) Upon notification from the EOC, designated staff from the Purdue University’s FAC Staff Assignments (attachment 2) will proceed to the specified location to establish and serve as the initial staff for the Family Assistance Center.
  - 2) **Stage 2**
    - (i) FAC Branch Director will coordinate with the EOC Director to determine additional staffing needs.
    - (ii) Designated staff for stations will arrive and receive instructions associated with the station to which they are assigned.
  - 3) **Stage 3**
    - (i) (i) FAC Branch Director will determine when staff should be pulled back or reassigned based on decline in demand.
  - 4) **Stage 4**
    - (i) FAC Branch Director will coordinate with the EOC Director to determine phasing out of services and shutting down the Family Assistance Center.
  - 5) **Stage 5**
    - (i) The University’s Public Affairs Office will ensure students and parents are directed to the most up-to-date information about the incident, the actions taken and any planned responses of activities.
- N) Attachments 1-19 are designed to assist in FAC activation/deactivation and provide general considerations for the various FAC positions. The checklists are not all-inclusive but serve as a general guide...they should be modified as needed for the specific incident.

## **Section 3: Organization and Assignment of Responsibilities**

### **3.1 Senior Director of Environmental Health and Public Safety (EHPS) and Emergency Operations Center (EOC) Director**

- A) Directs EOC activation, as needed, and determines additional departmental representatives needed at the EOC.
- B) Coordinates family assistance center activation with the FAC Branch Director.
- C) Coordinates with Marketing & Media staff to ensure senior leadership is updated on incident and family assistance center operations.
- D) Coordinates with PUPD/PUFD Chiefs and determines any Purdue ALERT activation requirements.
- E) Activates Crisis Communication Team if needed.

### **3.2 Emergency Preparedness Office**

- A) Serve as the EOC Coordinator; activates the EOC as directed by the EOC Director.
- B) Serves as the EOC Planning Section Chief; develop and coordinate all plans, document events in EOC.
- C) Coordinate with family assistance center partners (Red Cross, TEMA, etc.) ensuring they are informed of family assistance center needs; assist in family assistance center operations, as needed.

### **3.3 Purdue University Police Department (PUPD)**

- A) Request local law enforcement assistance as required.
- B) Provide family assistance center location security.
- C) Manage traffic around family assistance center location.
- D) Deploy signage, light towers, cones, barriers, and other safety equipment as requested by EOC Director.

### **3.4 Purdue University Fire Department (PUFD)**

- A) Provide Emergency Medical Service support.
- B) Monitor capacity limitations of FAC.
- C) Provide staffing as requested by FAC Branch director.

### **3.5 Purdue University Public Affairs Office**

- A) Coordinate with the EOC Director on press releases.
- B) Assist the EOC Director in informing senior leadership on family assistance center updates.

### **3.6 Vice Provost for Student Life**

- A) Coordinate with EOC Director on additional housing and food service options, based on type of family assistance center (short term or long term).

### **3.7 Office of the Dean of Students (ODOS)**

- A) Using established crisis response procedures, assist students who require family assistance center, as needed.

**3.8 Purdue University Student Health Center (PUSH)**

- A) Provide medical support, as applicable.

**3.9 Counseling & Psychological Services (CAPS)**

- A) Provide counseling and psychological support to students, families, and staff as needed.

**3.10 Recreation & Wellness**

- A) Provide the facilities and maintain supplies throughout the family assistance center period.

**3.11 Red Cross**

- A) Manage or partner with University personnel for family assistance center operations. Assist with basic needs – food and water

