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Personnel

FAMILY ASSISTANCE CONTROL CENTER



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This instruction implements AFI 36-3009, *Family Support Center Program*. It outlines procedures for operation of the Family Assistance Control Center (FACC). The FACC is a facility staffed with disaster-response trained professionals and volunteers who provide community assistance in crisis situations that involve (or potentially involve) a large number of casualties. This instruction applies to all units located and attached to the base. This instruction does not apply to Air National Guard or the United States Air Force Reserve Units.

1. Office of Primary Responsibility (OPR). The Mission Support Squadron Family Support Center (FSC), through the Community Action and Information Board (CAIB) has responsibility for oversight of FACC operations, including development of operating instructions and ensuring appointment and training of FACC members.

2. General.

2.1. In casualty situations, the 43d Airlift Wing Commander will decide whether existing services can handle the expected number of family and community members needing assistance. The FACC provides an option for disaster response in those situations in which the anticipated needs are beyond the capability of the agencies primarily tasked to provide immediate crisis intervention. The FACC provides a consolidated facility through which the families of potential casualties can receive supportive services. These services consist of the following:

2.2. Initial Response and Assistance. The FACC will serve as a central gathering point for families awaiting information about potential casualties. Families and community members will be directed to report to the FACC for the most up-to-date information on the crisis. The FACC staff will provide a supportive environment for the individuals remaining at the center. A log-in/out sheet will be maintained to keep track of the location of family members who may prefer to wait for information at their own homes or in alternate settings. Progress reports will be provided at the FACC through appropriate

senior leadership or representatives of the 43d Public Affairs Office. A Volunteer Control Center will be established to match volunteers with identified needs (manning phones, childcare resources, logistical support). Private facilities will be maintained for casualty notifications. Supportive counseling services will be provided to those needing emotional support. Following receipt of confirmation of casualties, the FACC will serve as a centralized location for required services such as grief counseling and financial assistance, etc. The FACC can also serve as the centralized location for management of incoming calls from individuals seeking information on the crisis and from those offering assistance.

2.3. Long-Term Assistance. After initial arrangements are made for the affected families, the focus of the FACC will shift to long-term assistance. These services will include continued counseling support for grieving family members, services to non-casualty family, survivors, "first responders", staff, and volunteers.

3. Responsibilities.

3.1. The FACC staff will include the FACC Director (FSC Director), the Noncommissioned Officer in Charge (NCOIC), (FSC Superintendent), and assigned representatives from the following base support agencies: FSC, Public Affairs, Chapel, American Red Cross (ARC), Legal Office, Military Personnel Flight (MPF), Base Housing Office, Accounting and Finance, Transportation Squadron, Services Squadron, Security Forces Squadron, the Medical Group, and the Communications Squadron. Additional support will be provided through detailed members and volunteers. Responsibility of the FACC staff will include:

3.2. FACC Director. The director will be responsible for the overall implementation and operation of the FACC during the crisis situation. The director will ensure that rosters of personnel assigned to the FACC are current and that recall procedures are in-place. The director will ensure the FACC staff is trained in disaster response and FAC operations are exercised at least annually. Included in the training will be rumor control techniques, role-playing, telephone response and information retrieval techniques, and sensitivity training. Upon activation of the FACC, the director will ensure FACC staff is recalled and arrangements are made for 24-hour operation. The director will serve as a consultant to the Crisis Action Team (CAT) regarding needs of the families and community utilizing FACC services.

3.3. FACC NCOIC. The NCOIC will assist the Director and be responsible for the FACC. The NCOIC will ensure details are coordinated to ensure the safety and comfort of family members. The NCOIC will ensure adequate communication assets are available for FACC operation.

3.4. Family Support Center (FSC). All FSC staff will be trained in FACC operations and detailed to the FACC for the duration of FACC operations. FSC staff will be responsible for providing the manpower to work check-in stations, coordinate assignment of tasks to volunteers, provide Air Force Aid assistance and supervise detailed personnel as needed. FSC staff will augment other agencies in providing supportive and grief counseling.

