



# FAMILY ASSISTANCE CENTER

PROVIDING SUPPORT  
IN TIMES OF CRISIS

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# EYE OPENER – BOSTON MARATHON



BOSTON, MASSACHUSETTS – APRIL 2013

- LOW-TECH EXPLOSIVE DEVICE
- MASS CASUALTY INCIDENT
  - 3 DEAD, 278 WOUNDED
  - DRs, RNs, FIRST RESPONDERS TRIAGE
  - PATIENTS SELF-TRANSPORTED
- COMMUNICATIONS/PSAP OVERLOADED
- HOSPITAL SYSTEMS OVERWHELMED
- EMERGENCY MANAGEMENT ACTIVATED
- FAMILY ASSISTANCE/REUNIFICATION/RECOVERY
- **THE DAY “STOP THE BLEED” ENTERED CIVILIAN LIFE**



\*THE BOSTON MARATHON BOMBING CHANGED DISASTER MANAGEMENT - THE ATLANTIC

# EYE OPENER – ROUTE 91 HARVEST FESTIVAL



LAS VEGAS, NEVADA – OCTOBER 2017

- ACTIVE SHOOTER/HOSTILE EVENT
- MASS CASUALTY INCIDENT
  - 59 DEAD, 527 WOUNDED
  - DRs, RNs, FIRST RESPONDERS TRIAGE
  - PATIENTS SELF-TRANSPORTED
- COMMUNICATIONS/PSAP OVER-UTILIZED
- HOSPITAL SYSTEMS OVERWHELMED
- EMERGENCY MANAGEMENT ACTIVATED
- FAMILY ASSISTANCE/REUNIFICATION/RECOVERY

\*LAS VEGAS SHOOTING BY THE NUMBERS: DEATH TOLL, LAS VEGAS VICTIMS (AJC.COM)



# EYE OPENER – ASTROWORLD MUSIC FESTIVAL



HOUSTON, TEXAS – NOVEMBER 2021

- CROWD STAMPEDE
- MASS CASUALTY INCIDENT
  - 10 DEAD, 300+ WOUNDED
  - DRs, RNs, FIRST RESPONDERS TRIAGE
  - PATIENTS SELF-TRANSPORTED
- COMMUNICATIONS/PSAP OVER-UTILIZED
- HOSPITAL SYSTEMS OVERWHELMED
- FAMILY ASSISTANCE/REUNIFICATION/RECOVERY

\*<https://www.youtube.com/watch?v=LGXwJnZSIkQ>



# WHAT IS A FAMILY ASSISTANCE CENTER (FAC)?

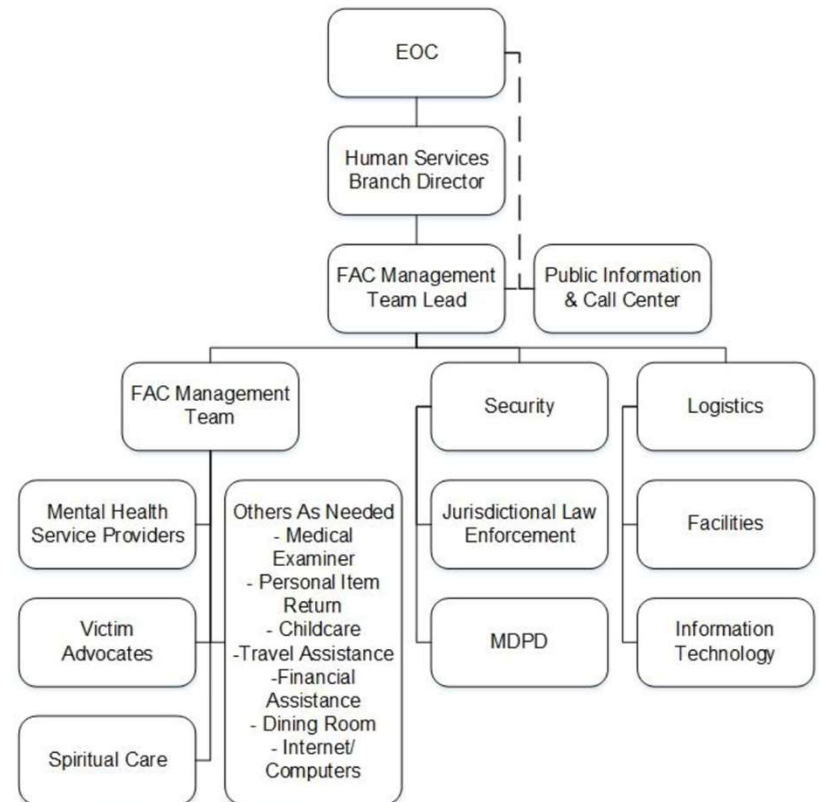


- FOLLOWING A MASS CASUALTY INCIDENT (MCI), A FAC PROVIDES A SAFE AND CENTRALIZED LOCATION FOR VICTIMS AND THEIR FAMILIES TO ACCESS RESOURCES AND INFORMATION.
- IT HELPS TO REDIRECT PEOPLE FROM INCIDENT SITES AND HOSPITALS, WHICH CAN IMPEDE INVESTIGATIONS AND MEDICAL CARE.
- FACs OFFER VARIOUS SERVICES INCLUDING:
  - FAMILY REUNIFICATION ASSISTANCE
  - ACCESS TO SUPPORT SERVICES AND AGENCIES
  - PRIVACY DURING LAW ENFORCEMENT INTERVIEWS
  - ACCESS TO THE LATEST INFORMATION ON THE EVENT