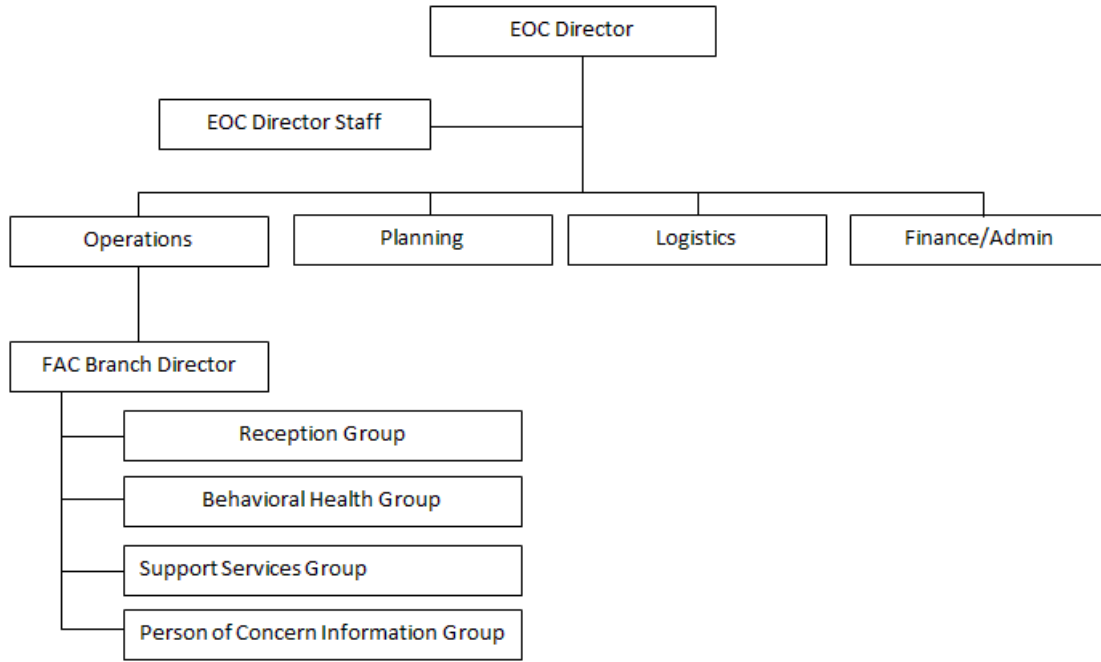
**3.12 Tippecanoe County Emergency Management Agency (TEMA)**

- A) Assist as needed.

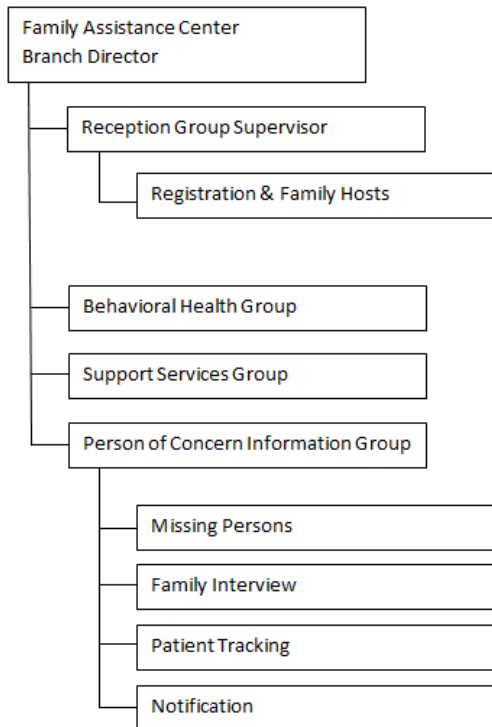
**3.13 Family Assistance Center (FAC) Chain of Command**

- A) EOC Director, with assistance from EOC Staff, establishes overall objectives and approves resources.
- B) EOC Section Chiefs, who report to the EOC Director, will determine needs required for accomplishing the objectives.
- C) Operations Section Chief serves as supervisor/ leader of the FAC Branch Director.
- D) FAC Branch Director is the leader at the Family Assistance Center.
  - 1) Supervises leadership of groups and teams activated at the FAC.
  - 2) Requests additional resources to support operations of FAC.
  - 3) Maintains close contact with EOC Operations Section Chief.
  - 4) Assistant Public Information Officer (M&M personnel) and Assistant Liaison may be assigned to the FAC. If activated they will report to their respective areas.

E) EOC/FAC Branch Interface...consider setting up the following chain of command; adjust as needed for the specific incident.