3.5. Public Affairs (PA). PA will be responsible for ensuring widespread dissemination of information regarding activation of the FACC. PA representative to the FACC will be responsible for clearance of all information released through the FACC pertaining to the crisis.

3.6. Chaplain (HC). At least one Chaplain will be assigned to the FACC for providing emotional and spiritual support to family members and affected community members. Chaplains will provide assis-

tance with casualty notifications. The Chaplain Division has primary responsibility for memorial services on base.

3.7. Medical Group. Life Skills Support Center representative will be available to provide supportive services and to serve as consultant in situations in which family members may need psychological help or services that related to family stress. In addition, the Medical Group representative will request assistance from other helping agencies as needed and be able to refer family members to the Medical Group Facility (either normal or alternate location) for actual medical assistance or more in-depth psychological treatment. Life Skills will also activate (as appropriate) the Critical Incident Stress Management team(s) in response to situations involving casualties.

3.8. Family Member Support Flight (43 SVS). Primary consultant of child-care collaboration with volunteers. Will provide guidance/resources to deal with children and youth activities during FACC activation.

3.9. American Red Cross (ARC). An ARC station will be established to provide emergency assistance and support to family members. The ARC will assist in the notification of family members, other than next of kin, on an as needed basis once information is releasable. Financial and funeral assistance will be provided IAW directives.

3.10. Military Personnel Flight (MPF). MPF will provide DEERS verification and identification cards and are the point of contact for Emergency Data Card information.

3.11. Legal Office (JA). JA staff will provide legal assistance to affected families.

3.12. Comptroller Squadron Representatives from finance will be available to provide financial counseling and assistance as needed.

3.13. Transportation Squadron (LGT). Representatives from Transportation will be available to help family members with Base Transportation assistance.

3.14. Services Squadron (SVS). Representatives from Services Squadron will be available to assist with temporary lodging, food, youth activities and other services related needs.

3.15. Communications Squadron (CS). The CS will be available to provide telephone and computer support, as required. At least two unpublished phone lines will be available for use by service provider staff, volunteers and family members.

4. Procedures.

4.1. The FACC will be activated at the direction of the Disaster Control Group on-scene Commander or the Wing Commander.

4.2. The primary location of the FACC is building 432, the Family Support Center. The alternate location is the community activity center. Other facilities will be used if the scope of the crisis is likely to exceed the capacity of these locations.

4.3. The FACC will be configured to include space for private counseling, rest areas, child recreation and care, food service and eating, informational briefings, and chapel/meditation.

4.4. The FACC will be open 24 hours a day during the initial crisis response period.

4.5. All service provider staff and volunteers should be clearly identified with a badge.

- 4.6. A FACC sign-in/out log will be utilized to capture such information as full names of service member and family members, relationship of waiting parties to potential casualty victims, phone numbers and locations where family members may be reached.
- 4.7. All entrances and exits to the FACC should be monitored to ensure the safety and privacy of all family members and friends.
- 4.8. In large-scale disasters, the FACC will ensure coordination of assistance to family members residing outside the Pope community who elect to come and assist with family members needs.
- 4.9. No information will be released regarding the disaster without clearance from PA. No information will be released on the status of casualties until the next-of-kin have been notified by the Casualty Assistance Office (CAO) and the names of casualties are released by PA.
- 4.10. The FACC Director will advise the CAT or the Wing Commander when specialized service provider augmentees from other installations are needed.

WINFIELD W. SCOTT III, Colonel, USAF
Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFI 36-3009, *Family Support Center Program*

Abbreviations and Acronyms

AFI—Air Force Instruction

ARC—American Red Cross

CAIB—Community Action and Information Board

CAO—Casualty Assistance Office

CAT—Crisis Action Team

CS—Communication Squadron

DEERS—Defense Eligibility & Enrollment Reporting System

FACC—Family Assistance Control Center

FSC—Family Support Center

HC—Chaplain

IAW—In Accordance With

JA—Legal Office

LGT—Transportation Squadron

MPF—Military Personnel Flight

NCOIC—Noncommissioned Officer in Charge

OPR—Office of Primary Responsibility

PA—Public Affairs

SVS—Services Squadron