# WHY IS THE PLAN IMPORTANT?

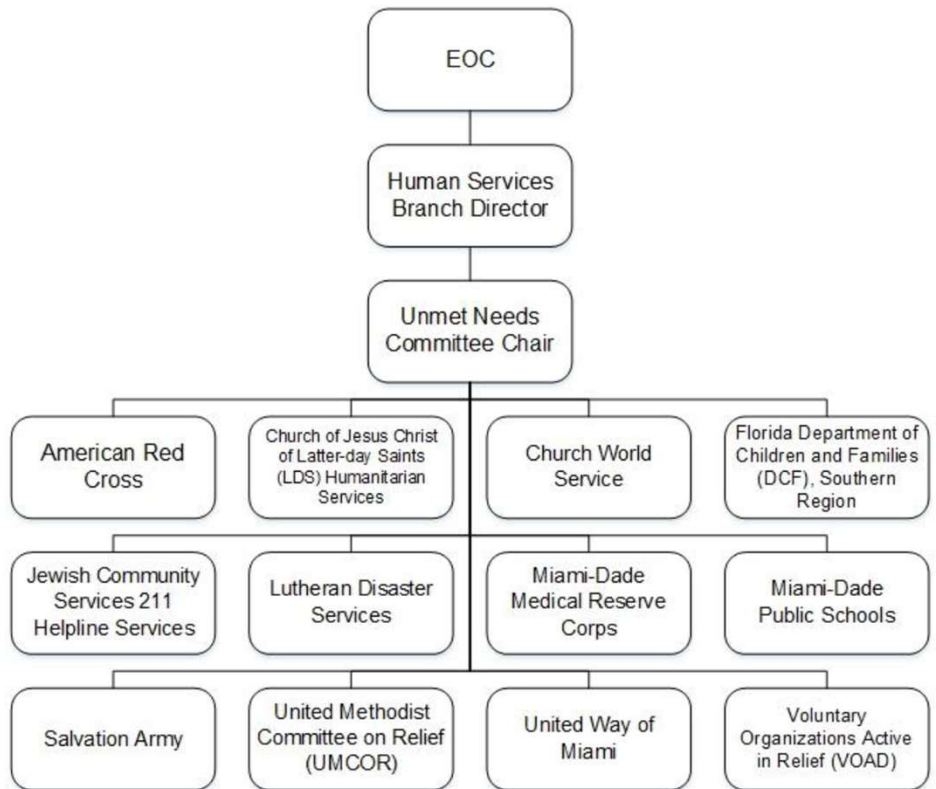
- THE PURPOSE OF THE PLAN IS TO COORDINATE INCLUSIVE AND COMMUNITY-BASED SERVICES TO ADDRESS NEEDS ARISING FROM ACUTE EVENTS AND PERSISTENT UNMET NEEDS AFTER A PROLONGED RESPONSE.
- THE PLAN GUIDES THE PROVISION OF SERVICES, STAFFING, AND OPERATIONS OF A FAC, AND THE PROVISION OF SERVICES FOR UNMET NEEDS.
- THE PLAN CAN BE ACTIVATED DURING PRESIDENTIALLY DECLARED AND NON-DECLARED EVENTS.
- MIAMI-DADE COUNTY IS THE COORDINATING ENTITY, BUT OTHER ENTITIES MAY ALSO OPEN THEIR OWN FACs.



# HOW DOES THIS PLAN WORK?



- THE PLAN EMPHASIZES COORDINATION AMONG VARIOUS AGENCIES AND SERVICE PROVIDERS.
- IT OUTLINES THE ROLES AND RESPONSIBILITIES OF DIFFERENT ENTITIES INVOLVED IN FAC OPERATIONS.
- THE PLAN AIMS TO PROVIDE A FLEXIBLE AND ADAPTABLE RESPONSE TO DIFFERENT TYPES OF INCIDENTS.
- IT ALSO ADDRESSES THE TRANSITION FROM IMMEDIATE RESPONSE TO RECOVERY, INCLUDING THE UNMET NEEDS COMMITTEE.