F) FAC Organizational Chart



G) Staffing Considerations

- 1) FAC staffing should be arranged in shifts, and for the most part, drawn from University departments. Some volunteer positions may be needed as well. Adjust staffing as need based on specific incident.
- 2) Shifts will be determined based on the decision between the FAC Branch Director and Group Supervisors and coordinated with the EOC Director.
- 3) Each shift may be 8-12 hours long depending on staffing requirements and FAC hours of operation.
  - (i) Each shift begins with a staff meeting led by the incoming and outgoing FAC Branch Director and Group Supervisors and will address important information and updates from the University EOC. Incoming and outgoing shifts should overlap by 30 minutes to allow for these meetings.
- 4) NOTE: Staff should be identified for the Family Assistance Center. Recommend that most positions contain at least two/three trained persons to cover multiple-day or multiple-shift coverage. Consider staffing the following positions, as needed for the specific incident:
  - (i) FAC Branch Director
  - (ii) Reception Group Supervisor
  - (iii) Registration and Family Hosts
  - (iv) Behavioral Health Group Supervisor
  - (v) Support Services Group Supervisor
  - (vi) Person of Concern Information Group Supervisor
  - (vii) Records Clerks
  - (viii) Family Liaison(s)–volunteers
  - (ix) Purdue Police Officers
  - (x) Counseling & Psychological Services (CAPS) Counselors
  - (xi) PUSH, School of Nursing, or Purdue Fire EMS personnel
  - (xii) Spiritual Care
  - (xiii) ITAP– communication and computer services
  - (xiv) Student services
    - (a) Dean of Students Office
    - (b) International Student Services
    - (c) University Residence...housing concerns/facility needs/dining issues

## Section 4: Direction, Control, and Coordination

### 4.1 National Incident Management System

- A) Purdue University has adopted the National Incident Management System (NIMS) which includes the Incident Command System (ICS)...a standardized, on-scene, all-hazard incident and resource management concept. NIMS is a comprehensive, national approach to incident management that is applicable to all jurisdictional levels and across functional disciplines. The intent of NIMS is to be applicable across a full spectrum of potential incidents and hazard scenarios, regardless of size or complexity.
- B) NIMS is designed to improve coordination and cooperation between public and private entities in domestic management activities. Response actions will be based on the ICS. All Purdue First Responders comply with NIMS training requirements.
- C) All individuals involved in the Family Assistance Center should at a minimum, take the following on-line NIMS courses:
  - 1) **IS-700: NIMS, An Introduction**
  - 2) **IS-100: Introduction to the Incident Command System (ICS)**

### 4.2 Incident Command System—Purdue University

- A) Incident command should be used for a family assistance center driven incident. If the Incident Commander (IC) requires assistance in managing the incident, he/she will request that the EOC Director activate the Emergency Operations Center (EOC).
- B) See the Integrated Emergency Management Plan for additional information on IC roles and responsibilities.

## **Section 5: Communication**

**5.1** The primary objective is to provide timely and accurate information to the university's stakeholders in preparation for – and in response to – a major incident that requires a family assistance center. Marketing and Media will implement their crisis communications plan to ensure this objective is met.

### **5.2 Communication goals:**

- A) Identify personnel with communications responsibilities, and develop lines of response and contingency plans.
- B) Define a common language and identify communications approval processes.
- C) Provide information about the university's family assistance center, and advise stakeholders where to find information.
- D) Ensure stakeholders have access to accurate and timely information to address fears and anxieties.
- E) Gain consensus on speaking with one voice, through internal publications, designated media spokespersons and official Purdue websites.
- F) Develop and/or implement crisis communications plan.

### **5.3 Purdue ALERT**

- A) Purdue ALERT is the University's emergency warning notification program. There is no way to reach everyone instantly with a single message or system. The objective is to balance the need to provide warnings as quickly as possible with the need to ensure accuracy and provide helpful safety instructions to our campus community. In order to accomplish this, Purdue ALERT has been designed as a multi-layered approach that will help spread the word quickly and accurately. Purdue ALERT may be used to keep the stakeholders informed of the incident and family assistance center activation.
- B) Multiple communication systems and processes make up Purdue ALERT. Activation of all or part of the overall warning notification system will be decided on by the Incident Commander and senior leadership, as time permits.
- C) The Purdue ALERT Emergency Warning Notification Plan (IEMP attachment 6) provides detailed information on activation protocols and concept of operations.

## Section 6: Glossary and Abbreviations

### GLOSSARY

**American Red Cross:** The American Red Cross is a humanitarian organization, led by volunteers, that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies. It does this through services that are consistent with its Congressional Charter and the Principles of the International Red Cross Movement.

**Ante mortem data:** information about the missing or deceased person that can be used for identification. This includes demographic and physical descriptions, medical and dental records, and information regarding their last known whereabouts. Ante mortem information is gathered and compared to post mortem information when confirming a victim's identification.

**Autopsy:** an examination of human remains that are recovered from the scene of the incident. Autopsies are generally conducted by a pathologist (commonly a forensic pathologist). The autopsy helps the pathologist to determine the cause and manner of death.

**Death notification:** the formal or official notification to the legal next of kin that their loved one is deceased and has been positively identified.

**Decedent:** a deceased person.

**Death certificate:** government issued certificate that serves as the official documentation of the date, location and the certification of the cause and manner of a person's death. The death certificate is a critical piece of documentation usually needed to handle a person's life insurance benefits and manage their estate after death.

**Death certification:** the official determination of cause and manner of death. This is usually determined by the pathologist after autopsy or by a physician responsible for the care of an individual prior to death.

**Emergency:** Any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

**Emergency Medical Services:** Services, including personnel, facilities, and equipment required to ensure proper medical care for the sick and injured from the time of injury to the time of final disposition (which includes medical disposition within a hospital, temporary medical facility, or special care facility; release from the site; or being declared dead). Further, EMS specifically includes those services immediately required to ensure proper



medical care and specialized treatment for patients in a hospital and coordination of related hospital services.

**Emergency Operations Center (EOC):** The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, tribal, city, county), or some combination thereof.

**Family Assistance Center:** The FAC is the designated site(s) to receive and support relatives of victims, handle telephonic inquiries, and provide support to survivors. The site is established during the response and recovery phases.

**Incident:** An occurrence or event, natural or human caused, that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

**Incident Action Plan (IAP):** An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

**Incident Command:** Responsible for overall management of the incident and consists of the Incident Commander, either single or unified command, and any assigned supporting staff.

**Incident Commander (IC):** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident Command Post (ICP):** The field location where the primary functions are performed.

The ICP may be co-located with the incident base or other incident facilities.

**Incident Command System (ICS):** A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational

structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

**Legal next of kin:** the closest blood relatives or spouse or domestic partner (depending on the state), who are legally authorized to make decisions regarding the deceased or the living during medical emergency if the individual is incapacitate. The order of next of kin may vary by state, but frequently includes spouse, then adult children, parents, siblings.

**Missing person:** in the context of disasters, an individual whose whereabouts, status or well-being is unknown.

**National Incident Management System (NIMS):** Provides a systematic, proactive approach guiding government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

**Postmortem data:** information about the deceased that is used to compare to ante mortem data on the missing, for the purposes of identification.

**Public Information:** Processes, procedures, and systems for communicating timely, accurate, accessible information on the incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders (both directly affected and indirectly affected).

**Public Information Officer (PIO):** A member of the Incident Command Staff responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

**Reunification:** the process of reuniting family members with their missing or deceased loved one.

## LIST OF ACRONYMS

ARC	American Red Cross
EHPS	Environmental Health and Public Safety
EOC	Emergency Operations Center
EOC Coordinator	Emergency Operations Center Coordinator
EOC Director	Emergency Operations Center Director
IAP	Incident Action Plan; Initial Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System

IEMP  
PIO  
PUFD  
PUPD

Integrated Emergency Management Plan  
Public Information Officer  
Purdue University Fire Department  
Purdue University Police Department

## 1. FAMILY ASSISTANCE CENTER ACTIVATION CHECKLIST

<input type="checkbox"/>	Incident Commander coordinates with the Senior Director, EHPS (also the EOC Director) who determines family assistance center activation.
<input type="checkbox"/>	Based on the incident size, number of victims, and other factors listed in the plan determine the approximate scale of the event.  Incident Type _____  Date _____ Time _____  Approximate number of victims _____  Estimated number of family/friend to arrive at FAC _____  Estimated Incident size _____
<input type="checkbox"/>	FAC Facility Activation Information  Facility Name _____ Date _____  Street Address _____  City _____ State _____ Zip Code _____  Contact Person: _____  Phone _____ Email _____
<input type="checkbox"/>	Identify services that will be provided at FAC (check all that apply) <ul style="list-style-type: none"><li><input type="checkbox"/> Reception/Registration</li><li><input type="checkbox"/> Family Briefings</li><li><input type="checkbox"/> Victim Information Services</li><li><input type="checkbox"/> Health Services</li><li><input type="checkbox"/> Missing Persons Services</li><li><input type="checkbox"/> Support Services<ul style="list-style-type: none"><li><input type="checkbox"/> Childcare services</li><li><input type="checkbox"/> Translation/Interpretation Services</li><li><input type="checkbox"/> Other:</li></ul></li></ul>