# SURFSIDE, FLORIDA – JUNE 24, 2021

## CHAMPLAIN TOWERS SOUTH



- BUILDING COLLAPSE
  - COLLAPSE AT APPROXIMATELY 1:24 AM
- MASS CASUALTY INCIDENT
  - 98 DEAD, 3 SURVIVORS
  - 35 RESIDENTS RESCUED, 10 TREATED ON SCENE
- JULY 4<sup>TH</sup> – REMAINDER OF CHAMPLAIN TOWER SOUTH DEMOLISHED
- JULY 7<sup>TH</sup> – TRANSITION FROM SEARCH AND RESCUE TO SEARCH AND RECOVERY
- JULY 26<sup>TH</sup> – LAST VICTIM IDENTIFIED FOR A TOTAL OF 98 CONFIRMED DEATHS





# SURFSIDE LESSONS LEARNED TOPICS

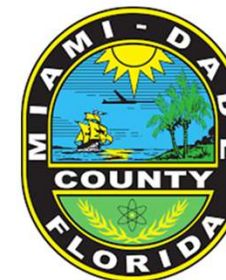
- OVERVIEW
- MULTIPLE AGENCY COORDINATION
- FAMILY RECEPTION CENTER (FRC) FAMILY ASSISTANCE CENTER (FAC)
- FAMILY NOTIFICATION & BRIEFINGS
- LESSONS LEARNED



# MULTIPLE AGENCY COORDINATION



Organization Type	Number of Organizations
County	8
Municipal	16
State	11
Federal	17
International	2
Private Sector	2
Non-Profit	3
Total	59



**FEMA**

# FRC & FAC



FAMILY ASSISTANCE CENTER



# FAMILY NOTIFICATIONS & BRIEFINGS



- NOTIFICATIONS AND UPDATES TO FAMILY MEMBERS THROUGH MULTIPLE COMMUNICATION PATHWAYS:
  - IN-PERSON
  - TEXT
  - EVERBRIDGE
  - VIDEO
- BRIEFINGS
  - HELD TWICE A DAY IN PERSON WITH A ZOOM LINK FOR FAMILIES NOT ON SITE
  - PROVIDED IN BOTH ENGLISH AND SPANISH

## SITE SECURITY & CREDENTIALING

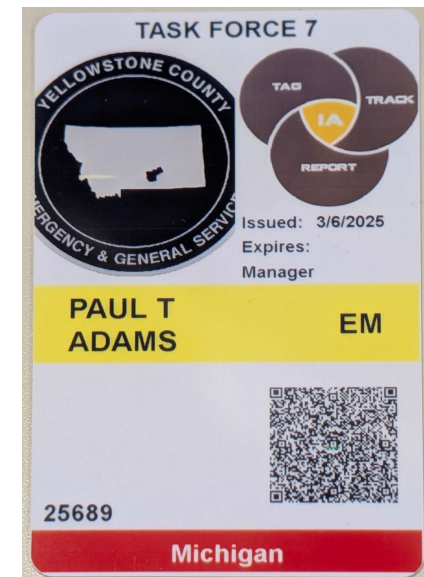


- MIAMI-DADE POLICE – PRIMARY SECURITY AT ALL LOCATIONS
- MERIT BADGES – PROVIDED TO ALL RESPONDERS AND AUTHORIZED PERSONNEL OF THE INCIDENT
- OFF-SITE PARKING – UTILIZED A PARKING LOT OF A LOCAL PARK AS A BUS DEPOT FOR ALL RESPONDERS AND PERSONNEL WORKING THE INCIDENT
  - UTILIZED COUNTY BUSES WITH POLICE ESCORTS FROM THE PARKING LOT TO DIFFERENT DROP POINTS THROUGHOUT THE INCIDENT LOCATION
  - REDUCED PARKING ISSUES AND ALLOWED MORE CONTROL OVER WHO WAS ENTERING
  - MERIT BADGING STATION WAS PRESENT AT THE PARKING LOT AND WAS MANDATORY BEFORE ENTERING THE BUSES



# SITE SECURITY & CREDENTIALING

- STAFF FOR FRC/FAC PRE-IDENTIFIED
  - BADGES WITH KEY INFORMATION AND QR CODE CREATED FOR FRC/FAC STAFF
  
- FAMILY MEMBERS IDENTIFIED BY MDSO
  - THEIR INFORMATION IS INPUT INTO THE SYSTEM
  - A PICTURE IS TAKEN
  - RECEIVE A WRISTBAND WITH QR CODE



# LESSONS LEARNED & BEST PRACTICES



- SELF-DEPLOYED ASSETS
  - MENTAL HEALTH PROFESSIONALS & VOLUNTEER ORGANIZATIONS
- VOLUNTEER & DONATIONS MANAGEMENT
  - VOAD
- COMMUNICATION AND INFORMATION SHARING
  - MULTIPLE AGENCIES (STATE, FEDERAL, INTERNATIONAL)
- MENTAL HEALTH & SPIRITUAL CARE FOR VENDORS
  - TRUCK DRIVERS, HOTEL WORKERS, ETC.
- MOVING FORWARD, CLUB WORLD CUP (2025) AND WORLD CUP (2026)

# QUESTIONS & OPEN DISCUSSION



# THANK YOU!



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# CONNECT WITH US