<input type="checkbox"/>	EOC Finance/Administration: identify all staff and volunteers
<input type="checkbox"/>	EOC Logistics: identify and acquire all equipment and supplies needed for the FAC Facility
<input type="checkbox"/>	Emergency Preparedness Office Staff will contact the Red Cross office and request their assistance in setting up and managing the family assistance center.
<input type="checkbox"/>	Coordinate with and/or request assistance from Tippecanoe County Emergency Management Agency, as needed.
<input type="checkbox"/>	Coordinate with and/or request assistance from Vice Provost for Student Life for possible food service needs.
<input type="checkbox"/>	Coordinate with Dean of Students Office.
<input type="checkbox"/>	Coordinate with Marketing & Media Office.
<input type="checkbox"/>	Ensure Information Technology needs are met and tested (Television/Cable, Phones, Internet, Cell Phones, Fax Machines, Radios)
<input type="checkbox"/>	Law Enforcement: establish and implement tactical security plan for the facility

## 2. Purdue University's FAC Staff Assignments

FUNCTION	PRIMARY	ALTERNATE
Executive Leadership Policy Group	President & President's Team (Normally, the CFO & Treasurer, Provost and VP Public Affairs)	Asst. Treasurer Vice Provost
EOC Director	Senior Director EHPS	Director REM
EOC Coordinator	Director Campus Emergency Preparedness Office	TBD
Information Officer	Marketing & Media personnel	Marketing & Media personnel
Operations Support Section Chief	TBD	TBD
Logistics Support Section Chief	Senior Director Bldg & Grounds	TBD
Planning Support Section Chief	Director Campus Emergency Preparedness Office	Assistant Director
Finance/Administrative Section Chief	TBD	TBD
Family Assistance Center (FAC) Branch Director	TBD	TBD
Reception Group Supervisor	TBD	TBD
Registration Host Manager	TBD	TBD
Family Host Manager	TBD	TBD
Behavioral Group Supervisor	TBD	TBD
Support Services Group Supervisor	TBD	TBD

PURDUE UNIVERSITY  
FAMILY ASSISTANCE CENTER PLAN

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Person of Concern Information Group Supervisor	TBD	TBD
Missing Persons Manager	TBD	TBD
Family Interview Manager	TBD	TBD
Patient Tracking Manager	TBD	TBD
Notification Manager	TBD	TBD

### 3. FAC Deactivation Checklist

<input type="checkbox"/>	EOC Director or designee directs FAC deactivation.
<input type="checkbox"/>	EOC Coordinator will collect all reports, other correspondence, etc. for the After Action Report. Secure information due to its potential sensitivity.
<input type="checkbox"/>	FAC members are released.
<input type="checkbox"/>	Notify county and state offices as applicable.



## 4. FAC Family Registration/Check-in Protocols

<input type="checkbox"/>	As families enter the facility greeters will be present to show them to the reception area.
<input type="checkbox"/>	Families will check-in to the facility. <ul style="list-style-type: none"><li>• All family members must sign-in upon arrival.</li><li>• Family members are required to produce photo identification upon entry to ensure the identity of all visitors.</li><li>• In the event that a family member does not have a photo identification (minor children, identification unavailable, etc.) reception staff, with the assistance of Law Enforcement, should take reasonable steps to ensure the identity of the individual.</li></ul>
<input type="checkbox"/>	If someone causes concerns to reception staff notify security immediately.
<input type="checkbox"/>	Family Hosts should provide family member with a brief overview of the services provided at the FAC, and assist them with any immediate needs.
<input type="checkbox"/>	Translators/Interpreters should be on hand or in communication (cell or email) to provide assistance with the registration process if necessary.
<input type="checkbox"/>	Mental Health providers should be on hand to provide assistance to families.
<input type="checkbox"/>	Security Personnel should be available for assistance if necessary.

### 5. FAC Staff/Volunteer CHECK-IN FORM

	NAME	DEPARTMENT	FAC POSITION	SIGNATURE	SIGN IN TIME	SIGN OUT TIME
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						



## 7. ACTIVITY LOG

TIME	EVENT	DETAILS

## 8. EOC Director Checklist

<b>Responsibilities</b>	<b>The EOC Director is the Senior Director EHPS or designated representative. The EOC Director is responsible for activating the EOC and providing support to the Family Assistance Center.</b>
<input type="checkbox"/>	Sign in upon arrival at the EOC.
<input type="checkbox"/>	Assess type and scope of emergency and determines EOC activation.
<input type="checkbox"/>	The most senior University official serves as temporary EOC Director until the EOC Director arrives.
<input type="checkbox"/>	Authorize the activation of the EOC (if not already accomplished), and request members from specific functional areas based on type of emergency.
<input type="checkbox"/>	Ensure that each EOC Support Section is covered and has appropriate leadership.
<input type="checkbox"/>	Get situation update; assess University status; determine threat to human life and safety and take immediate action to protect life if necessary.
<input type="checkbox"/>	Delegate a liaison to the Tippecanoe County EOC, if necessary.
<input type="checkbox"/>	Establish communication with the Incident Commander.
<input type="checkbox"/>	Establish communication with the FAC Branch Director
<input type="checkbox"/>	Communicate with the EPLG to determine the policy that will guide the development of an Incident Action Plan (IAP), if applicable.
<input type="checkbox"/>	Coordinate with Public Information Officer about internal and external emergency bulletins.
<input type="checkbox"/>	Provide a status update to senior leadership on a regular basis.
<input type="checkbox"/>	Maintain communications with internal and external sources as necessary and direct public information to disseminate information on a regular basis.
<input type="checkbox"/>	Ensure that logs of emergency actions are being kept.
<input type="checkbox"/>	Upon the advice of IC, authorize de-activation or reduced operations for the EOC.
<input type="checkbox"/>	Assemble EOC members and key operational managers to produce an After-Action Report evaluating the emergency response.
	<b><i>Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies.</i></b>

## 9. FAC Branch Director Position Checklist

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Serve as the Family Assistance Center Director for all FAC operations</b></li> <li>• <b>Oversee staff in FAC operations</b></li> <li>• <b>Coordinate with EOC Operations Section Chief on FAC operations</b></li> </ul>
<b>Activation Duties</b>	
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Coordinate with the EOC to determine: <ul style="list-style-type: none"> <li>• The scale of the FAC</li> <li>• Services that will be provided at the FAC</li> <li>• Logistical needs of the FAC</li> <li>• Staffing needs of the FAC</li> <li>• FAC location</li> <li>• Identify expectations, needs and challenges</li> </ul>
<b>Beginning of Shift Duties</b>	
<input type="checkbox"/>	Responsibility for overall FAC operations.
<input type="checkbox"/>	Coordinate activity of FAC groups (Reception, Mental Health, Support Services, and Victim Information): <ul style="list-style-type: none"> <li>• Identify, review and communicate goals and objectives for FAC operations with Group Supervisors.</li> <li>• Provide direction to Group Supervisors as needed.</li> <li>• Ensure accurate and timely information is being released through the PIO.</li> <li>• Ensure groups are activated and staffed appropriately as needed.</li> </ul>
<input type="checkbox"/>	Maintain communication with Emergency Operations Center
<input type="checkbox"/>	Provide periodic updates to Emergency Operations Center
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214)
<input type="checkbox"/>	

## 10. FAC Reception Group Supervisor Position Checklist

<b>Responsibilities</b>	<b>Coordinate and oversee all operations of the Reception Group including registration and family host operations.</b>
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Coordinate with security and law enforcement to: <ul style="list-style-type: none"> <li>• ensure only authorized individuals are granted access to the FAC</li> <li>• try and keep all media and press representatives out of the FAC.</li> </ul>
<input type="checkbox"/>	Verify FAC staff identity upon arrival, ensure that all team members complete the FAC Staff Daily Sign-in Sheet and direct FAC staff to Support Services.
<input type="checkbox"/>	Ensure the privacy, confidentiality, and security of all information.
<input type="checkbox"/>	Ensure the forms received by the Registration Group are complete.
<input type="checkbox"/>	Continually assess the resource and staffing needs of the Reception Group.
<input type="checkbox"/>	Provide recommendations and assistance to the FAC Branch Director concerning reception operations.
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to FAC Branch Director	

## 11. FAC Registration Team Position Checklist

<b>Responsibilities</b>	<b>Oversee all registration activities.</b>
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Ensure all forms are properly completed by families registering at the FAC.
<input type="checkbox"/>	Keep all media and press representatives out of the FAC.
<input type="checkbox"/>	Ensure the privacy, confidentiality, and security of all information.
<input type="checkbox"/>	Maintain current roster of families at the FAC.
<input type="checkbox"/>	Ensure all FAC staff are checked and properly credentialed.
<input type="checkbox"/>	Ensure all families and staff check out as they leave the FAC facility.
<input type="checkbox"/>	Refer all families requiring immediate assistance to family host or the appropriate resources.
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to: Reception Group Supervisor	



## 12. FAC Family Host Team Position Checklist

Responsibilities	Greet family members upon entry into the FAC.
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Answer questions concerning services and procedures.
<input type="checkbox"/>	Provide a brief orientation of the FAC facility if possible.
<input type="checkbox"/>	Inspect and organize client areas (waiting rooms, television room, food service areas, meditation/spiritual care areas, etc.).
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to: Reception Group Supervisor	

### 13. FAC Mental Health Group Supervisor Position Checklist

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Coordinate the overall mental health response for FAC families and staff.</b></li> <li>• <b>Ensure the provision of mental health and spiritual care services.</b></li> <li>• <b>Ensure the privacy, confidentiality, and security of all protected health information.</b></li> <li>• <b>Provide assistance in coordinating a memorial or site visit for the families.</b></li> </ul>
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Follow all procedures, professional codes of conduct and laws and ensures Mental Health Team members follow all procedures, professional codes of conduct and laws.
<input type="checkbox"/>	Convene and lead update meetings and shift change briefings as scheduled.
<input type="checkbox"/>	Conduct meetings with staff individually or as a team, as needed.
<input type="checkbox"/>	Information may include available resources for families and staff, changes in FAC procedures, response actions currently underway and planned, and specific religious or cultural resources available to families and staff.
<input type="checkbox"/>	Monitor demand for Behavioral Health Services to determine appropriate staffing
<input type="checkbox"/>	Monitor and anticipate emerging needs / resources for families, FAC staff and BH Team. Fulfill needs / acquire resources.
<input type="checkbox"/>	Ensure the privacy and confidentiality of all verbal and written Behavioral Health interaction and documentation concerning families and FAC staff.
<input type="checkbox"/>	Provide assistance in coordinating a memorial or site visit for families with the Dean of Students office and/or Human Resources.
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to FAC Branch Director	

## 14. FAC Support Services Group Supervisor Position Checklist

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Coordinate all Support Services at the FAC</b></li> <li>• <b>Continually assess the Support Services needs of the FAC facility</b></li> <li>• <b>Continually assess the needs, support staffing and services needed by the FAC Teams</b></li> <li>• <b>Communicate requests to the Operations Chief regarding needs of the FAC including but not limited to equipment, supplies, food, water, etc.</b></li> <li>• <b>Make recommendations to improve efficiency and effectiveness of FAC teams.</b></li> </ul>
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Coordinate and oversee all Support Services operations.
<input type="checkbox"/>	Continually assess the needs, support, and staffing of the Support Services operations.
<input type="checkbox"/>	Continually assess the Support Service needs of families at the FAC and activate/demobilize groups as necessary.
<input type="checkbox"/>	Upon request of the Reception, Information, and Behavioral Health Supervisors, contact additional team members needed to support the demands on the FAC.
<input type="checkbox"/>	Distribute team member materials e.g. vests, name badges after they report for duty with the Reception Team.
<input type="checkbox"/>	Provide supervision and support to subordinate positions.
<input type="checkbox"/>	Provide recommendations and assistance to the FAC Branch Director concerning Support Services.
<input type="checkbox"/>	Maintain communications with on and off-site operations concerning person of concern information services and any operational issues.
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to FAC Branch Director	

## 15. FAC Person of Concern Information Group Supervisor Position Checklist

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Coordinate and support Person of Concern Information Services operations.</b></li> <li>• <b>Maintain communications with on and off-site operations concerning person of concern information services and any operational issues.</b></li> <li>• <b>Continually assess the needs, support and staffing of the Person of Concern Information Group.</b></li> <li>• <b>Provide recommendations and assistance to the FAC Branch Director.</b></li> </ul>
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Oversee all Person of Concern Information Service operations.
<input type="checkbox"/>	Provide supervision and support to subordinate positions, if activated.
<input type="checkbox"/>	Provide recommendations and assistance to the FAC Branch Director concerning Person of Concern Information Services.
<input type="checkbox"/>	Ensure families' Person of Concern Information needs are being properly met.
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to FAC Branch Director	

## 16. FAC Missing Persons Team Leader Position Checklist

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Oversee all Missing Persons Operations.</b></li> <li>• <b>Ensure call operational objectives by taking information direction from the Public Information Officer.</b></li> <li>• <b>Ensure the Missing Persons has all of the assets, staff and support it needs.</b></li> <li>• <b>Provide recommendations and assistance to the Victim Information Group Supervisor concerning Missing Persons operations.</b></li> </ul>
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Maintain communications with the Victim Information Group Supervisor and the PIO concerning Missing Persons Operations
<input type="checkbox"/>	Provide updates, recommendations, and assistance to the Victim Information Group Supervisor concerning Missing Persons operations
<input type="checkbox"/>	Ensure the collection and review of missing persons reports
<input type="checkbox"/>	Ensure the privacy, confidentiality, and security of all protected health information
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to Victim Information Group Supervisor	

## 17. FAC Family Interview Team Leader Position Checklist

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Collect ante-mortem data via family interviews from all the family members of probable victims.</b></li> <li>• <b>Oversee and maintain the mental and physical health/safety of all subordinate staff.</b></li> </ul>
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Oversee all Person of Concern Information Service operations.
<input type="checkbox"/>	Provide supervision and support to subordinate positions, if activated.
<input type="checkbox"/>	Provide recommendations and assistance to the FAC Branch Director concerning Person of Concern Information Services.
<input type="checkbox"/>	Ensure families' Person of Concern Information needs are being properly met.
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to Victim Information Group Supervisor	

## 18. FAC Patient Tracking Team Leader Position Checklist

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Coordinate with the local hospitals to receive information on missing persons and injured victims (known and unknown).</b></li> <li>• <b>Communicate to the hospitals all possible matches made by the Missing Persons Group.</b></li> <li>• <b>Ensure the privacy, confidentiality, and security of all protected health information.</b></li> <li>• <b>Coordinate information sharing with Family Reception Services, if established.</b></li> </ul>
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Receive briefing from outgoing Patient Tracking Unit Lead.
<input type="checkbox"/>	Brief subordinate staff of all important information.
<input type="checkbox"/>	Establish a schedule for conducting unit briefings.
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to Victim Information Group Supervisor	

## 19. FAC Notification Team Leader Position Checklist

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• This will primarily be the responsibility of the ODOS Crisis team.</li> <li>• Perform notifications to families regarding the status and/or location of their loved ones.</li> <li>• Coordinates with the Coroner Authority and FAC Branch Director to determine that the Dean of Students or designee is prepared to notify families.</li> <li>• Serve on the notification team during hospital/shelter notifications, missing person's notifications, and death notifications.</li> <li>• Serve on a Family Liaison Team; act as a family representative/point of contact for families during the notification and decedent affairs process.</li> </ul>
<input type="checkbox"/>	Review the Family Assistance Center Plan.
<input type="checkbox"/>	Review Position Checklist (in the Job Aids section of this plan).
<input type="checkbox"/>	Serve on a Family Liaison Team; act as a family representative/point of contact for families during the notification and decedent affairs process.
<input type="checkbox"/>	Provide recommendations and assistance to the Victim Information Group Supervisor on Notification operations
<input type="checkbox"/>	Maintain communication with EOC Director, FAC Branch Director and the Missing Persons Group Supervisor regarding notifications
<input type="checkbox"/>	Maintain written log of all important actions and decisions (Activity Log or ICS 214).
Reports to Victim Information Group Supervisor	